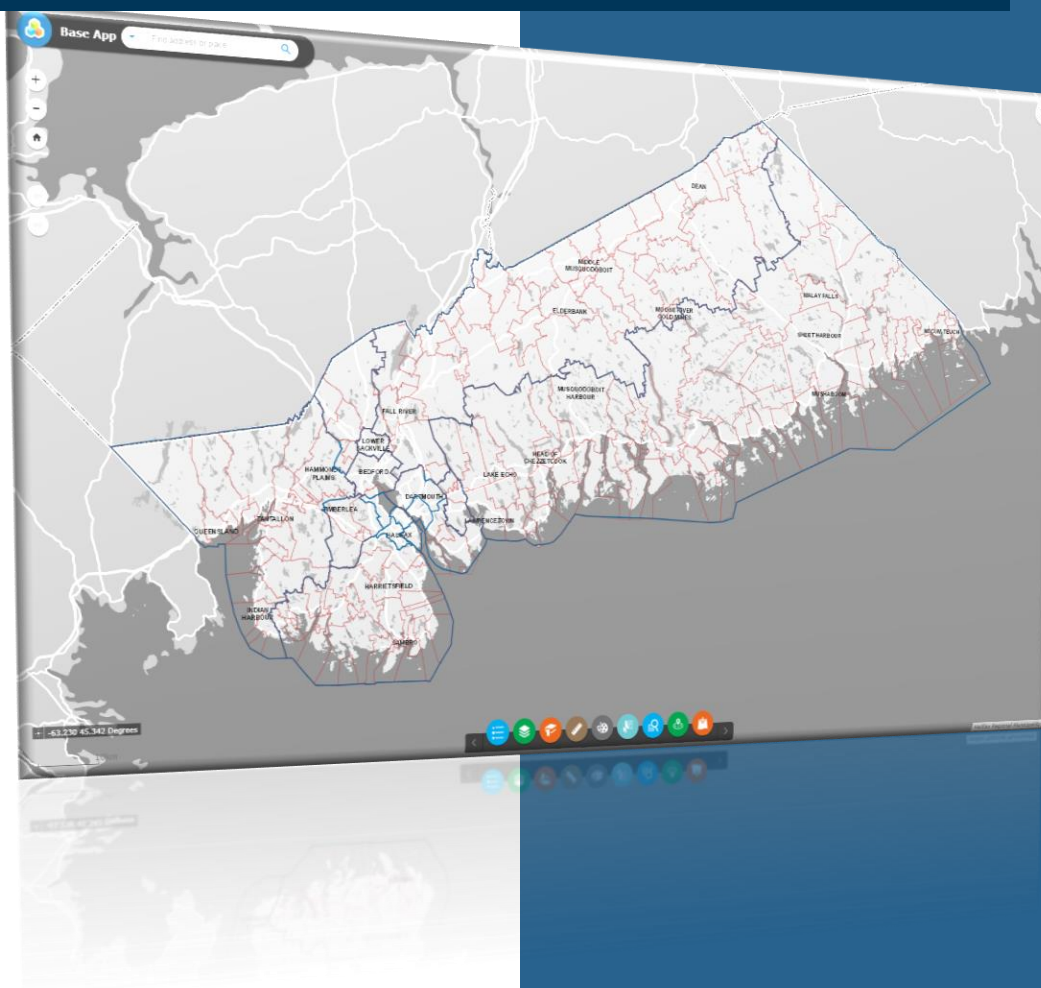


# ExploreHRM



# HALIFAX

## Common Questions

## Contents

.....	0
Welcome to ExploreHRM Common Questions .....	2
Access .....	2
1. ExploreHRM – Browser Requirements .....	2
2. What device(s) are supported for ExploreHRM? .....	2
General .....	2
3. What is ExploreHRM? .....	2
4. What is ArcGIS Online? .....	2
5. What is a Widget? .....	3
6. What is a basemap? .....	3
7. What are the “Halifax” basemaps? .....	3
8. Why are there different basemaps? .....	3
Popups/Information.....	4
1. I am trying to find information on XX, but the popup only shows information on YY. 4	
Search .....	4
1. How do I find the location I am looking for in ExploreHRM? .....	4
Feedback / Support .....	4
1. Is the data displayed in ExploreHRM accurate and up to date? .....	4
2. I can't find the functionality/data that I need. ....	4
3. Who do I contact regarding data error(s)? .....	4
4. Who do I contact regarding application issue(s)? .....	4
5. I don't see my question here. Who do I contact? .....	5

## Welcome to ExploreHRM Common Questions

### Access

#### 1. ExploreHRM – Browser Requirements

For the best performance with the ExploreHRM, use the latest version of Internet Explorer. Other browsers supported by Esri include;

- Chrome
- Firefox
- Internet Explorer 11. Compatibility View is not supported.
- Safari 3 and later

**Note: Microsoft Edge is not supported**

#### 2. What device(s) are supported for ExploreHRM?

The following devices are supported;

- Desktop & Laptop
- Smartphones
- Tablets/iPads

**Note: It is important to note that ExploreHRM displays best on desktops, laptops, and tablets/iPads however the screen size should adapt to mobile devices.**

### General

#### 3. What is ExploreHRM?

ExploreHRM is an interactive web-map that was developed to show the municipality's base geography, administrative boundaries, city facilities, and more. A tool to help people explore a variety information about Halifax Regional Municipality.

