

Community Planning Portal Trouble Shooting Guide

The website is not working or does not display correctly.

If part of a page is missing, try clearing your browser cache and cookies. This operation can be different in all browsers. In Chrome make sure to clear "since the beginning of time" and in Firefox, clear "everything". Internet Explorer and Safari will clear all the cookies and content selected.

If you're using Explorer, your security settings may be blocking access to the site. As recommended by Microsoft, you may need to add the following domains to your trusted sites: http://*.arcgis.com, https://*.arcgis.com, http://*.arcgisonline.com, https://*.arcgisonline.com, http://*.cloudfront.net, and https://*.cloudfront.net.

If the page isn't loading at all, you can see if there are similar issues on other ArcGIS Online pages by trying to open the ArcGIS.com website, Esri basemaps, and so on. You can subscribe to RSS feeds to be notified about any interruptions in specific services. You can also visit the dashboard at status.arcgis.com.

I am having issues working with web maps in Internet Explorer 7 and 8.

For the best performance viewing and creating web maps, it is recommended that you use the latest version of Mozilla Firefox, Google Chrome, Safari, or Internet Explorer. Internet Explorer 7 and 8 are supported but have performance limitations when working with web maps. For example, you cannot drag and drop files onto the map, fewer features can be displayed, and you may lose your work if you leave the map viewer window without saving. If you need to use Internet Explorer 7 or 8, installing Google Chrome Frame may improve your experience. The free Chrome plug-in allows your older browser to take advantage of newer web technologies in applications such as the map viewer.

A layer that I have activated is not appearing on the map.

Try zooming in or out. Due to the limitations of browsers, some layers are set with scale dependencies which require the user to zoom into a location tighter to activate the layer or zoom out to see the symbology. In other cases, the layer may have a lot of data within it and need some extra time to complete the download.

Some features are missing from data I loaded onto the map.

If you imported data from a file, there are limitations on how many features the ArcGIS.com map viewer displays. For text files (.txt or .csv), the first 1,000 rows of features are displayed. If you use Internet Explorer 7 or 8, the first 750 rows of features are displayed. For a GPS Exchange Format (.gpx) file, the first 1,000 layers of features are displayed. If you added a KML document, features from placemarks, network links, and ground overlays without refresh properties, folders, and extended data are displayed. Other features are not supported at this time.

I lost the web map I was working on.

To save your map, you must first register for an ESRI account. You can register for a free public account for individuals (to learn more, see www.esri.com/library/brochures/pdfs/quick-start-arcgis-online.pdf). Or visit www.arcgis.com/features/plans/pricing to learn more about the cost of organizational accounts.

You may lose your web map in the following scenarios: adding a secure service, signing in with an organizational account, or navigating away from the map viewer when the web map is too large for your browser to cache (generally, larger than 2.5 MB, except with IE7 [64 KB] and IE8 [530 KB]). To help prevent this, sign in before you start working, periodically save your map, especially if you add a large amount of data, and if you plan to add secure services, change the map viewer URL to HTTPS and add the secure services first.

How do I view the legend?

When developing a map, it is quite common to have multiple layers open at one time. However, it is not always apparent what the different polygons and lines mean. There are a couple of ways to discover the meaning of your layers within the legend the map. First, if you would like to view the legend of a specific layer, simply click on the title of the layer itself and the title will expand. If the layer symbology is not visible, click again on the subtitle to view the legend. Or, if you would like to view the legend of all activated layers at once, simply click on the legend tab in the left hand corner of the screen.

How do I filter a layer with a large data set?

Sometimes you will find that a layer may have more data that you actually need to display in your map. Fortunately, there is an easy way that you can filter the data and only view what is necessary. To begin, select the layer that you would like to filter by clicking on the gray arrow to the right of its title. If you would like to view all data associated with this layer, click on "show table". If you don't see the "show table" option, click on the title to expand it, then click on the gray arrow to the right of the subtitle and select "show table." A table will open at the bottom of the screen and provide you with all the data associated with the layer. To filter this data, first click on the gray arrow to the right of the layer title or subtitle and then click on "Filter". You will then notice the "Filter" box expand and give you options to begin filtering your data. From here, simply select the parameters as you deem fit and click "Apply Filter". Once complete, you should notice the table and the layer on the map reflect your new parameters. To hide the table, click on the gray arrow to the right of the title. Once the pop-up box expands, click on "Hide Table" and you will see it disappear.

How can I reconfigure a pop-up?

You may want to reconfigure a pop-up if you are trying to change or add a title, remove unnecessary data, or rename fields to make the pop-up easier to read. Reconfiguration of pop-ups is possible for both Map and Feature Service based content. To begin, click on the gray arrow to the right of the layer title. Next, click on "Configure Pop-ups" within the expanded pop-up box. If you don't see "Configure Pop-ups," click the title to expand it, then click on the gray arrow to the right of the subtitle and select "Configure Pop-ups." Once clicked, the Pop-up Properties box will open. This is where you can make the make the desired changes to the pop-up. Once changes are done, click on the "Save Pop-up" button at

the bottom of the screen. To ensure that your changes have been made, activate the layer and open the pop up.

