



Land & Property
Information

A division of the Department of Finance & Services



www.lpi.nsw.gov.au

SIX MAPS VALUATION CHANNEL

Frequently Asked Questions (FAQs)

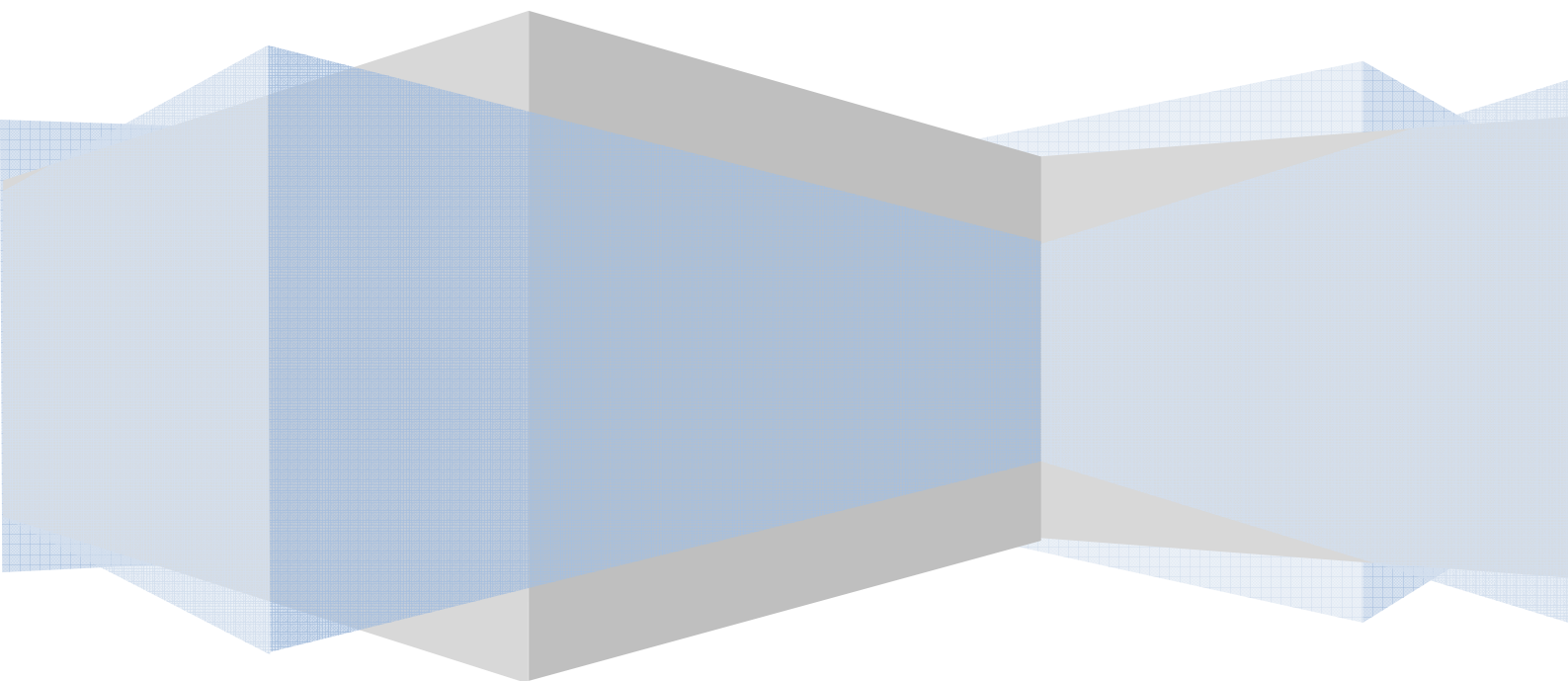


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1. SIX MAPS VALUATION CHANNEL – GENERAL

1.1 Q: WHAT IS SIX MAPS VALUATION CHANNEL?

A: SIX Maps Valuation Channel is LPI's spatial viewing platform and is the official source for NSW geospatial information. SIX Maps provides the most updated, comprehensive, accurate and reliable spatial data for land and property related information.

SIX Maps Valuation Channel allows users to display and interact with multiple geospatial features and images. You can pan and zoom across a wide selection of NSW spatial datasets, including property, cadastral and topographic information, satellite data and aerial photography.

SIX Maps Valuation Channel has replaced LPI's previous spatial platform SIX Viewer. It uses new technology in order to provide improved functionality, usability and reliability.

See **Q 4.1** for further reasons as to why enhancements were made to the SIX Maps Valuation Channel.

1.2 Q: WHAT IS THE PURPOSE OF THE SIX MAPS VALUATION CHANNEL?

A: SIX Maps is a spatial solution that provides basic property information to the general public. The SIX Maps Valuations Channel includes this foundation data as well as additional datasets specific to the work of the valuers. It is designed for use by LPI Valuation staff and contract valuers to assist them in their work. The channel has a number of additional data layers allowing valuers to analyse properties in more depth to what is offered in SIX Maps.

See **Q 2.10** for more information about what additional datasets are included in the SIX Maps Valuations Channel.

1.3 Q: HOW DO I ACCESS THE SIX MAPS VALUATION CHANNEL?

A: You can access the SIX Maps Valuation Channel by logging into the SIX Portal <http://six.nsw.gov.au> and then follow the below instructions:

1. Enter in your SIX User Name and password, and select the tickbox to accept the SIX Terms & Conditions. **Please Note:** If you don't tick on the Terms & Conditions, you will not be able to log in
2. Click the **SIGN IN** button
3. Navigate to *Spatial Services > SIX Viewer Channels > SIX Maps Valuations*.
4. The SIX Maps Valuation Channel will pop up in a new window

1.4 Q: CAN I SAVE THE SIX MAPS VALUATION CHANNEL IN MY FAVOURITES?

A: You can save the SIX Portal home page in your browser Favourites. To access the SIX Maps Valuation Channel, you must log into the SIX Portal each time.

