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## What's New

1. Redeveloped using JavaScript and HTML5 and no longer requires the Adobe Flash Player plugin. This means that iMAPS is now available on most devices, including iOS (iPhone, iPad, iPod Touch) and Android phones and tablets. iMAPS Mobile for iOS will continue to be available.
2. [Property searches](#) will now autocomplete your search for faster searching.
3. Easier to use layer list, can now filter to find the layer you are looking for more quickly.
4. iMAPS now automatically remembers the layers you had turned on, the base map you were using, and the map extent from your previous session.
5. iMAPS now detects which years of aerial photography are available for your current location. If your location is outside of Raleigh, only the years available countywide will be displayed.

We hope you enjoy the new improvements; any [feedback](#) or suggestions are highly appreciated.

## Getting Started

### Menu Bar

#### Disclaimer

The *Disclaimer* provides a statement from City of Raleigh GIS and Wake County GIS about the data used for interpretation and how the data is maintained.

#### About

The *About* tab provides background knowledge on the building of iMAPS, datasets source, and where you can find the data to download.

#### Feedback

The *Feedback* tool allows you to send an email to the iMAPS Helpdesk by entering your email address and a brief message. If you are inquiring about user help, the Helpdesk will respond back at their earliest convenience.

#### Links

The *Links* menu lists related sites to the data. The City of Raleigh and Wake County websites are easily accessible in this menu for along with their respected GIS sites.

#### Data Download

The *Data Download* menu provides links to City of Raleigh and Wake County Open Data sites. Through data download you can download specific datasets that you can use on your own computer.

#### Help

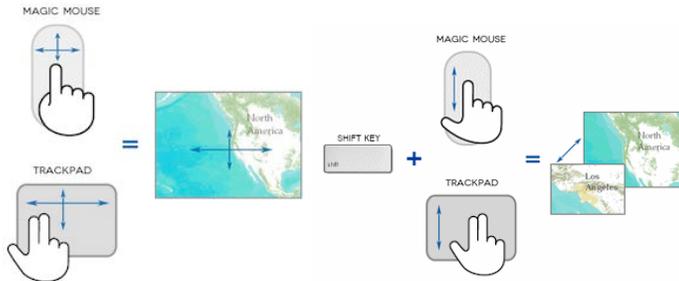
The *Help* menu contains this detailed PDF help document, a quick start guide, legend document, and an electoral quick start guide.

## Map Navigation

There are several methods to navigate the map in iMAPS:

1. Using the mouse:
  - a. Drag the mouse to pan
  - b. Mouse Scroll Forward to zoom in
  - c. Mouse Scroll Backward to zoom out
  - d. Double Click to Center and Zoom in
2. Using the mouse and keyboard:
  - a. SHIFT + Drag the mouse to zoom in
  - b. SHIFT + CTRL + Drag the mouse to zoom out
  - c. SHIFT + Click to re-center
  - d. SHIFT + Double Click to Center and Zoom in

3. Using the keyboard
  - a. Use arrow keys to pan
  - b. Use + key to zoom in a level
  - c. Use - key to zoom out a level
4. Map navigation works when using an Apple trackpad or magic mouse:



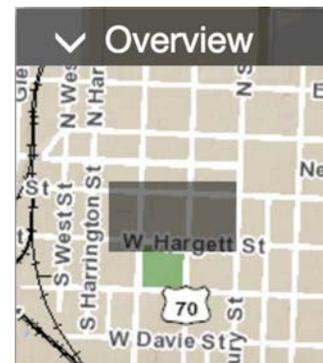
5. Using the Default Extent button to navigate back to the entire county map. 
6. Using the Locate button to zoom to your current location. 

## Overview Map

Open the overview map by clicking on the arrow beside *Overview*.

The overview map is another navigation tool that can be used. As you pan around and zoom in and out on the map, a box representing your current map extent, will move and change sizes.

If you drag the grey box to a new location, your current map view will change to the new location. The overview map can also be minimized by clicking the arrow button again.

