

Missing Maps Frequently Asked Questions

Q - How much direction do I give attendees in training?

A – Stick to the basics but make sure to emphasize what success looks like – find your project, select a task at random, trace a building and save. Other questions will come up as people begin mapping. We've found it best to respond to them when they do vs. front loading every detail.

Q - What do I do if my pink bounding box doesn't show up?

A - Are you using IE? If so switch browsers. If not, try refreshing the page.

Q - What do I do when the building is on the line of my square?

A – Trace it.

Q - What happens if I'm unsure if I'm looking at a building or not?

A – Go ahead and trace it. It is best to err on the side of inclusion.

Q - What if the aerial imagery isn't clear?

A – Two options –

- 1) Zoom in/out to see if it clears up the image.
- 2) Using the layers icon on the right side of your editing window, you can adjust image contrast. (note: While there are other image sources you can select via the layers icon, it is best to leave the view on the default imagery - usually the custom setting - or the preferred imagery identified in the instructions. Changing source imagery can result in previously traced buildings not aligning to the new image).

If all else fails and the image is still unclear (or maybe the ground is covered by trees, clouds, etc) – open back up your comment section and choose "The imagery is bad" and submit the task.

Q - The instructions have a preferred imagery source listed. How do I check on this and change my imagery source if need be?

A - On the right of your screen, use the fifth from the top layer button to change your imagery source. You can also adjust the brightness of the imagery using the gradient towards the bottom of the panel.

Q - I can't find any buildings in my square?

A – If there are no buildings to start with, or if all the buildings have already been traced, chose Yes in the comment section and submit the task.

Q - What do I do when I'm done mapping?

A - If there aren't any more buildings to trace, choose Yes in the comment section. If you need help finishing up your square, choose No.

Q – When I save my edits, I get a message saying there are untagged areas. What do I do?

A – Click on the “untagged area” message and it will take you to the traced image in question. The polygon you traced is likely white instead of the red color of other traced buildings. This means that it did not get labeled as a building. Label it now and save your edits again.

Q – What do I do if a building in my tile is covered in part or whole by a road or land use area that has been previously traced?

A – If the feature is mapped poorly, please adjust the feature to better capture the reality on the ground. If it's a landuse tag like residential, you can make a minor adjustment to include the building in the community you are mapping. Thanks for mapstewarding!

Q – A polygon that someone else traced on the map does not match up with the building on the image. What do I do?

A – If there are a lot of building out of alignment with previous tracing, you can ignore and make a comment on the task manager tab so the project owner can address the offset issue. If it is only a few buildings that need to be adjusted, right click on the polygon, select the “move” option from the editing palette, and drag the polygon to match the building.

Q - Can I map after this event?

A - Yes! You can map on your lunch break. You can map when your partner is watching that show you just can't get into. You can map when you are stuck at the airport. You can map whenever you want to give back!