

# iMapBC FAQ

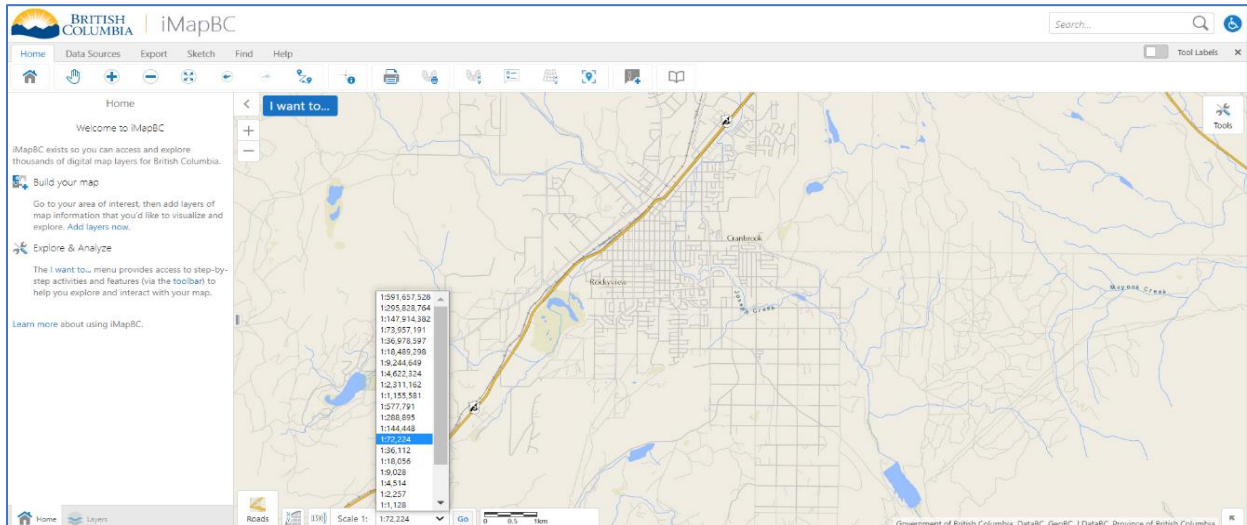
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I typed in my scale, but the system keeps changing it.

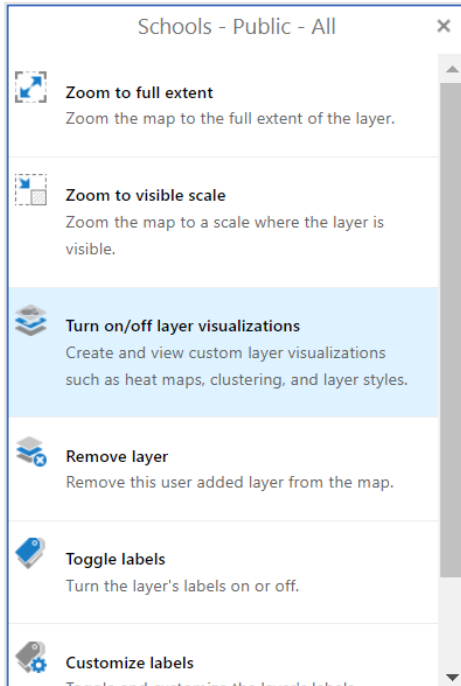
iMapBC has set scales that you can zoom in and out of to see different information.

Users are unable to pick a custom set scale, it will automatically zoom to the nearest level. An example of the scale levels are shown in the picklist below.

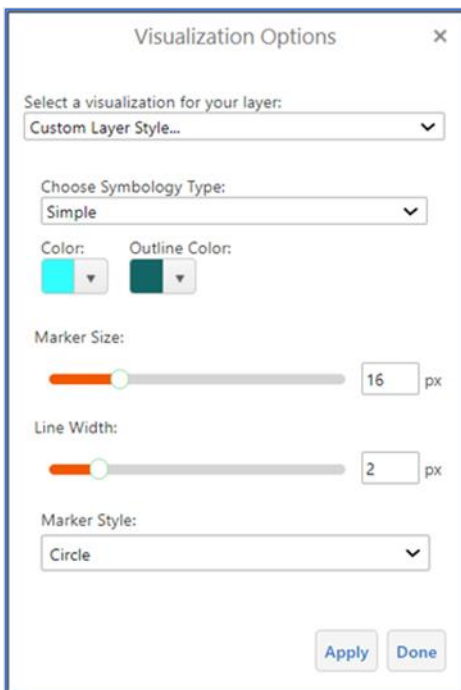


## How do I change how layer points look?

Users can customize the appearance of the default layer points by selecting from a list of presets.