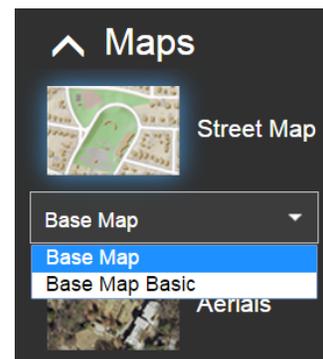


## Base Map Views

### Street Map

When you open iMAPS the default map is Base Map. This shows the streets, building footprints, road edges, and other detailed data for any area inside of Raleigh city limits. This mode also shows a hillshade background.

**NOTE: Some of this data is NOT available for the entire County, as the planimetric data is collected yearly by the City of Raleigh. The currency of this data is not guaranteed to be current and may be a few years out of date.**

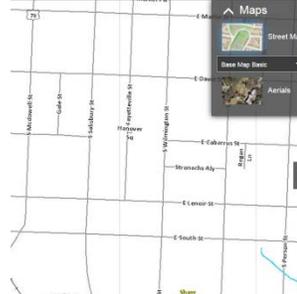


There is also a Base Map Basic, which just displays the street centerlines as gray lines on a white background. You can switch from Base Map to Base Map Basic using the dropdown located underneath the Street Map.

### Default Base Map



### Base Map Basic



### Aerials

The aerials map can be changed to display orthophotography for various years. The year can be changed using the drop down selection box.

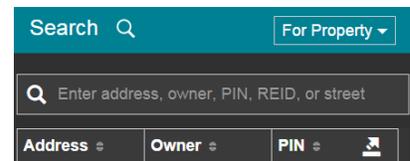
**NOTE: Defaults to the last year available the current map extent (2015 for Raleigh, 2013 for the rest of the County). 2004, 2006-2009, 2011-2012, and 2014-2015 are only available for areas inside Raleigh. The entire County is now flown every 4 years. iMAPS now will only list the years for the current map extent.**



## Performing a Property Search

### Property Search Bar

The property search bar allows you to use five different criteria to search for a property: address, owner name, PIN, REID, or street name. All search criteria will autocomplete through a drop-down menu once you start typing in the search bar.



### Property Search by Street Address

As you start typing a street address (house number and street name), suggested addresses will be listed. Continue typing until the address you are looking for, and then click on that address.

### Property Search by Owner Name

To search for a property owner, starting typing the owner's **last name first**. Select the owner name once you see it populated in the dropdown.

**NOTE: If the name you are looking for does not appear in this drop-down list, the Register of Deeds does not have any property owned by the individual.**

### Property Search by Parcel Identification Number (PIN)

A PIN number is a 10-digit property number.

### Property Search by Real Estate ID (REID)

A real estate ID must be entered with 7 digits and must be numbers only.

### Property Search by Street Name

By searching a street name, all of the properties on that street will be selected.

**NOTE: If you only know a small portion of an owner name/street/ subdivision, try using the “wildcard” symbol (%) at the front. This will cause the search engine to find any variation of the word you entered.**



### Property Results Tab Bar

There are seven different result buttons in the search menu: [Results](#), [Property Information](#), [Property Photos](#), [Property Deeds](#), [Property Tax Information](#), [Property Services](#), and [Property Addresses](#). Hover over the icons with your mouse to identify each button.



### Property/Location Results

Your search will list all selected properties in the 'Results' tab. If there are multiple properties listed, click on the property in the list to identify an individual property. The other results tool bar buttons will then be activated. If you would like to return to the list of selected properties, click on the 'Results' button.

### Exporting Selected Properties

To export the list of the property information for all the selected properties, click on the export arrow that is in the upper right corner of the results table. Once clicked, the data results will download as a CSV file, which can be opened in Microsoft Excel and most spreadsheet software.

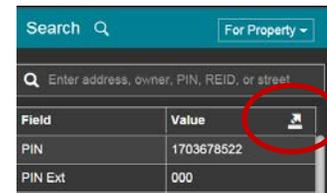
**Note: Mailing lists can be generated using the Owner and Mailing Address columns in the CSV file.**

## Property/Location Information

This section is visible when a single property is selected, or it is selected from the property results section. The attributes for the selected property are displayed in the table in this section.

### Exporting Property/Location Information

To export the list of property information, click on the export arrow that is in the upper right corner of the property information table. Once clicked, the data results will download as a CSV file, which can be opened in Microsoft Excel and most spreadsheet software.



