Trouble Shooting Tips

CHELAN COUNTY ASSESSOR

Welcome to the Chelan County Assessor's Office! In our effort to improve your experience on our website we have created this Trouble Shooting Tips document to aid you in using the resources we have available.

As technology continues to grow so does our expectations of how fast websites should respond to our requests for information. In order to pull up the information most internet browsers are now designed to "cache" the data to make repeat visits to frequently used websites faster. This is great if the website never changes or is updated infrequently. Our data and information is constantly changing as ownership changes, plats, boundary line adjustments and other property related documents are recorded.   This constant change can impact your use of our website if you don't have your Internet Browser set correctly or are using an internet browser that is not compatible with our website.

TROUBLE SHOOTING TOPICS

SYSTEM REQUIREMENTS   **WEBSITE COMPATIBILITY**   **INTERNET BROWSER SETTINGS**

ERROR MESSAGES   **CAN WE HELP?**   **FREQUENTLY ASKED QUESTIONS**

SYSTEM REQUIREMENTS

A web browser with Adobe Flash Player 11.1 or higher is required to view the Chelan County Website and GIS Mapping application.   **Install Flash Player from Adobe.**

Our website is only supported by the following browsers:
- Firefox 3.5 or higher*
- Google Chrome 10 or higher
- Internet Explorer 10***
- Internet Explorer 9
- Internet Explorer 8**
- Internet Explorer 7**

Note: *If using Firefox, Firefox 4.x or higher is required for working with ArcGIS Spatial Data Server for the Java Platform.

**It is recommended that you use Manager in a Firefox, Chrome, Internet Explorer 9 or 10 browsers for the best possible experience. Using Internet Explorer 7 and 8 may result in a lower-quality display of Manager.

***Support begins at ArcGIS 10.1 SP1.

If you are using an Internet Browser other than what is listed above our website, parcel search and GIS Mapping applications may not work.

What Internet browser and what version of the browser are you using?

If you are unsure of what Internet browser you are using you can try visiting **Whatbrowser.org.** This website will tell you what browser you are currently using and give you an option of trying one of the browsers that support our Online Mapping. *Note: IE stands for Internet Explorer.*

Are you using one of the supported Internet browsers and still having issues accessing our website?

If you have changed the default settings in your browser you may not be able to open the map. You can try resetting your browser settings to the default settings. To find out how to reset your particular browser try searching the web, for instance, if you are using Firefox try typing in "reset Firefox to default" in your web browser search window for instructions on how to do this.

Note: If you choose to reset your browser you do so <u>at your own risk </u>as it may reset any bookmarks, favorites, passwords, forms, etc.

• **To learn more about resetting your Internet Explorer settings try this link.**

You can also try checking to make sure that your pop-up blockers are not turned on. To learn more about pop-up blockers visit **Microsoft Support**.

If none of the above trouble shooting suggestions helps and you still find that our website or applications are not working for you, then there may be something deeper going on with your computer. *You should try from a different computer to see if the website or applications works on it.* If it works from a different PC then you may want to either contact your Internet Support Provider or to have a computer expert look at your computer. If the map does not work after trying a different computer please contact us so that we can work with our IT staff to resolve the problem.

WEBSITE COMPATABILITY

Sometimes the website you're visiting doesn't look right. It shows up as a jumble of out-of-place menus, images, and text boxes. What's going on? One possible explanation is that the site might have been designed for an earlier version of Internet Explorer. If Internet Explorer recognizes that the webpage isn't compatible, you'll see the Compatibility View button on the Address bar.   Try clicking it.

In Compatibility View, websites will be displayed as if you were viewing them in a previous version of Internet Explorer, which will often correct display problems. You don't need to click the button for a site after you've done it once—the next time you visit the site, Internet Explorer 9 will automatically show it in Compatibility View. (If you ever want to go back to browsing with Internet Explorer 9 on that site, just click the Compatibility View button again.)
You can also access the Compatibility View Settings from the Tools menu on your browser.