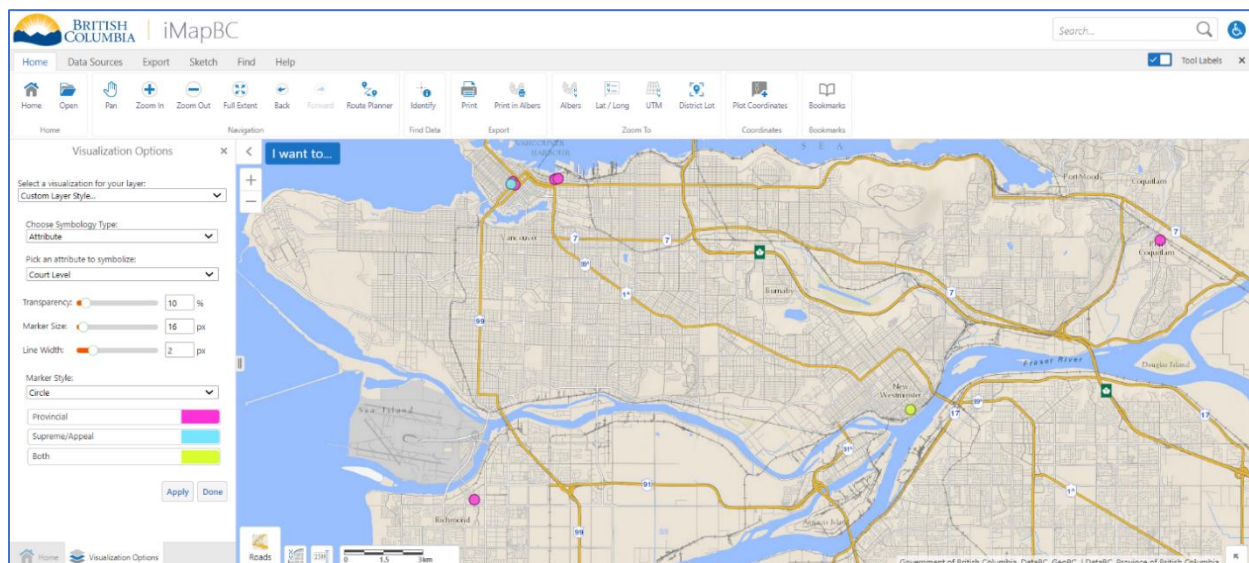
- In the layers tab in the information panel, click the arrow to the right of the layer you want to customize.
- The Layer options will open, click 'Turn Off/On Layer Visualizations'.
- Select a visualization for your layer by picking 'Custom Layer Style'.
- You can either choose 'Simple' to change the colouring of the points, or you can click 'Image' to customize the points. We offer many different symbols and shapes in the 'Library' tab, explore what's available to fit your needs!



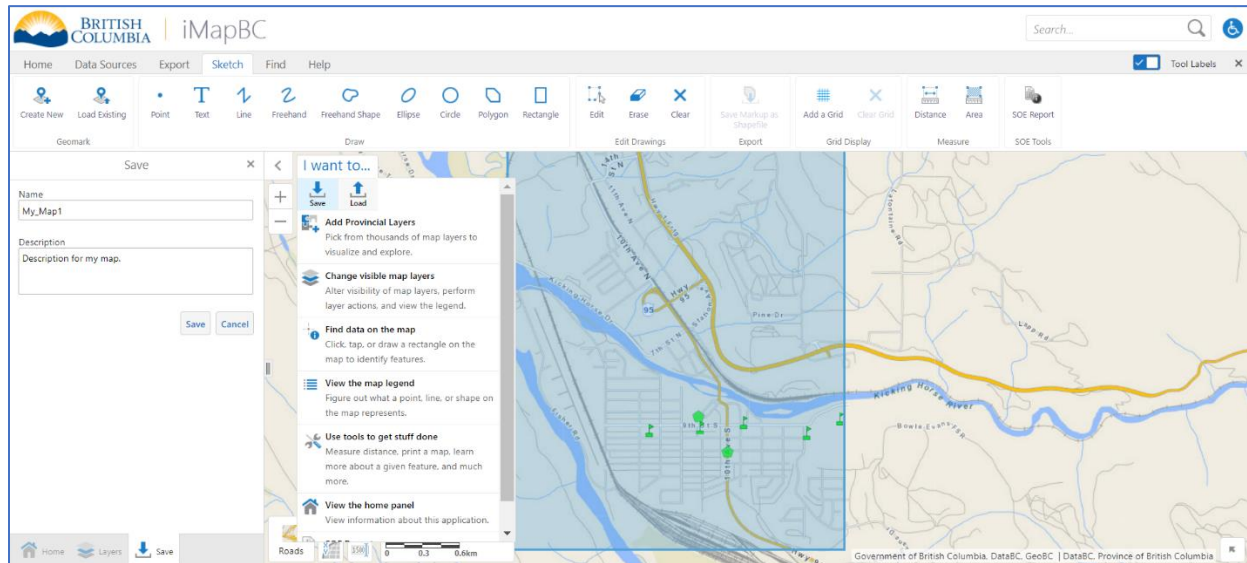
## How do I get more information from my layer points?