Field	Value
PIN	1703678522
PIN Ext	000

## Property Dependent Extras

For some properties, links are added to the property information pertaining to crime, septic permits, or well sample data.

### Viewing Septic Permits

If the property you are searching contains a septic system you can view the *Septic Permit* by clicking on the blue link. This will open the permit in a new browser tab.



**NOTE: If you think the property should have a septic permit and this field does not appear or the wrong permit appears, please contact Wake County Environmental Services at 919 856-7465.**

### Viewing Well Sampling Data

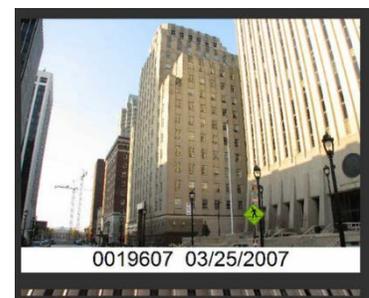
If the selected property has well sampling results a *Well Samples* field will be located at the bottom of the property information. Click on View link to see the report in a separate standalone application.



**NOTE: If you think the property should have well sampling results and this field does not show at the bottom of the property information or the wrong permit appears, please contact Wake County. For further explanation or information, please contact Greg Bright at Wake County Environmental Services at (919) 856-7465.**

## Property Photos

The photos icon will display any photos the County has taken of the property. To see a larger version of the image, click on the image in the property photos panel. If you see a photo that you think is not of the correct property, please report this to us using the feedback tool.



## Property Deed Records

By clicking on the deeds icon, iMAPS will query the deeds and plats for the selected property. To view the deeds or book of maps, click on the View or PDF button under either heading. The View button will bring up the Wake County Books Java based application. The PDF button will display a PDF of the document, which is accessed from Wake County Books. If you are having any issues with Java viewer, please check the Wake County Books Site.

**NOTE: This will bring up a new browser window, so pop ups must be allowed by iMAPS. Please refer to the allow Popups for iMAPS section of this document.**

## Property Tax Information

By clicking on the Tax Info icon, iMAPS will display the Wake County Real Estate application tax card for the selected property.

**NOTE: This is not built into iMAPS and will open in a new browser window, so pop ups must be allowed for iMAPS.**

## Property Services

The 'Services' icon displays additional information about the property in five different categories: Voting, Planning, Solid Waste, Public Safety, and Environmental. Some of the information will contain links (in blue) which will take you to their direct website.

## Property Address

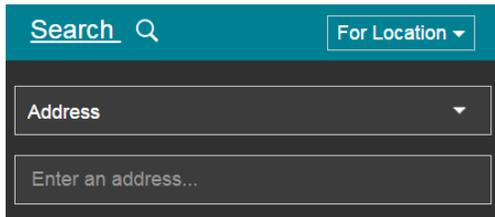
The Property Addresses button will display the different addresses associated with the selected property.

**NOTE: Different information is displayed for properties in Raleigh than in the rest of the County.**

## Performing a Search by Location

### Location Search Panel

Select **For Location** in the dropdown in the upper right corner of the search panel. The location search dropdown allows you to use five different parameters to search for a location: address, intersection, place of interest, subdivision, or coordinate.



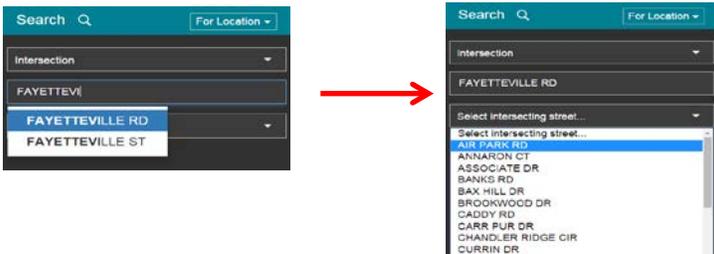
The screenshot shows the search panel with a teal header containing a search icon and a dropdown menu labeled 'For Location'. Below the header, the 'Address' option is selected in a dropdown menu, and a text input field below it contains the placeholder text 'Enter an address...'.

### Location Search by Address

By typing an address in the text input and pressing the Enter key, the map will zoom into the vicinity of the address.