Please note: *The method of adding websites to your favourites will be different depending on the browser you use.*

1.5 Q: WHICH INTERNET BROWSER DO I NEED TO SUPPORT SIX MAPS VALUATION CHANNEL?

A: LPI recommends using the following browsers to optimise your use of the SIX Maps Valuation Channel:



[Mozilla Firefox](#)



[Google Chrome](#)



[Opera](#)



[Apple Safari](#)

The SIX Maps Valuation Channel is supported by Internet Explorer in versions 8 and above. However, for best performance the use of the above browsers is recommended.

***Please note:** The response speed may be slower in Internet Explorer (compared to Firefox, Chrome, Opera and Safari). Also, Internet Explorer may cause viewing and functionality issues in SIX Maps.*












1.6 Q: WILL THE SIX MAPS VALUATION CHANNEL UNDERGO CHANGES INTO THE FUTURE?

A: Yes. To improve efficiency and effectiveness of this channel for LPI Valuation staff and contract valuers, the SIX team will be continually monitoring the system for enhancements and improvements. We encourage you to provide feedback by completing the Contact Us / Feedback form within the SIX Maps Valuation Channel. For further information, see **Question 5.7**.

2. USING SIX MAPS VALUATION CHANNEL


2.1 Q: WHAT TOOLS ARE AVAILABLE IN THE SIX MAPS VALUATION CHANNEL?

A: The tools in the Functionality Toolbar allow you to interact with the map. The following tools are available:

	Zoom to NSW		Identify Tool
	Zoom to Previous Extent		Print / PDF Tool
	Zoom to Next Extent		CSV Dropper
	Area Tool		Image Dropper
	Distance Tool		Help
	Coordinate Tool		

To use a tool, move your cursor over a tool and click to activate. The tool will perform its function automatically or you will be promoted to execute the next step.

For more information on how to use each of the tools, follow the steps below:

- Click on the  Help icon to display the Help & Tips tab.
- Click on the name of the tool you want to learn about.

For further information about Help, refer to **Question 5.7**.

For more information about the CSV Dropper tool, refer to **Question 5.3**.

2.2 Q: HOW DO I KNOW WHEN A TOOL IS ACTIVATED IN THE SIX MAPS VALUATION CHANNEL?

A: If a tool is activated in the Functionality Toolbar, an orange light will be illuminated above the icon of the tool. For example, in the below image the **Coordinate Tool** has been activated.



2.3 Q: WHEN DOES THE ORANGE ACTIVATION LIGHT NOT APPEAR?

A: The orange activation light is not applicable for the **Zoom to NSW**, **Zoom to Previous Extent**, **Zoom to Next Extent**, **Print Preview** and **Help** tools.



2.4 Q: HOW DO I ZOOM IN AND OUT OF THE MAP?

A: There are a number of ways you can zoom in and out on the map:

1. Use the slider on the left hand side of the map by clicking on the zoom in and zoom out arrows
2. Holding the controller on the slider bar and drag up or down
3. Use the scroll bar on your mouse.



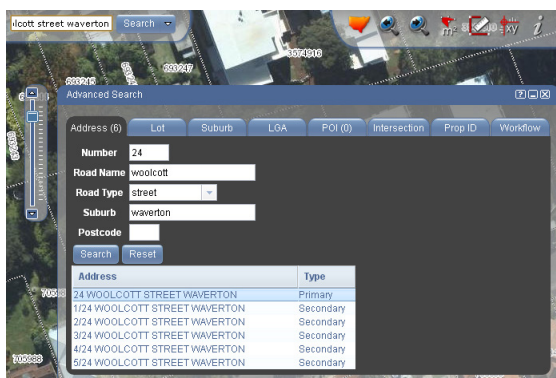
2.5 Q: HOW DO I SEARCH FOR A PROPERTY IN THE SIX MAPS VALUATION CHANNEL?

A: The Search function is used to locate and query information.



There are two ways to search for a property in the SIX Maps Valuation Channel:

1. *Single Search option:*
 - a. Go to the Search bar at the top left side of your screen
 - b. Type the address in the below format:
<Number> <Road Name> <Road Type> <Suburb> <Postcode>
 - c. A window will appear with a result. Click the result to navigate to your desired location.



2. *Advanced Search option:*

The Advanced Search option should be used if you are searching by other criteria, if you are unsure of the address details, or if the single search does not provide the desired location. Follow the below steps:

- a. Click on the arrow next to the **Search** button in the upper left hand corner of the screen. Select **Advanced** from the dropdown menu

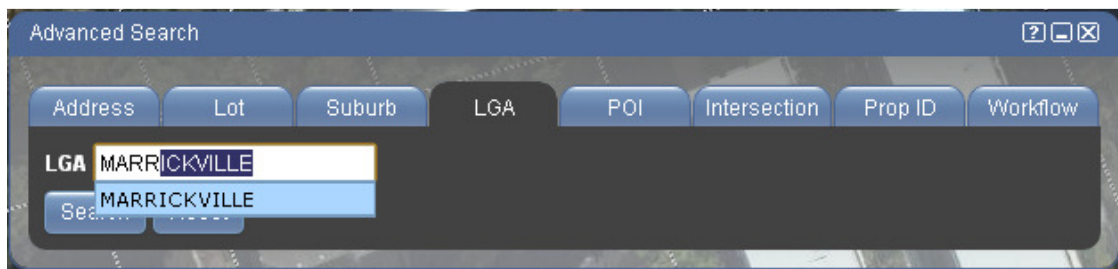


- b. Click on the required tab to search by your criteria: Lot Number, Suburb, Local Government Area, Point of Interest, Intersection, PropID or Workflow.