This interactive web-map has been developed using Esri's ArcGIS Online platform and is powered by Halifax's Open Data.

#### 4. What is ArcGIS Online?

[ArcGIS Online](#) is a collaborative web GIS that allows you to use, create, and share maps, scenes, apps, layers, analytics, and data. ArcGIS Online is a cloud-based platform that allows us to take full advantage of the scalability and

hosting features of cloud technology, while still allowing us to serve up our own authoritative data.

#### 5. What is a Widget?

A widget is essentially a tool that enables you to carry out a task. For example, the measurement widget enables you to measure a line, an area, or provide a coordinate location.

To learn more on how to use a widget or what widget(s) are available, view the [ExploreHRM User Guide](#)

#### 6. What is a basemap?

A basemap is a collection of spatial data that provides context to a map; it is both the foundation and building block for creating maps. User(s) overlay information on top of a basemap to provide a visual and to communicate where the overlay is located.

A basemap is generally made up of referenced information such as roads, hydrography, landforms, land marks, and political boundaries.

#### 7. What are the “Halifax” basemaps?

ExploreHRM is built on a default basemap, Halifax Greyscale Basemap. The Halifax Basemap & Halifax Greyscale Basemap references authoritative municipal data and labels. This means all the streets, civic addresses, boundaries and other data available in the basemap comes from authoritative Halifax corporate data sources. The “Halifax” basemaps are updated daily, whereas the municipality has no control over the other third-party basemap.

The “Halifax” basemaps include streets, street labels, highway labels, railroads, ferry routes, water features (lakes, rivers, bays ocean, etc.), lake names, HRM boundary, community names, airports, building footprints, and parks.

#### 8. Why are there different basemaps?

In ExploreHRM, any basemap that does not reference “Halifax” in the title are a third-party basemap. Third-party basemaps are **not** routinely kept up to date and user(s) should acknowledge the content provided in third-party basemaps may be dated or inaccurate information. The purpose of these third-party basemaps is to provide user(s) with a variety of different contextual views.

To learn more about interacting with the basemap(s) widget, view the [ExploreHRM User Guide](#)

## Popups/Information

1. **I am trying to find information on XX, but the popup only shows information on YY.**  
When clicking on a feature to get information, you will see a popup window that contains information on the first layer the application finds. To scroll through the popup window results, click on the small arrow in the top right of the popup.

To learn more about popup information, view the [ExploreHRM User Guide](#)

## Search

1. **How do I find the location I am looking for in ExploreHRM?**  
To search for a specific location, type into the search box in the top left of the interactive web-map for a place name, address, parcel identifier (PID), or assessment account number (AAN).

Additional ways to search can be found in the [ExploreHRM User Guide](#)

## Feedback / Support

1. **Is the data displayed in ExploreHRM accurate and up to date?**  
All datasets are pulled from Halifax's Open Data Portal, which in turn are refreshed on a weekly basis. All open data is sourced from the authoritative municipal systems and represents the best source of truth to our knowledge. If you become aware of erroneous or incomplete data please let us know.
2. **I can't find the functionality/data that I need.**  
The new ExploreHRM was designed primarily to reproduce the previous functionality/data present in the old ExploreHRM. If you were able to perform a certain function in the legacy web-map, please refer to the [ExploreHRM User Guide- Data Matrix](#) to see where that function/data fits in the new ExploreHRM.

Halifax is committed to continue developing this interactive map and we are happy to receive any suggestions or critique in relation to ExploreHRM.

Please provide your feedback by clicking the [ExploreHRM Feedback Form](#)

3. **Who do I contact regarding data error(s)?**  
For data errors or issues you may fill out the [ExploreHRM Feedback Form](#)
4. **Who do I contact regarding application issue(s)?**  
If you are receiving an error message or experiencing issues while attempting to use ExploreHRM you may fill out the [ExploreHRM Feedback Form](#)

5. I don't see my question here. Who do I contact?

If you have questions or require additional information you may fill out the [ExploreHRM Feedback Form](#)

Please help us improve the quality and usability of these documents by letting us know what you think.