### Location Search by Intersection

Start typing the name of the street in the first input box, the dropdown will populate, when you see the street that you want, click on it in the list. The Select Intersecting Street... dropdown will then be populated with all the streets that intersect the first street. Select the second street from this list and the map will zoom to the intersection and place a marker on the map.



The first screenshot shows the search panel with the 'Intersection' dropdown menu open, displaying a list of streets including 'FAYETTEVILLE RD' and 'FAYETTEVILLE ST'. A red arrow points to the second screenshot, which shows the search panel with 'FAYETTEVILLE RD' selected in the first dropdown, and a second dropdown menu open showing a list of intersecting streets such as 'AIR PARK RD', 'ANNARON CT', 'ASSOCIATE DR', 'BANKS RD', 'BAX HILL DR', 'BROOKWOOD DR', 'CADDY RD', 'CARR PUR DR', 'HANDLER RIDGE CIR', and 'CURRIN DR'.

### Location Search by Place of Interest

To search from our list of places of interest, first select the place type from the dropdown labeled **Select Place Type...** Once you have selected a place type, then **Select Place...** dropdown will be enabled. Selecting from this list will zoom to that location and place a marker on the map. Information about the place will be displayed in right panel.



### Location Search by Subdivision

Start typing the name of the subdivision in the text box, when you see the subdivision you want, click on it in the list. The map will zoom to the subdivision and highlight it. Some subdivision names are for two completely separate locations, if this is the case, both will be listed in the table below.

### Location Search by Coordinate

There are currently two different units you can use to search for a coordinate:

1. *Decimal degrees (latitude/longitude)*: The latitude is the number for degrees north of the Equator and longitude is the number of degrees west of the Prime Meridian. As this application is only for Wake County, the coordinates are limited to only inside the County. The latitude must be between 34.96 and 36.60 degrees and the longitude must be between -77.20 and -79.88 degrees.
2. *NAD 1983 State Plane Feet*: This is a coordinate system commonly used by GIS professionals and surveyors in North Carolina. As this application is only for Wake County, the coordinates are limited to only inside the County. The easting must be between 1735336 and 2526844 feet and the northing must be between 443440 and 1044820 feet.

The map will zoom to the coordinate and place a marker on the map.

### Layer List

The layer list shows additional data overlaying the map. By default all layers will be turned off. To see a layer simply click the layer name or On/Off button and the button will turn green and now say "on". If you close iMAPS, any layer that was on, will be on when you start a new session.

As different layers are turned on, the layer's legend is displayed under the layer and sub-layer name. If the On/Off button is faded, this indicated that the layer is not visible at your current zoom level. The magnifying glass icon will zoom you to a level where it is visible.

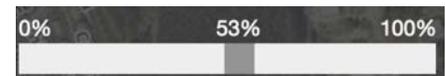


In order to find layers more easily, simply start typing a word into the filter text input at the top of the layer list. This will search all layers and sublayers for the word you entered. Layers that match this word will only appear in the list. Delete what you entered to view all layers.

**NOTE: A document with all the legends can be found in the Help tab.**

### Changing Transparency of a Layer

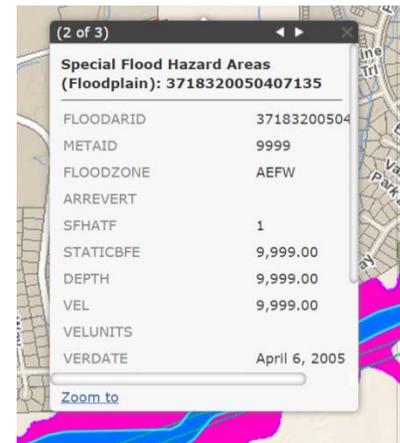
If you need to see the property underlying the layer that is turned on, use the slider bar under the layer name. Moving the slider to the left will make the layer more transparent and moving it to the right will make the layer less transparent.



## Tools

### Identify

When you click on the map with the identify tool, any layer that is currently visible in the layer list will be returned. If multiple features are returned, you can toggle through them by clicking the arrows on the right side of the box. The amount of layer features identified and which page you are on can be seen on the upper left corner of the identify box.



### Property Select

Properties can be selected by using a point, polygon, line, or multi-point.