Please note: the more information you can enter, the greater the chance that your search will be found.

See **Question 5.1** if you are having trouble searching for an address.

See also **Question 4.1 and 4.2** for details about PropID and Workflow tabs.



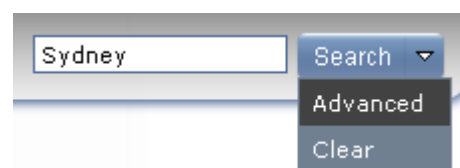
2.6 Q: HOW DO I CLEAR THE SEARCH TEXT FIELD IN THE SIX MAPS VALUATION CHANNEL?

A: To clear the **Search** text field, follow the following steps:

1. Navigate to the **Search** button located in the upper left hand corner of the screen:



2. Click on the arrow located on the **Search** button and a drop down list with 2 options will appear – **Advanced** and **Clear**:



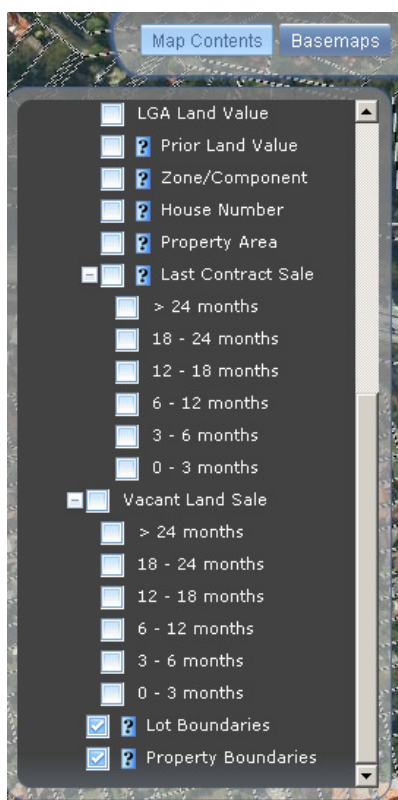
3. Select **Clear** from the drop down list and the text field will be cleared.



Alternatively, navigate to the **Search** text field and use the backspace or delete button on your keyboard to clear the field.

2.7 Q: HOW CAN I LOOK AT THE PROPERTY AND LOT BOUNDARIES SPECIFICALLY IN THE SIX MAPS VALUATION CHANNEL?

A: To view the property boundaries and lot boundaries, click on the **Map Contents** button on the top right hand side and click on the tick box right at the bottom of the list where it says 'Lot Boundaries' or 'Property Boundaries':



2.7.1 HANDY TIPS FOR BOUNDARIES:

Some boundaries (e.g. administrative boundaries such as suburbs or LGAs) only display at certain scales. You may need to zoom in or out to view these boundaries properly.

- For example: In Sydney, you may need to zoom in to the scale 1:2,000 because it has more lots within a given area.
- Whereas, in Barrington Tops, you may be able to see the lot boundaries at the scale 1:18,000 because it has fewer lots within a given area.

2.8 Q: HOW DO I CHANGE THE DATA LAYERS THAT I SEE?

A: The SIX Maps Valuation Channel contains the following Map Layers:

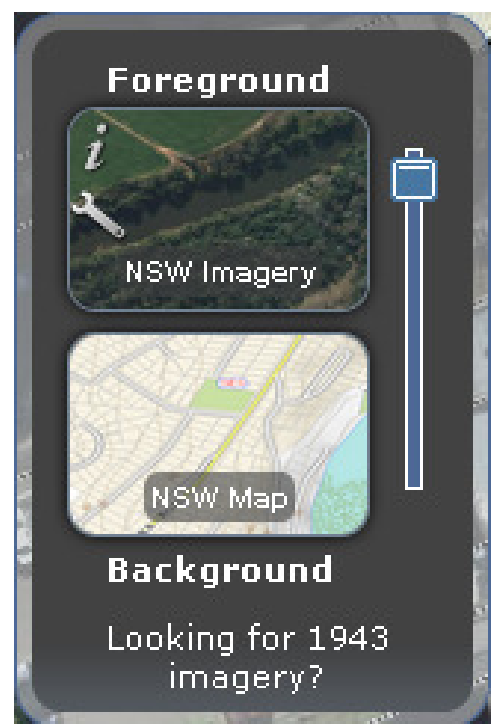
- Two **Basemaps** with a slider bar (see **Q 2.9** for further information)
- **Map Contents** panel with a drop down selection box that contains Valuation-specific layers (see **Q 2.10** for further information)



2.9 Q: WHAT ARE BASEMAPS?

A: The Basemaps panel controls if you see aerial imagery or a street map as your base map. The Basemaps panel is in the top right corner of your screen.