INTERNET BROWSER SETTINGS

If you are experiencing issues with accessing our website, you might try checking your internet browser settings.   It may be set up to cache the pages from previous sessions and may not display new or updated information. Try clearing your internet browsing cache. To do this for Internet Explorer (IE)*****
click on Tools in your internet browser then Delete Browsing History (or you can do a CTRL + Shift+ Del). It's also a good idea to have your settings on the Internet Options to delete browsing history on exit. To check your Internet Options settings go to the Tools Menu -→ Internet Options ***Note: for other browsers you'll want to check under the settings tab or use their help menu.***
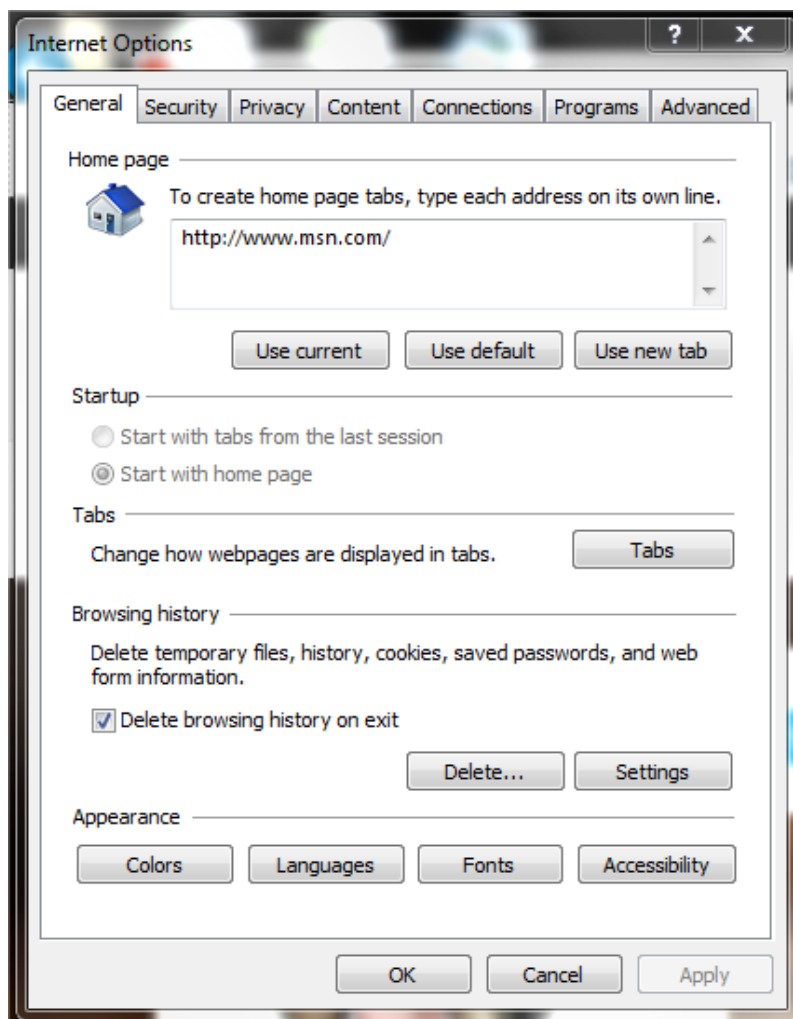
You can also try changing your settings under settings tab in browsing history in the internet options window to the following:
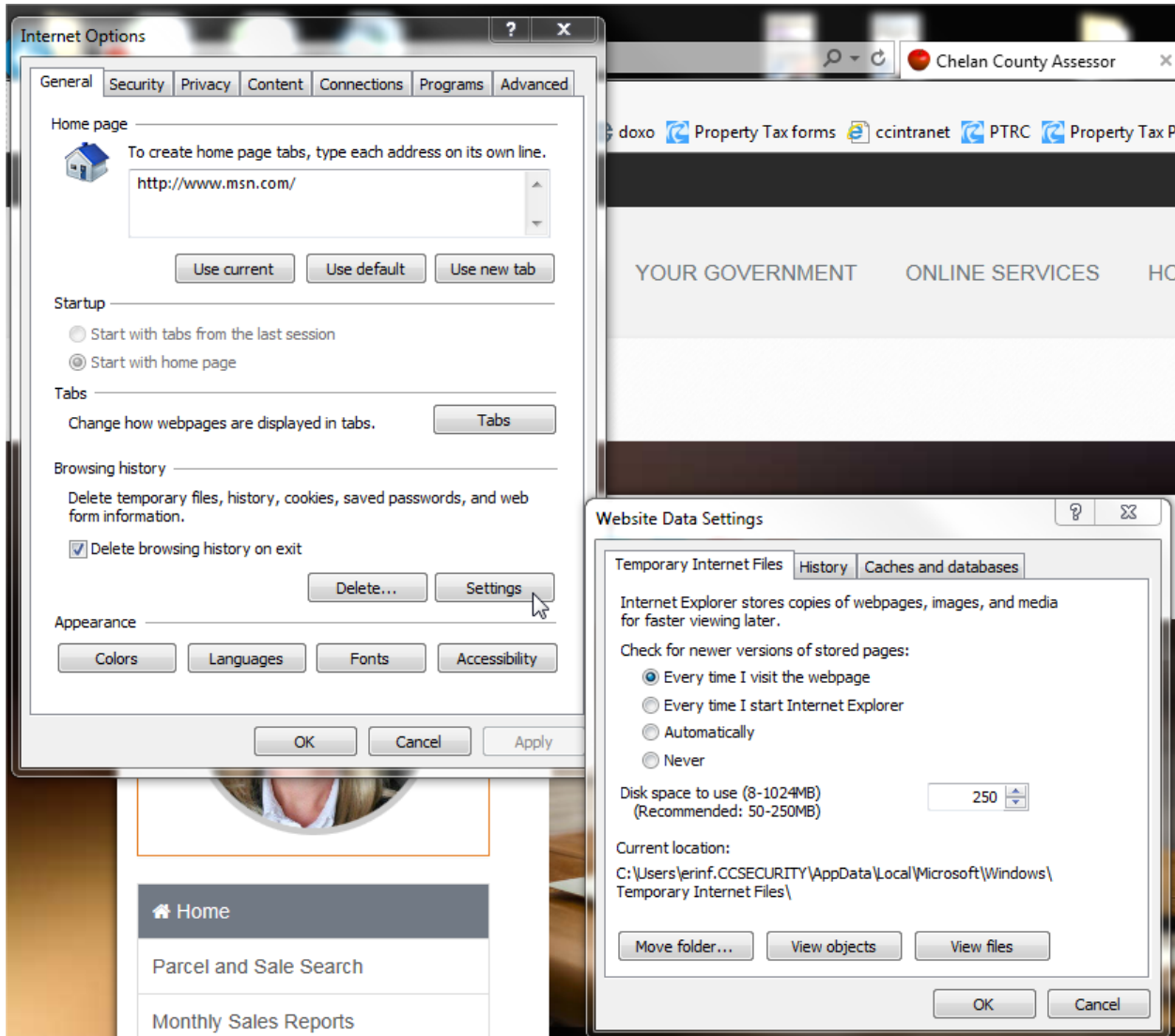
ERROR MESSAGES