#### Point Selection

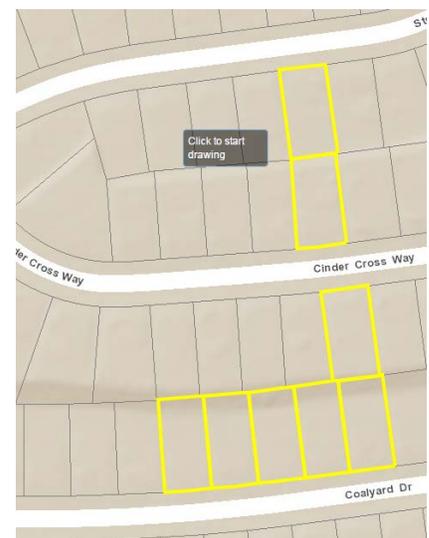
By default the 'Point' selector will be activated, click the map to select a certain property. The property will highlight in red and the property information will list in the search panel.

#### Polygon Selection

To select multiple properties in an area, click 'Polygon'. Single click on the map to add the first vertex of the polygon, continue single clicking to add each additional vertex, then double click on the final vertex to complete the polygon. All properties within that polygon will be selected and listed in the search panel.

#### Line Selection

Similar to the polygon feature, the line you create will select all the properties that are being touched by the line. Single click on the map to put the first vertex of the line, continue single clicking to add each additional vertex, then double click on the final vertex to complete the line.



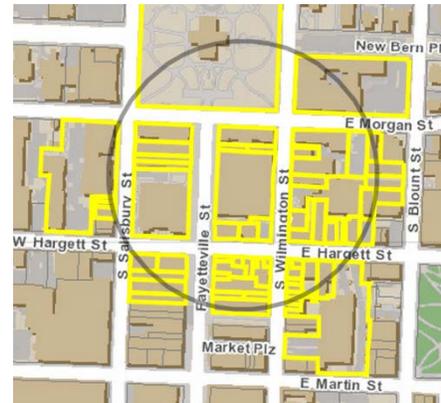
**NOTE: The freehand check box applies to the line and polygon tools and allows for the continuous drawing of the area or length being measured. If this box is unchecked, the line or polygon is drawing by clicking each vertex of the shape.**

### Multi-Point

If you have properties in different areas on the map, use the multi-point feature to select multiple properties in different locations. Single click on each property you want to select, double click on the last property to initiate the property search.

### Buffer Distance

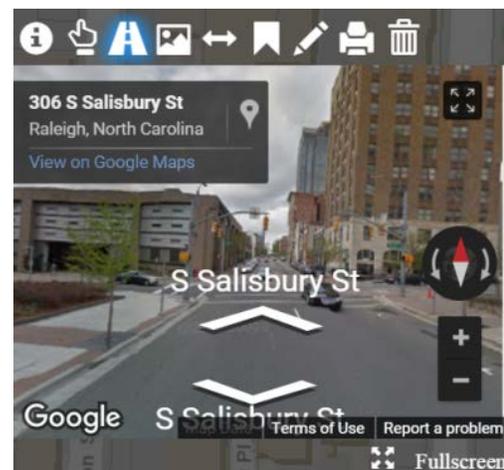
If you need to know what properties are around you at a certain distance, use the buffer distance tool. Type in a distance (in feet) in the box, click a selection tool, then click the property on the map. A ring will be seen on the map (symbolizing the distance you entered) and all properties laying on the line or within the ring will be highlighted in yellow. Also if you have a single property selected you can click the Buffer Property to select all properties within a distance of the property boundary. This feature is a replacement for the buffer property tab on the previous version of iMAPS.



### Street View

To use the Google Street View tool, click on a property or street on the map. The Street View window will drop-down which can be expanded to full screen by clicking **Fullscreen**. Clicking on the Google logo in the lower left or the View on Google Maps, will open Google Maps at that location.