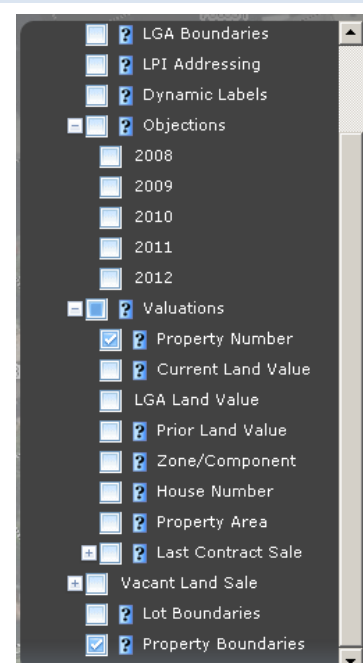
- Drag the slider bar to the top to view NSW Imagery – a compilation of high resolution aerial imagery and satellite imagery.
- Drag the slider bar to the bottom to view NSW Map – a street map with town, suburb, points of interest, street names and house numbers.
- Locate your cursor over the Basemap you require and select the 'i' icon to reveal detailed metadata
- Locate your cursor over the Basemap you require and select the 'spanner icon' to change the background to
 - White background
 - 1943 historical imagery (Sydney Metro region only)
 - Topographic maps (Current OR historical)



2.10 Q: WHAT IS INCLUDED IN THE MAP CONTENTS?

A: The Map Contents panel allows you to look at detailed data, including Valuations-specific data, overlaid on the extent you are currently viewing. The Map Contents panel is located on the top right corner of your screen.

- Check or uncheck a box to display or remove the data you want.
- Wait a moment for the data layer to load on top of your Basemap.




- Click on the '+' icon to expand the drop down menu options to include sub-layers that you can check or uncheck.

Please note: if no data displays, it might be because some data will only display at certain scales. Try zooming in or out (see **Q 2.3** for further information)

2.11 Q: HOW DO I FIND OUT MORE DETAILS ABOUT A SPECIFIC MAP LAYER IN SIX MAPS VALUATION CHANNEL?

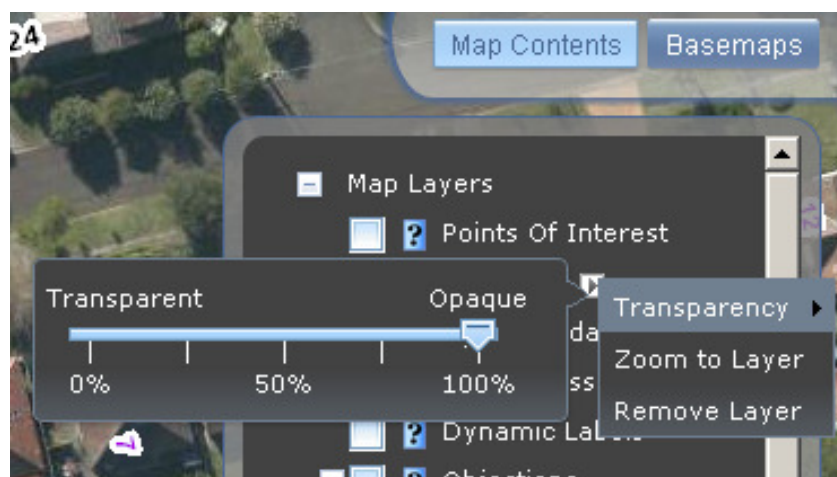
A: Metadata is available for most layers and this data is drawn from the NSW Spatial Data Catalogue. Metadata is 'data about data' and provides a structured description of a dataset. It contains information about the content and quality of the dataset, as well as when, where, how and who produced the data.

To find out more information about a specific map layer, click on the  located next to the Map Layers, Valuations or Lot and Property Boundaries under Map Contents.

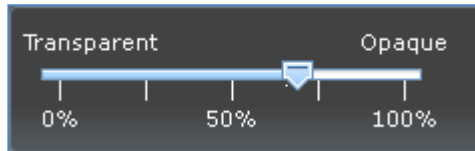
2.12 Q: HOW DO I CHANGE THE TRANSPARENCY OF A MAP LAYER IN THE SIX MAPS VALUATION CHANNEL?

A: To change the transparency of a map layer, follow the following steps:

1. Hover over a map layer, e.g. **Lot Labels** and an arrow will appear to the right of the map layer name.
2. Click on the arrow and a drop down list with two options will appear – **Transparency** and **Details**.



3. Select **Transparency** from the drop down list.
4. A box will appear that will allow for transparency adjustment by moving the slider left or right using your mouse.



3. SIX MAPS VS. THE SIX VIEWER

3.1 Q: WHY CHANGE FROM SIX VIEWER TO THE SIX MAPS VALUATION CHANNEL?

A: LPI has conducted extensive stakeholder interviews and user surveys to understand shortcomings of the SIX Viewer and any new requirements. LPI have responded to the key recommendations and have developed the new SIX Maps solution.

In addition, an enhancement has been made to the SIX Viewer for valuers, now called the *SIX Maps Valuation Channel*. This channel has a number of additional layers allowing LPI staff and valuers to analyse properties in more depth to what was offered in the SIX Viewer.




















The SIX Maps Valuations Channel provides improved functionality and usability. The benefits of this new tool are as per the below:

- Clearer and more intuitive map navigation
- Increased display speed of map content
- More up-to-date imagery
- Single line search function (text box search)
- Easy-to-see search results
- No need for a plug-in
- Mobile compatible

3.2 Q: WHAT STANDARD FUNCTIONS HAVE BEEN MIGRATED FROM THE SIX VIEWER TO THE NEW SIX MAPS VALUATION CHANNEL?

A: The table below details the standard functions that have been migrated from the SIX Viewer to the new SIX Maps.