If you want more data shown for each layer point (example address or postal code) you will need to customize the layer.

- In the layers tab in the information panel, click the arrow to the right of the layer you want to customize.
- Layer options will open, click 'Turn Off/On Layer Visualizations'. Select a visualization for your layer by picking 'Custom Layer Style'.
- Choose 'Attribute' in the 'Choose Symbology Type' column. Each layer has different subjects to show in the 'Pick an Attribute to Symbolize' column. For example, in the screenshot below, the 'Court Locations' layer was changed to show the court level.
- When you are happy with your choices, click 'Apply' and it will change your data to show your customization.



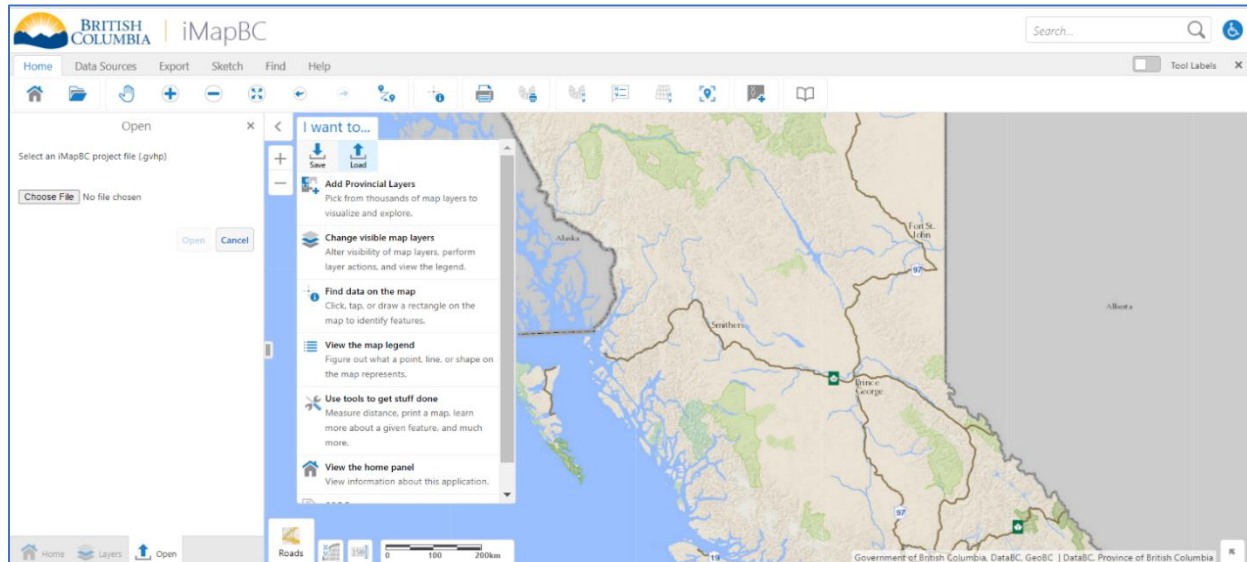
## How do I save my map?



- Click the 'I Want To...' button in the map window.
- A new window will pop up, give it a title, description, and click save.
- It will be saved as a .gvhp file on your computer. You can then reupload it to work on, but you will need to save it again if you make any changes to the map.