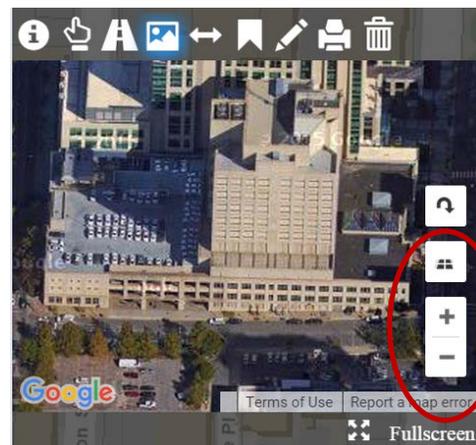
**NOTE: The images and content on Google Street View are property of Google. The City of Raleigh and Wake County do not claim responsibility of any of its content. If you have any concerns about the content of the Street View feature, please contact Google directly. For directions on how to use Street View, please visit the Google Maps help.**



### Oblique

Previously called, Pictometry Viewer, oblique allows you to view imagery at a 45° angle. To use, click on the Oblique button and then click anywhere on the map. The Oblique viewer window will drop-down under the tool bar menu.

You can pan around the property by clicking the curved arrow or view straight down by clicking the box icon.

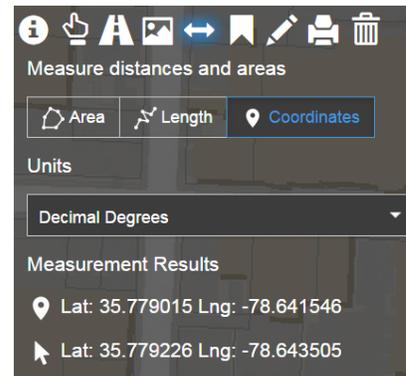


## Measure

The measuring tool allows for the measurements of an area, line, or coordinates.

### Measuring by Line or Polygon

By left clicking on the map, move your mouse to draw the desired shape, left clicking if a change in direction is needed. When you are finished with your shape double-click the left mouse button to end the drawing of the shape. Once the shape is complete, the units will display in the 'Measurement Results'. You can change the units at any point and the measurement results will update.

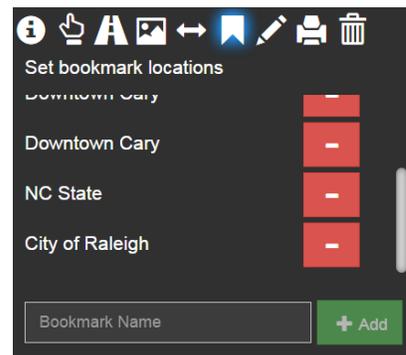


### Measuring by Coordinates

Coordinate measuring uses point selection. If you want to know the coordinate of a location, single click on the map. The **Measurement Results** will display the coordinate. Also it will display the coordinate of your mouse cursor as you move it across the map.

## Bookmarks

The Bookmarks tool allows for the saving of different map extents. Clicking on a bookmark in the list will change the map extent to the extent of the bookmark. Additional bookmarks can be added by setting your map to the extent you want to save, entering a title, and clicking the add button. This will add the newly created bookmark to the list and it will be visible the next time iMAPS is opened. Bookmarks can also be removed by clicking the red "minus" button.



## Draw

The drawing tool allows for the iMAPS user to draw graphics on the map, which will appear on the PDF map once printed. To use, select the type of shape you would like to draw (point, polygon, line, or text). You may now change the color and font size of the feature and text you select.

### Drawing Points

To add a point to the map, click the point button and then single click on the map. A dot will appear where you clicked.

### Drawing Polygons and Lines

By left clicking on the map, click your mouse to draw the desired shape, left clicking if a change in direction is needed. When you are finished with your shape double-click the left mouse button to end the drawing of the shape.



### Adding Text

Enter the text in the drop-down text area and then single click on the map to place the label. The text will automatically center in the parcel you select.