Name	SIX Maps Function Description	SIX Viewer Icon	SIX Maps Valuation Channel Icon
Feature Query	Displays results of layers which are able to be queried. <ul style="list-style-type: none"> • Shows results in separate tabs for each data type. • Core identify data types are Suburb, Lot and LGA. 		
Full Extent	Zoom to the full extent of NSW.		
Zoom Box	Use shift + click and drag to		N/A

Name	SIX Maps Function Description	SIX Viewer Icon	SIX Maps Valuation Channel Icon
	zoom to a box. Use shift+ctrl+click and drag to zoom out.		
Image Slider	Slide between any 2 imagery sets that SIX Maps offers.		
Help Guide	Help incorporates: <ul style="list-style-type: none"> • Welcome page with Terms and Conditions. • Help & Tips categorised by tools. • Contact Us/Feedback. • Data contributors. 		
Pan	Pan icon has been removed in SIX Maps as panning operates by holding the left mouse button down and dragging across the map frame.		Pan by holding left mouse button down and dragging across the map frame.
Zoom In/Out	Replaced with slider bar. Users can also zoom in and out using the mouse wheel.		
Print	Launches a print preview in the browser.		
Forward	Go forward to a previously viewed map extent.		
Back	Go back to a previously viewed map extent.		
Measure Distance	Measures the distance between two points. For more than two points, measures the total distance and last segment distance.		
Measure Area	Measures the area of a polygon in hectares.		
Show XY	Users can open the tool and click on the map frame to return the coordinates.		





3.3 Q: WHAT TOOLS HAVE NOT BEEN MIGRATED FROM THE SIX VIEWER TO THE SIX MAPS VALUATION CHANNEL?



A: The tools that have not been migrated to SIX Maps are detailed in the below table.

Note: LPI took on board user and business feedback for the SIX Viewer via online surveys in early 2011. Users and business wanted:

- A faster web mapping application.
- More reliable web mapping application.
- A simplified web mapping application which was less confusing for tools and map layers.

With these three key principles in mind, a full reassessment of all tools and mapping layers was undertaken in the development of the new SIX Maps application with only the key map data and tools redeveloped for the first release. If high demand for other tools and mapping data exists, then the data and capability will be assessed by LPI for implementation.

Name	Description	SIX Viewer Icon
Advanced Tools	Opens the toolbox, which allows additional tools to be added to the toolbar. This function was not migrated to SIX Maps as all tools will be available on the tool bar and is no longer applicable.	
Add Marker	Adds a marker to an area of interest. The Add Marker tool is being redesigned and any useful functions and enhancements within the Add Marker tool will be implemented in another phase of SIX Maps.	
GPS	Add the GPX URL or GPX XML to display the GPX way points to the map window. This function was not migrated to SIX Maps as it was underutilised by users and was not highlighted as key functionality to the future of SIX Maps by users or managers. However, SIX Maps are working towards simpler implementations of such as 'drag and drop' file and map service options.	
Clipboard	Copies the map window to the clipboard from where it can be pasted into a document or graphics package. This tool is no longer required as users can easily perform a print screen via the keyboard. Also, users will be able to take a print screen of the map window via the Print to PDF tool.	

Manage Services	<p>Allows WMS and ArcXML services to be added to the map window.</p> <p>This function was underutilised by users and was not highlighted as key functionality to the future of SIX Map by users or managers. However, SIX Maps are working towards simpler implementations of such as 'drag and drop' file and map service options.</p>	
Roam	<p>Displays an alternate image in a small roaming window. Useful to assess differences between images displayed on the map window and images displayed in the small roaming window.</p> <p>This function was underutilised by users and was not highlighted as key functionality to the future of SIX Map by users or managers.</p>	

Please note: If you would like any of the tools above to be migrated to SIX Maps please fill in the Contact Us/Feedback form (refer to **Question 5.7**). When filling in the feedback form, please specify the tool(s) you would like included in the SIX Maps Valuation Channel.

3.4 Q: WHAT SEARCH FUNCTIONS HAVE NOT BEEN MIGRATED FROM THE SIX VIEWER TO THE SIX MAPS VALUATION CHANNEL?

A: The search functions that have not been migrated from the SIX Viewer are:

- 100k Map Sheet.
- Spot 5 Scene.
- Electoral District.
- Catchment Management Area.
- Walking Tracks.

These search functions were not requested for the future SIX Maps solution. If high demand for this functionality exists, then the data and capability will be assessed by LPI for implementation.

Please note: If you would like any of the searches above to be migrated to SIX Maps please fill in the Contact Us /Feedback form (refer to **Question 5.7**). When filling in the feedback form, please specify the search you would like included in SIX Maps.

3.5 Q: WHAT MAP LAYERS HAVE NOT BEEN MIGRATED FROM THE SIX VIEWER TO THE SIX MAPS VALUATION CHANNEL?

A: The map layers that have not been migrated from the SIX Viewer are:

- Walking Tracks.
- Indexes:

- 100K Map Index.
- Satellite Scene Index.
- Topographic Map Index.
- Fire Hot Spots
 - Fire Hot Spots Last 12 hours.
 - Fire Hot Spots 12 to 24 Hours.
- Weather (Bureau of Meteorology)
 - Radar data (Rainfall).

These mapping datasets were not requested for the future SIX Maps solution. If high demand for this mapping data exists, then the data and capability will be assessed by LPI for implementation.

Please note: If you would like any of the layers above to be migrated to SIX Maps please fill in the Contact Us/Feedback form (refer to **Question 5.7**). When filling in the feedback form, please specify the layer(s) you would like included in SIX Maps.

4. VALUATION SERVICES SPECIFIC USE CASES

The following use cases are provided as examples of how it is possible to use the SIX Maps Valuation Channel in some Valuation-specific business situations.

4.1 Q: I HAVE A VALUATION WORKFLOW ID. CAN I USE THIS ID TO FIND A PROPERTY IN THE SIX MAPS VALUATION CHANNEL?

A: Yes. In the **Advanced Search** function (see **Question 2.2** for further assistance on how to use Advanced Search) it is possible to search by Workflow Number. This search will talk to the Valnet database once you have keyed in the Workflow ID.

