



PALMDALE

*a place to call home*

## Map Viewing Tips

1. Make sure your screen resolution is set to a minimum of 1024x768. Setting your resolution to less than that may prevent you from seeing some of the command buttons.
2. Disable any pop-up blockers that you have, including browser and toolbar pop-up blockers. Some of the report functionality creates a pop-up window to display the report. Disabling your pop-up blockers will allow you to see any new windows that have been created.
3. When printing a map, you must use either the green print button or blue print module button located above the map window. Using the Internet browser printing function will not print what is displayed in the map graphics area.
4. Some layers will turn on automatically as you zoom in tighter on a map. The legend lists layers that are available at the current scale, and the check boxes indicate which are turned on or turned off. You can turn a layer on or off by checking or un-checking the box.
5. Some map layers will generate a report by double-clicking an object within that layer. As an example, double-clicking on a parcel polygon in the parcels layer will generate a property report. Some features are linked to a related website. When you move your mouse cursor over these features, the icon will change to a hand with the index finger pointing up. Double-clicking on these features will open the website in a new browser window. The school and park layers are examples of this feature.
6. Not all map features will have an associated report. Often times all the necessary information is displayed in the yellow information flag that shows when the mouse cursor is moved over a feature.
7. Some layers are arranged in layer groups. Layer groups allow for related layers to be collected together under one category. An example of this is the Traffic Information layer group, in which there are several layers related to traffic and transportation. You can quickly turn on or turn off all layers in a layer group by right-clicking the layer name and selecting the option from the sub-menu.
8. Navigate within the map by using the command buttons (e.g. zoom in, zoom out, zoom all, etc.). Using the Internet browser controls may redirect you away from the MapGuide site.
9. Pay attention to the mouse cursor icon. It can help to remind you which navigation tool you are currently using.
10. When toggling between maps (e.g. Parcel, Traffic, etc.) you will remain centered and zoomed at the same location. This means you can see all the data available in different maps for a particular area without having to navigate to it each time.

## Common Technical Support Issues

1. Some of the data sets are very large in size (the parcels and aerial photography for example) and may take longer to load.
2. If any of the layers in the legend show a red circle with an “X”, try reloading it by right clicking on the layer name and choosing “Rebuild” from the submenu. If that does not work, please send an email to [gis\\_helpdesk@cityofpalmdale.org](mailto:gis_helpdesk@cityofpalmdale.org). In the email, please identify the layer that had the problem, and the map you were viewing at the time.
3. Please make sure that you are using the correct plug-in for your browser. If you have an earlier version of the plug-in installed, you may need to uninstall it first before updating to the 6.5 plug-in. See the instructions for downloading and installing the plug-in located at <http://www.cityofpalmdale.org/gis/default.asp>.
4. Most reports appear below the map display area. If you cannot see part or all of the report, try increasing your screen resolution. Third party browser add-ons such as “Google Toolbar” will reduce your available display area. Try disabling any browser add-ons that take up screen space.
5. If you have a layer turned on but cannot see it on the map, it may be hidden beneath another layer that is covering it. Layers are displayed on the map in the order in which they appear on the legend. Try turning upper layers off to uncover the hidden layers underneath. A good example of this is the land use and zoning layers. If either of these layers is turned on, then the aerial photography (which tends to be the last layer in the legend) will be covered.