**NOTE: If at any time you need to start over or remove the last drawing feature click 'Undo'.**

### Printing

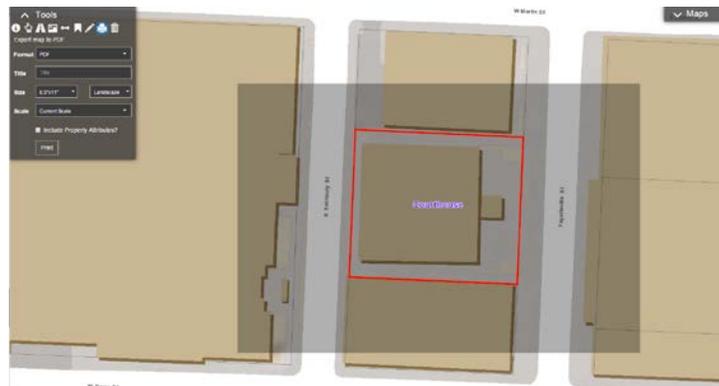
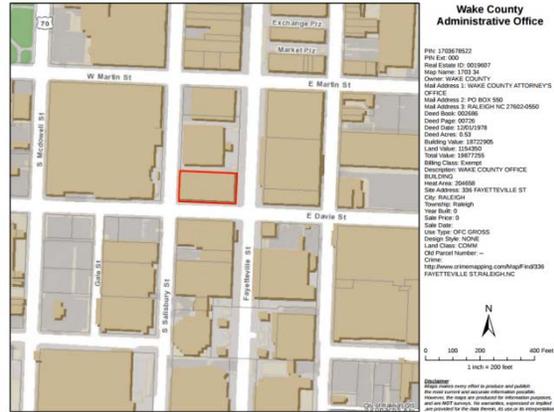


There are two options for printing: exporting a PDF or saving an image in JPEG format.

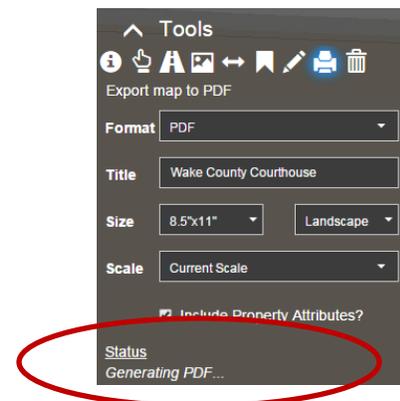
**NOTE: Make sure your computers pop up blocker is turned off to see the generated PDF and Image files. See FAQ for pop up enabling steps.**

### Exporting to a PDF

To export as a PDF, make sure the dropdown is set to Export PDF, enter a title (not required), select the map size and whether you want it to be landscape or portrait. Then set the scale, you can keep it as the current scale of the map, select from a list of map scales, or set a custom map scale. If a property is currently selected, the 'Include Property Attributes' will become enabled. If it is checked, the attributes will be included in the PDF. You will notice a grey box on your screen; this shows the view extent that will be used in the PDF. This box allows you to position your property in the center of the view window or if you have multiple properties you would like in the PDF.



Once you center your viewer, click the 'Print' button, the PDF creation process will begin. A 'Status' update will appear giving the download status of the PDF. When it is complete, a new window tab will automatically open allowing you to save or print the PDF.



### Exporting to an Image

Exporting an image will create a JPEG feature that can easily be included in a report or website. To export a JPEG of the map, select Image from the format dropdown then click the Export button. A 'Status' update will appear giving the download status of the image download. When it is complete, a new window tab will automatically open allowing you to save, copy image, or print the image through your website browser.



### Clear Map

The clear button will remove all graphics drawn on the map and will also clear any search results.

## Frequently Asked Questions (FAQ)

### Q) Will you keep the old iMAPS online while customers get accustomed to the new?

A) The previous version of iMAPS will be available until the beginning of April. Please begin working with the new application and let us know if you have any questions or feedback:  
iMAPSHelpdesk@wakegov.com

### Q) Why doesn't the mouse scroll work on the new version of iMAPS?

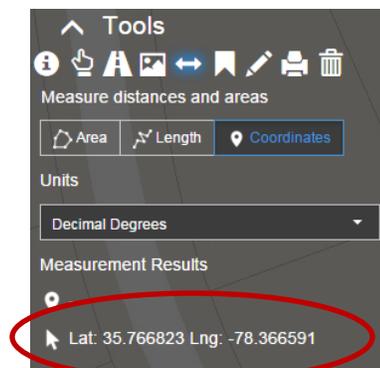
A) To use the mouse scroll, click on the map for the feature to start working.

### Q) What happened to the zoom box feature?

A) This feature can still be done by holding the 'shift' key while clicking on the map and drawing a box.