## I saved my map but can't find it, where is it?

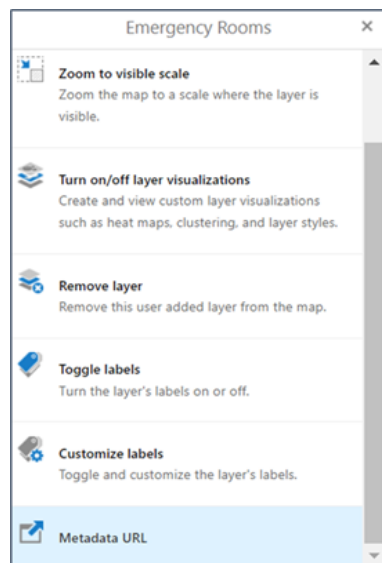
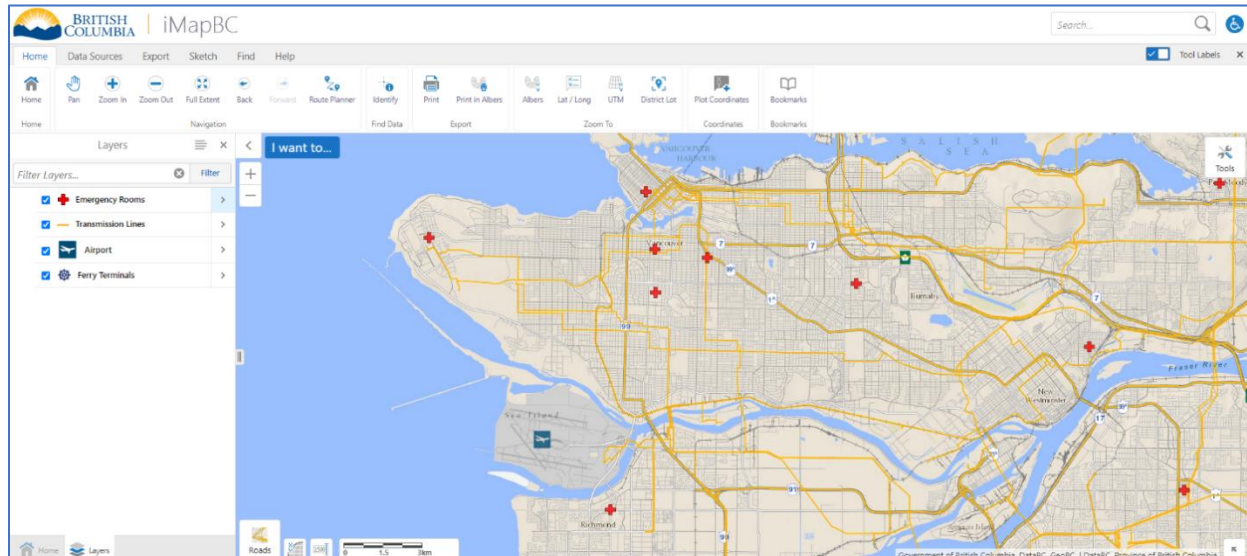
Your map is saved as a .gvhp file on your computer that you need to upload to iMapBC. The file will need to be uploaded each time you load iMapBC.



- To upload it click the 'I Want To...' tab, click 'Load'. A window will open warning the user that loading a new map will overwrite the content on the map, click 'Ok". You can now choose a file on the left of the screen.
- Your file explorer will open, look for your file to upload. The map file will be called (Your Title). imap4m.gvhp.
- Once loaded, it will show your map's title, description, and a picture of your map and it is ready to use.

The data doesn't look right? Is it appropriate to use? Who do I talk to?

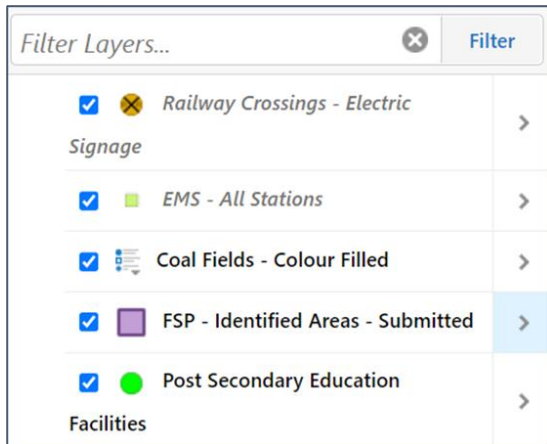
If you have doubts about how the data is being reported or shown, try looking at the metadata database.