It is important that the Workflow number is a valid Valnet Workflow ID in order for SIX Maps Valuation Channel to find it.



The screenshot shows the 'Advanced Search' window with a dark blue header. Below the header is a row of search criteria buttons: Address, Lot, Suburb, LGA, POI, Intersection, Prop ID, and Workflow. The 'Workflow' button is highlighted. Below the buttons is a text input field labeled 'Workflow ID' containing the value '6756578'. There is also a 'Current Extent' checkbox which is unchecked. At the bottom are 'Search' and 'Reset' buttons.

4.2 Q: I AM USING VALNET AND I HAVE A VALUATION PROPERTY ID. CAN I USE THIS ID TO FIND A PROPERTY IN THE SIX MAPS VALUATION CHANNEL?

A: Yes. In the **Advanced Search** function (see **Question 2.2** for further assistance on how to use Advanced Search) it is possible to search by Property ID. This search will talk to the Valnet database once you have keyed in the Property ID.

It is important that the Property ID is valid in Valnet in order for SIX Maps Valuation Channel to find the property.



The screenshot shows the 'Advanced Search' window with a dark blue header. Below the header is a row of search criteria buttons: Address, Lot, Suburb, LGA, POI, Intersection, Prop ID, and Workflow. The 'Prop ID' button is highlighted. Below the buttons is a text input field labeled 'Property ID' which is empty. There is also a 'Current Extent' checkbox which is unchecked. At the bottom are 'Search' and 'Reset' buttons.

4.3 Q: HOW YOU CAN USE THE CSV DROPPER TOOL IN VALUATIONS

A: The CSV Dropper tool allows you to view textual data (recorded in a CSV file) spatially within SIX Maps. There are a number of ways you can use this tool to assist with your work as a Valuer


or for LPI Valuations. If you are having trouble using the CSV Dropper tool, go to Help & Tips in the SIX Maps Valuation Channel (refer to **Question 5.7**) or you can check the Troubleshooting steps (refer to **Question 5.5**) in this document:

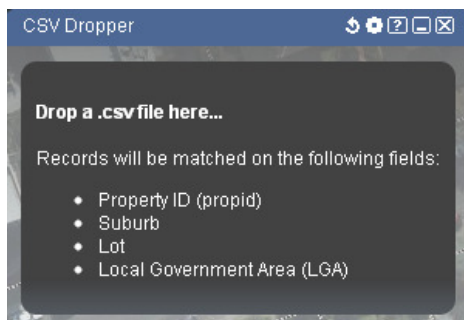
The following is an example of how to use the CSV Dropper Tool:

Example: I have a CSV file detailing a number of Objection valuations that must be completed in Ballina LGA. To create the most efficient batches to give to contractors – i.e. Valuations to be completed in a similar geographical area – I can use the CSV Dropper tool to spatially locate them within the SIX Maps Valuation Channel.

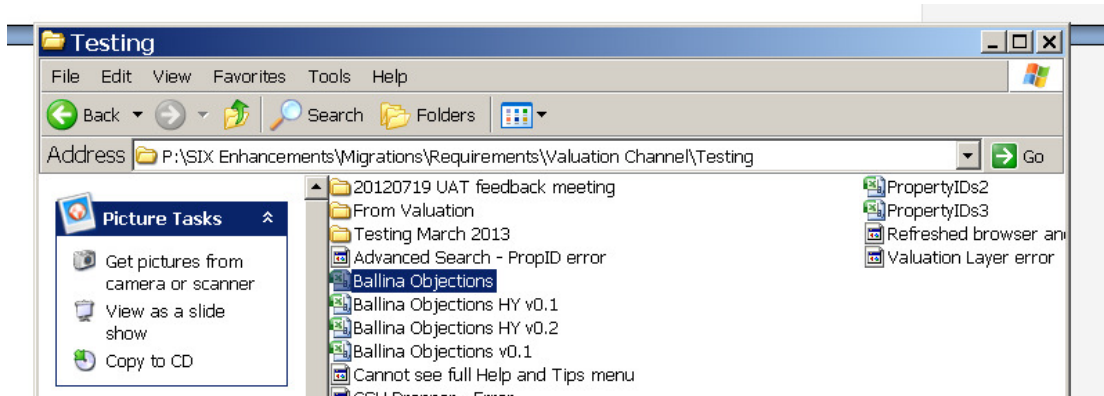
1. The CSV file you have been given contains Valuations information about five properties. One of these fields of information is “propid”. “propid” refers to the PropertyID which also correlates to the Valuation PropertyID that has been sourced from Valnet.

	A	B	C	D	E	F	G	H
1	Audit Tea	Council N	Batch Wor	Batch Ste	Objection	Benchmar	propid	Property 1Pro
2	NORTHER	BALLINA	2471025	BAUDIT	2451781		1650480	NORMAL CUF
3	NORTHER	BALLINA	2474559	BAWARD	2453538		1650088	NOR MAL CUF
4	NORTHER	BALLINA	2474559	BAWARD	2454717		3067561	NOR MAL CUF
5	NORTHER	BALLINA	2474559	BAWARD	2454721		3589888	NORMAL CUF
6	NORTHER	BALLINA	2474559	BAWARD	2456484		1651053	NORMAL CUF
7								
8								