From time to time the county or state may be experiencing internet connectivity issues or problems with our data servers, when this occurs you may receive an error message similar to:

We'll be back Soon! –Or— **Website Unavailable**

Please contact our office so that we can notify our Information Technology Department that there is an issue with our website.

CAN WE HELP?

Are you experiencing issues trying to access the GIS map?

Are you using the GIS Mapping Link available on the Chelan County Assessor Website? If you are using a link on another website or a desktop shortcut that you have created yourself it may be obsolete and no longer work for you if we have updated the link. If this is the case, please try accessing the Chelan County GIS Mapping from the **Chelan County Assessor Website.**

If the link available on our website is not working, please contact us at (509) 667-6365 so that we can work with our IT staff to resolve the problem.

FREQUENTLY ASKED QUESTIONS

Q: What does GIS mean?

A: GIS is an acronym for Geographic Information System. GIS is an organized collection of computer hardware, software, geographic data, and personnel designed to efficiently capture, store, update, manipulate, analyze, and display all forms of geographically referenced information. One of the most powerful features of geographic analysis is the ability to compare different layers of information. Just as a County agency may store information in different databases, GIS stores information in thematic layers. Chelan County data can be divided into layers such as streets, streams, parcels, etc. Each layer is managed separately in GIS. GIS can provide a unique insight into many difficult problems. The benefit of a GIS is that it provides a graphical representation and an intelligent database about the inventory of geographic elements. This inherent ability of GIS to locate features spatially adds a great deal of power and flexibility to a database.

Q: Why do my property lines not line up with the aerial photo and/or street centerlines?

A: The data used on the GIS Mapping comes from various sources and it does not always align perfectly. The GIS database is for demonstrative purposes and should never be relied on for exact property boundaries. On site property surveys are the only way to identify actual property lines and corners.

Q: Is it possible to run the Chelan County GIS Mapping application on my iPhone or iPad?

A: No. Unfortunately at this time you cannot use your iPhone or iPad for the mapping application because the ArcGIS Viewer application is not written for mobile devices or supported by mobile projects.