### Q) The old iMAPS showed cursor movement coordinates, does the new iMAPS have this feature?

A) Yes, instead of being at the bottom of the iMAPS screen, click on the measure tool, then 'coordinates'. You will notice at the bottom of the drop-down a cursor symbol then coordinates in latitude/longitude. You can also place a point down giving the coordinate of that point and move your cursor to get multiple coordinate locations.



### Q) Where are the lot dimensions?

A) For performance reasons, the lot dimensions and PIN labels are turned off by default. Please refer to the Layers List section of this document. NOTE: In iMAPS, the lot dimensions and PIN can be found under the 'Parcel' layer. However with the new version of iMAPS, if you turn the lot dimension on, they will be visible the next time you open iMAPS.

### Q) Why can I not view parcel lines when zoomed out beyond a scale of 1" = 800'?

A) Some layers, including property are scale dependent. To see if the layer is visible at the current scale, check if the layer is enabled. If it is, you must zoom further in on the map, until the layer features begin to upload on the map. As Wake County is a rather urban county, we chose 1" = 800' as the scale in which property lines could be viewed. This scale has been compared to what is used throughout the industry by similar counties.

### Q) Why does the legend not appear when printing?

A) Many of our legends are rather long and do not fit well on the maps. To supplement this issue, we will make available a legend document which can be printed separately from the map.

**Q) My Tax Bill shows the PIN in this format: 1716.01 10 7707 000. How do I enter that number into the search on iMAPS?**

*A) 1716.01 10 7707 000 would be entered as 1716107707 in iMAPS (drop the decimal + 2 digits and the final 3 digits)*

**Q) What happened to the buffer property tab that I used to generate mailing lists?**

*A) This functionality has been moved to the property selection tool. If you have a single property selected, you can specify a buffer distance and then click the Buffer Property button. Once you have multiple properties selected, you can export the property information for all those properties to a CSV file. A mailing list then can be generated inside of Excel using the Owner and Mailing Address columns.*

**Q) How long will the previous Flash based version be available?**

*A) Since the technology is out-of-date, we are planning to retire that version a few months after the final release of the new iMAPS. We will continue to support the iMAPS Mobile iOS application.*

**Q) Why am I getting a message saying my browser is not supported?**

*A) In an effort to take advantage of some of the latest web technologies, it was decided not to support older versions of Internet Explorer (9 and below), which are no longer supported by Microsoft. If your computer does not support current versions of IE, please look into Chrome or Firefox as alternatives.*

**Q) Why does the property information get exported to CSV instead of XLSX or XLS?**

*A) CSV (comma separated values) is a format that can be read by any spreadsheet software, including Excel. We do not offer the file to be exported in XLSX or XLS format since not everyone uses Excel. If you need the data in these formats, the CSV file can be saved from Excel into either format.*

**Q) Why does nothing happen when I click to export a PDF or Image?**

*A) Most likely your pop up blocker is turned on which is not allowing the generated PDF or Image to open. Follow these steps, depending on the browser and version your steps might be different:*

#### **Internet Explorer**

- 1. Tools (gear menu) – Internet Options – Privacy tab - Pop-up Blocker – Settings*
- 2. Address of website to allow: maps.raleighnc.gov*
- 3. Click the Add button*
- 4. Close (go back to iMAPS)*

#### **Firefox**

- 1. Tools (three lines menu) – Options - Content*
- 2. Click the Exceptions button next to Block pop-up windows*
- 3. Address of web site: maps.raleighnc.gov*
- 4. Click the allow button*

5. *Close (go back to iMAPS)*

### **Google Chrome**

1. *Click the Tools (three lines) menu*
2. *Select Settings.*
3. *Click Show advanced settings (at the bottom)*
4. *In the "Privacy" section, click the Content settings... button.*
5. *In the "Pop-ups" section, click Manage exceptions...*
6. *Hostname pattern: maps.raleighnc.gov*
7. *Behavior: Allow*
8. *Click Done*

### **Credits**

This application is a joint effort between Wake County and the City of Raleigh. The data inside of iMAPS comes from both governments' databases, which also includes data from the other municipalities throughout the County.

### **Contact Us**

Feedback or questions can be submitted through the feedback tool. The iMAPS Helpdesk at Wake County can be also be contacted at (919) 856-6360 or at [iMAPSHelpdesk@wakegov.com](mailto:iMAPSHelpdesk@wakegov.com).