2. In SIX Maps Valuation Channel, activate the CSV dropper tool  so a pane appears:



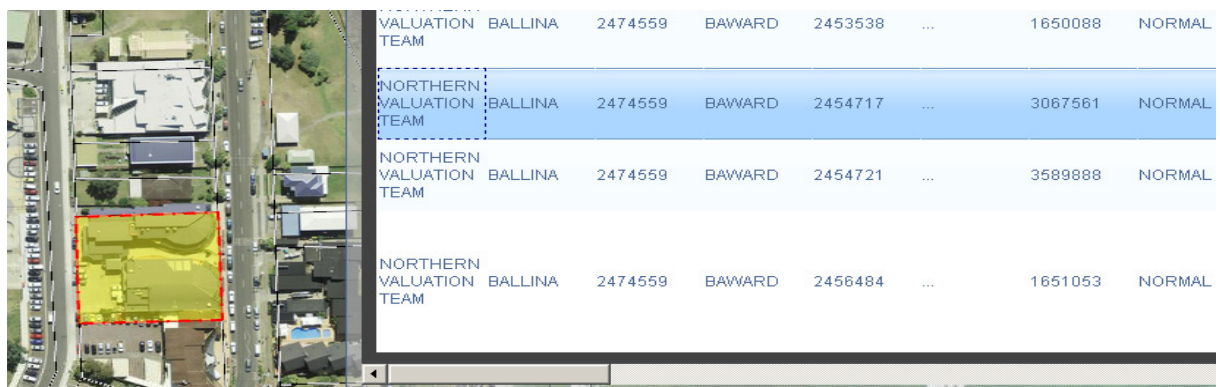
3. Drag a CSV file from your computer (e.g. in My Documents) and drop onto the pane:



4. A loading message will appear, followed by the results in SIX Maps Valuation Channel. The CSV dropper tool has identified the “propid” field and has searched against this field, eventually locating this Property on the map:

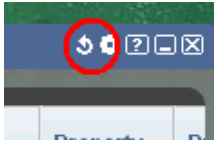


5. By clicking on each Property in the CSV Dropper, you can geographically locate the property.



6. You can also see that the other information contained in the CSV file is also displaying in SIX Maps.

7. To search against a new CSV file, make sure you reset the CSV Dropper by clicking on the 'reset' button in the top right corner of the CSV tool pane.



Please note: The CSV Dropper tool can ONLY search against the following fields. That is, your original CSV file MUST contain at least one heading that *exactly* matches the following words:

- "propid"
- "Suburb"
- "LGA"
- "Lot"

For example, searching against "property ID" or "Valnet propID" will not return any results. You must use "propid" for the database to recognise the result.

5. TROUBLESHOOTING WITH SIX MAPS VALUATION CHANNEL

5.1 Q: WHY IS THE ADDRESS SEARCH FAILING IN THE SIX MAPS VALUATION CHANNEL?

A: This may occur for a number of reasons such as the wrong street address being entered or the street address may not be a *known* street address. You can try the Advanced Search if the Single Search did not work.

To ensure optimal searching in SIX Maps Valuation Channel, please follow the tips below in the Advanced Search option:

- Ensure that the **Road Type** (e.g. Street or Road) is entered in the **Road Type** text entry box, and is not included in the **Road Name** box.
- Try searching on street numbers near the property address and pan to the known location.
- If an exact address is not known or a result does not return, try searching on a **Suburb** for a general location and zoom into the area.
- Confirm the postcode through the Australia Post website if you are unsure of the postcode (<http://auspost.com.au/apps/postcode.html>)

5.2 Q: HOW DO I RESET MY PASSWORD?

A: Click on the 'Forgotten Password?' link on the <http://six.nsw.gov.au> homepage underneath Login to SIX. You will then be prompted to enter your username and answer the security question before a new password is issued to you.



If the above fails, contact your local administrator who can reset your password.


5.3 Q: WHY IS THE SIX MAPS VALUATION CHANNEL NOT LOADING PROPERLY?

A: Issues with the display of the site (for example, data layers are only partially displaying) can generally be fixed by clearing the browser cache stored within your browser. Alternatively, follow the steps on this website to clear your cache: <http://www.wikihow.com/Clear-Your-Browser's-Cache> by looking for the instructions that best meet your browser.

You can also try restarting your computer or calling your ICT Helpdesk for further assistance.

5.3.1. TIPS FOR SPEEDING UP THE DISPLAY OF INFORMATION

Where possible, use the **Zoom to Previous Extent**  and **Zoom to Next Extent**  buttons located on the top of the SIX Maps Valuation Channel. Once an area has been displayed, the imagery graphics are stored locally in your browser.

Also, displaying numerous layers concurrently will slow the system down, so click on the **Map Contents** button  and uncheck any map layers that are not required.

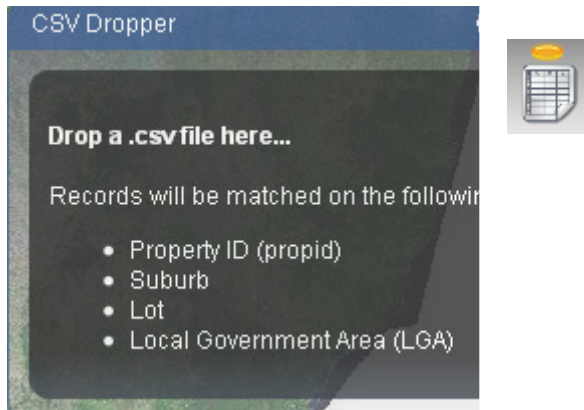
5.4 Q: WHY ARE THERE INCONSISTENCIES BETWEEN THE IMAGERY BASEMAP AND THE MAP BASEMAP, FOR EXAMPLE, FENCE LINES?