How do I locate more information about the data?

You may see abbreviations or terms you don't understand as you explore a layer. Or you may want to see when the data was last updated. If you want to know more about the data displayed in a layer, looking at the layer's metadata can help! It's also a good idea to read through a layer's metadata to be sure you are interpreting the information in the map correctly. To view the metadata of a layer, simply click on the gray arrow to the right of the layer title and then click on, "Show Item Details" in the newly opened pop-up box. This will take you to a description of the data, which provides a link to the metadata. Click on the link to open the metadata. Please be aware that not all metadata is created the same. If you have questions about the metadata you can always contact the steward of the data for more clarification.

How can I add more layers to my map?

One of the great things about ArcGIS Online is that it allows you to work collaboratively with others outside your agency by making it easy to exchange data. To add a layer to your map from a different source, select the "Add" tab from the tool bar located in the upper left hand portion of the screen and then click on "Search for Layers." This will allow you to search a wide range of data on ArcGIS Online from multiple sources. Select the sources from the "In" dropdown box and then enter the type of data you are searching for in the "Find" box. Click "Go" and the search results will display in the box below the dropdowns. Find out more about the layer by clicking on the title. Or click "Add" to the right of the title to add the layer to your map.

You will find that many agencies tag their data with certain words to make your searching easier. Every layer within the Community Planning Portal has been tagged with the words CTPO and WSDOT. When searching, try a word that may be related to the name of the layer you are searching for. For instance, if you were to search for Ferry Routes you could search the tags, WSDOT, Ferry, Routes, Washington, Planning, Transportation, and CTPO. You can see the tags assigned to a layer by clicking on the grey arrow to the right of its title and clicking on "Show Item Details." Once opened, the tags are located under the properties section.

Another great thing about ArcGIS Online is that you have the option of importing your own data into a map. Your data will need to have an address or latitude and longitude coordinates and stored in a delaminated text file (.csv or .txt) GPS Exchange Format (.gpx) or shape file (compressed into a .zip). To import your data select the "Add" tab and click on "Add Layer from File". Browse to where the file resides and click the "Import Layer" button. Once the pop-up box expands, make the necessary adjustments to the locate features and location fields. Once those have been made, click on "Add Layer". You will see your data points plotted across the map. At this point, all you have to do is format the map as you feel fit. If you use Firefox or Google Chrome as your browser, you can add your data by simply dragging and dropping the file directly on to your map.

How can I change the basemap of my map?

Changing the basemap of your map can really enhance the way that your data looks on your map. If you would like to change the basemap from the standard light gray canvas to one that may better suit your needs such as one that shows imagery or terrain; simply select the Basemap tab within the tool bar in the upper left hand side of the screen and then select the basemap that you desire. If you do not find the basemap you are looking for, follow the same steps used to add more layers to your map. Don't forget to perform your search by using key words. For instance, if you were looking for a topographic map that used standard rate of measurement rather than metric, use the words "USA" and "TOPO". Click on the title of the layer to expand it. Then click "Use as Basemap."

How do I access the City or County Planning Fact Sheets?

To view a planning fact sheet, activate the "City Planning Fact Sheets" or "County Planning Fact Sheets" layers. Now, zoom to the city or county of interest, and click your mouse within the city or county boundary. You will notice a pop-up box appear on the screen. In some cases, you will notice that there is more than one pop-up box available for viewing. By clicking on the white arrow(s), you will be able to navigate the entire listing of selected layer pop-ups. Navigate through the pop-up boxes until you get to the one that has "Planning Fact Sheet" written in blue text. Simply click on the words, "Planning Fact Sheet" to activate a new web page that will allow you to view regional contact information, links to planning documents, and other state transportation data for any city or county. To return to the Community Planning Portal, you have the option of closing the factsheet PDF by clicking the X in the tab on the top of the page or by selecting the Community Planning Portal tab. To close a pop-up, simply click the white X in the upper right corner.

How do I adjust the transparency of layers?

To adjust the transparency of a layer, select the gray arrow to the right of the layer. Once the pop-up expands, select transparency and slide the adjustment bar to until the layer appears to your liking.

When printing a map, some layers are missing.

At this time, the printing functionality of the Community Planning Portal is very limited. For the most complete and well-formatted maps, we found that if you use the Microsoft snipping tool or the combination of using the Alt/PrtScn buttons on your keyboard and then pasting the map into a Microsoft Word document works best to get a copy of your map with the most detail.

If your organization uses the default print service, layers that are not accessible externally, time-aware layers, and KML ground overlays and network links without refresh properties do not appear on a printed map. If your organization uses a custom print service, certain types of layers may not appear on a printed map. Additionally, if you print a map using your browser print button, many other layers and logos may be missing as well

For more help, please visit the WSDOT Community Planning Portal information page or ArcGIS Online troubleshooting page links below. You may also contact [Kyle Miller](#) at 360-705-7946.

<http://www.wsdot.wa.gov/planning/community/>

<http://resources.arcgis.com/en/help/arcgisonline/index.html#/010q0000007000000>