

Below are some of the most frequently asked questions for eMap. Please see if the answer to your question is here.

eMap likes hearing your thoughts on how we can improve our service, so feel free to get in contact by emailing us at info@emap.co.nz or call 0508 483 772.

1. Accessing eMap

How do I access this site?

You need to be a subscribed user to be able to use eMap. If you are not a user but are keen to know more, please contact our Customer Services team on info@emap.co.nz or 0508 483 772.

If you are a subscribed user, you will have been supplied with a username and login. Enter these into the login prompt box. If you have forgotten your login details, please contact our Customer Services team on info@emap.co.nz or 0508 483 772.

Why does it say my login was unsuccessful?

Your eMap password is case sensitive. If that is not the problem, you can reset your password by calling our Customer Service team on 0508 483 772.

How do I get the best out of this site?

eMap has a user friendly interface that allows you to easily access property information. Please see the eMap User Guide for detailed instructions on how to get the best out of eMap, or contact our Customer Services team on info@emap.co.nz or 0508 483 772 to organise joining one of our online webinars.

What happens if my display just stays grey and no map appears?

This would imply that your PC does not have the latest Adobe Flash player installed. It should install automatically, but if it doesn't, you can install it manually – see [here](#) for more information. If you are in a corporate environment, you may have to ask your IT people to enable this for you.

I cannot open the eMap website on my computer/device. The page says it has loaded but there is nothing on it.

eMap is built in an Adobe Flash environment. Check that you have Flash installed (go to www.adobe.com to download) and that your computer or device supports Flash websites.

What browsers is eMap compatible with?

As eMap uses Flash to drive its browser function, there shouldn't be any browser issues as Flash is compatible with all types of browsers (provided a Flash plugin has been downloaded).

If you do have any issues you can send an email to our Customer Services team on info@emap.co.nz. Our team will be happy to help.

What map projection does eMap use?

eMap uses the New Zealand Transverse Mercator 2000 (NZTM2000) coordinate system.

eMap is not operating as I expect – what should I do?

Certain errors may occur when using eMap which can be resolved by clearing your cache and browsing history. To clear your cache, hit CTRL and F5 simultaneously while you have the eMap browser window open in front of you.

Actions needed to clear your browser history depend on which browser you are using. If you are unsure how to do this, then please contact our Support team on info@emap.co.nz.

2. eMap functionality

Why does nothing appear as I type in the search box?

There are 2 common reasons:

- Check that the search box doesn't have any unexpected characters in it. These can prevent any match being found. Select and delete the search input and try again.
- JavaScript needs to be enabled in your web browser. Check by typing "10 Queen Street" (or another common address). If you see a list of matching addresses then JavaScript is enabled. Check with your computer support personnel if you need help to enable JavaScript.

Why can't I find the address I'm looking for?

There are various reasons why you may not find a particular address:

- An address may have a different number to the number you expect, or no number at all. Try typing the road name without a number and see if it appears in the list of results.
- Check that you've entered the correct spelling.
- The suburb details may be different to what you expect. Just type the first part of the address and see if it appears in the suggestions.

The Print or Screen Capture function does not work. Nothing happens when I select "Print". How can I print?

Your browser may have the popup blocker enabled which is preventing eMap opening the printable map in your browser. Refer to your internet browser's help section to find out how to allow pop-ups from eMap.

If you have a PDF viewer installed in your internet browser (e.g. Adobe PDF plug-in) the printable map will open in a new browser window (provided the pop-up blocker is not preventing this). The PDF map can then be printed from within the browser and/or saved to your computer.

How do I display and change the properties of my Map Layers?

Layers are accessed from the "Toolbox", located in the top navigation bar of eMap. Manipulation of layers is covered in more detail in the eMap User Guide.

Why can't I manipulate the view or zoom scale to my specifications

For performance reasons, eMap uses predefined zoom scales. They range from 1:16,000,000 scale, down to 1:500m. For more information on the Zoom scales available see the User Guide.

Why can't I save my drawing?

Ensure you save each drawing with the extension '.kml' at the end of your title or description of the file. Also check that the file type you are saving it to is "All files".

I've loaded a drawing - but nothing has happened?

When you load a drawing, it is recommended that you have your map view at full extent, as eMap does not automatically zoom to the location of the drawing. Adding the location to the file name will assist with this process.

3. eMap Data

How current is the data I am viewing in eMap?

The currency, source and update frequency of data can be accessed from the layers widget, accessed from the "Toolbox", located in the top navigation bar of eMap.

By clicking on the 'i' icon next to each layer, you are able to access Metadata details on the layer, i.e. data that gives information about the currency and make up of the datasets sitting behind the eMap services.

Why is eMap displaying inaccurate address locations?

Terralink offers the most comprehensive addressing database in New Zealand, with an address dataset containing over 2.1 million verified, physical addresses. New addresses are added on a daily basis.

This layer is maintained using tools such as StreetCam (our own video equipped survey vehicle), high resolution imagery and over 100 different data feedback sources.

If you do find an address that doesn't seem to match what you were expecting, then we have a team of experts here waiting to help fix the issue. You can contact our Customer Service team on 0508 483 772 or email info@emap.co.nz.

What measurement unit does eMap use?

eMap measurements are displayed in metres when less than 1000m, and kilometres for more than 1000m, and square metres when less than 10,000 m² (1ha); square kilometres when equal to, or greater than 10 sq km (1000ha).

All measurements are rounded to 2 significant figures, e.g. 0.01m, 0.12m, 1.2m, 12m, 120m, 1.2km, 12km, 120km, 1200km.

How do I report an error?

See an issue with eMap, with an image, or an address - then please feel free to contact us at info@emap.co.nz or call 0508 483 772.

4. eMap Imagery

Why am I having issues with Imagery?

eMap offers the best coverage of high resolution imagery of New Zealand, with 90% coverage of New Zealand (97% coverage by population) with contracts in place to increase coverage to 96% (covering 99% of the population) by the end of 2011.

Some of the reasons that imagery may be causing an issue:

- We may not have high-resolution imagery for that area at certain zoom scales
- The best resolution imagery is served up in eMap but in some cases may not be the most recent imagery available. Sometimes, older imagery may be shown if it is clearer than newer imagery
- Rural specification imagery is typically captured at a greater Ground Sample Distance (GSD) than urban imagery, which means the quality of the imagery can lose some of its clarity at close scale.

Where no imagery is available, eMap offers a simpler version of the terrain view to give context to a user. These are indicated by a notification of 'Map View Imagery Pending'.

Why is eMap showing an 'Image pending' notification?

This notice means that Terralink is currently in the process of acquiring new imagery for this area, or working on making existing imagery available at this scale. We're always working to update our imagery, and we add new data on a regular basis.

What do I do if I need more help?

If you need any additional assistance, please contact our Customer Services team on info@emap.co.nz or 0508 483 772.