- After you have loaded the data, you can click on the “>” symbol beside the layer name in the Map Layers tab.
- Select Metadata URL. This will take you off iMapBC to the BC Data Catalogue with lots of useful information, including who to contact about that data layer.



## Why do some layers I added appear and disappear when I'm working on my map?

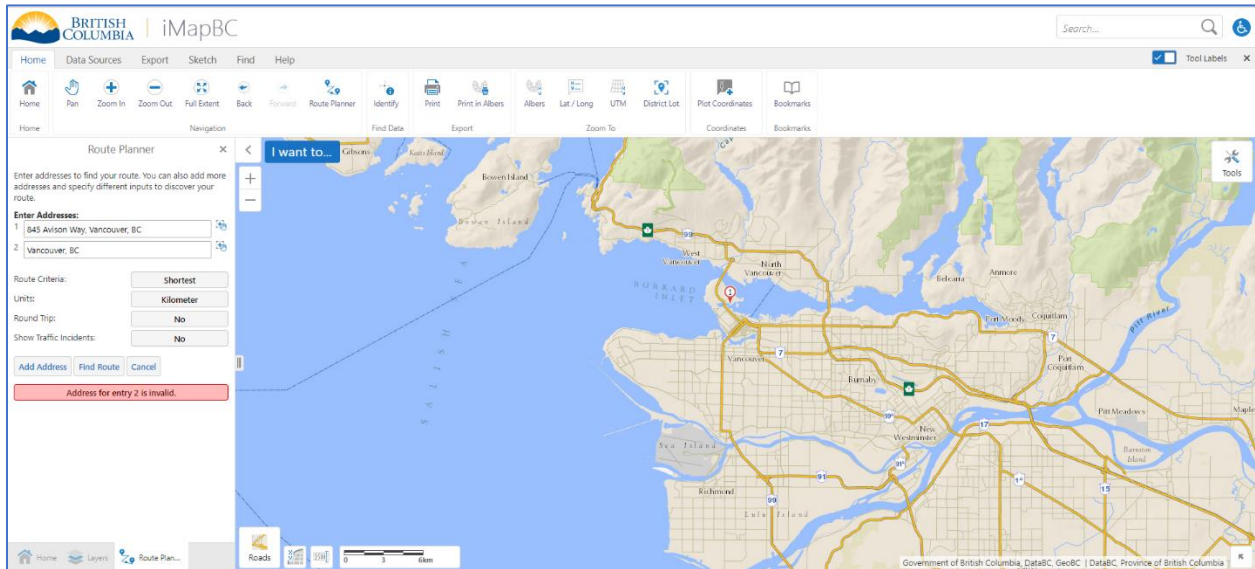


- The layers you're working on may not be showing based on the map scale.
- A layer may not be shown at higher or lower map scales, because it can cause layers to conflict with each other, and sometimes cause too many assets to load, which can slow down iMapBC. In the layer tab, layers that are shown in the current map scale will have black text (the bottom 3 tabs) and layers that are not shown at that scale have grey text (The top two layers).
- A layer may also not be showing depending on if multiple layers are conflicting (i.e., Two colour filled layers overlapping).
- If there are still problem with your layers when they should be working, Please open a ticket with the [Data Systems and Services request system](#). Give a short summary of your problem, and we will work to fix it.



## Why does the route planner say my address is invalid?

The Route Planner is only compatible with proper addresses for specific businesses, roads, and homes. Meaning that locations without a specific end point won't work, even if the planner will auto complete them. For example, you may see 'Vancouver, BC' as an option, but because there's no set end point, it will be shown as invalid.



## How do I find out more about iMapBC and how to use it?

We offer a full manual on many tools and how to use them. The [iMapBC User Manual](#) explains everything from zooming in to adjusting map layers to get the exact kind of information you need.

## Who can I contact if I am having trouble?

We are here to help with any problems you may have with iMapBC through our Data Systems and Services Jira Service Manager.

There you can submit a ticket outlining your problem, provide any necessary attachments, and if you need the problem solved by a certain time. From there we will get to work to fix your problem and fix it for you.

Please open a ticket with the [Data Systems and Services request system](#).