A: Inconsistencies between Imagery Basemap and the Map basemap can occur when the officially surveyed boundaries are not followed. These inconsistencies may also appear in SIX if the Imagery Basemap and the Map basemap have been captured at different accuracies. It is important to note that the Imagery Basemap on SIX Maps Valuation Channel have no legal status and only act as a representation of the relative position of cadastral and topographic features. Users should always refer to the relevant Deposited or Strata Plan for legal locations.

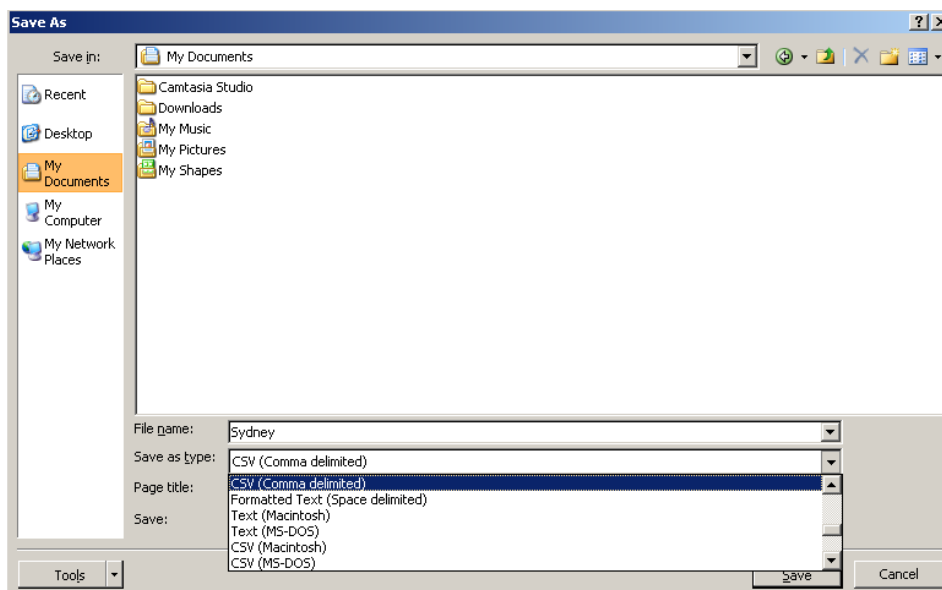
5.5 Q: WHAT DO I DO IF THE CSV DROPPER TOOL DOESN'T WORK?

A: If the **CSV Dropper tool** is not working, check the following:

1. Ensure that you have clicked on the CSV Dropper icon in the dock toolbar. If the tool is activated, an orange light will be illuminated above the icon and the CSV Dropper pane will be displayed.



2. Verify that the file you are trying to use was saved as a CSV (Comma delimited) type.



3. Ensure that the CSV file has the correct fields to match on – PropID, Suburb, Lot and LGA. Any fields not recognised by SIX Maps will not be used in the search. For example, if you enter two columns – Suburb and Comments, SIX Maps will search “Suburb” and display the list of Comments.

	A	B
1	Suburb	Comments
2	MANLY	Last visited in 2012
3	BATHURST	Last visited in 2011
4	KEMPSEY	Not yet visited
5	COFFS HARBOUR	Last visited in 2010
6	RAYMOND TERRACE	Last visited in 2011

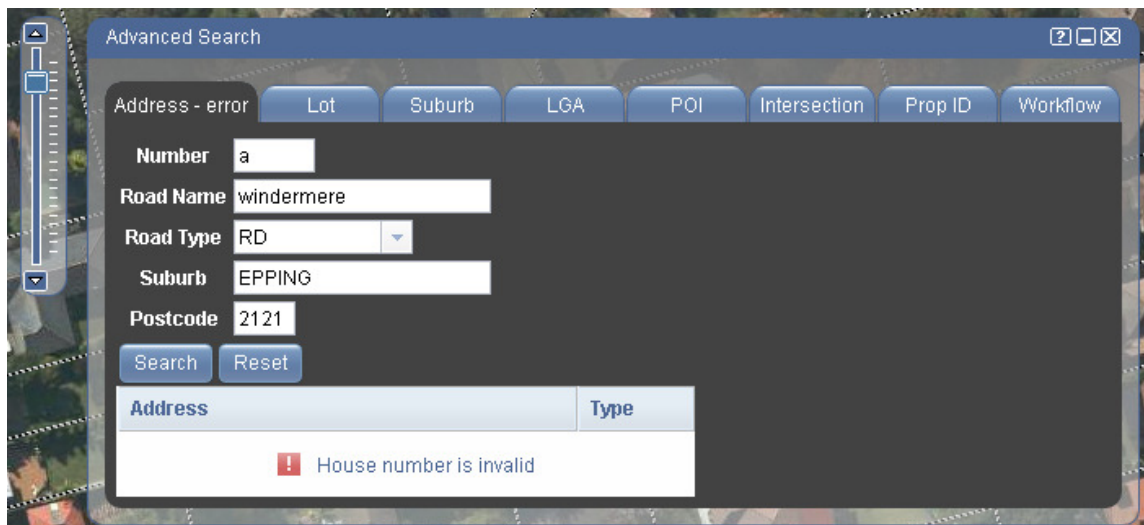
4. Ensure that the CSV file has been dragged from a folder on your computer onto the CSV Dropper pane.

For more information about the CSV Dropper tool, refer to **Q 4.3**.


Please note: If the CSV file you have created is over 500 records, only the first 500 records will be matched and displayed.

5.6 Q: HOW ARE ERROR MESSAGES DISPLAYED IN THE SIX MAPS VALUATION CHANNEL?

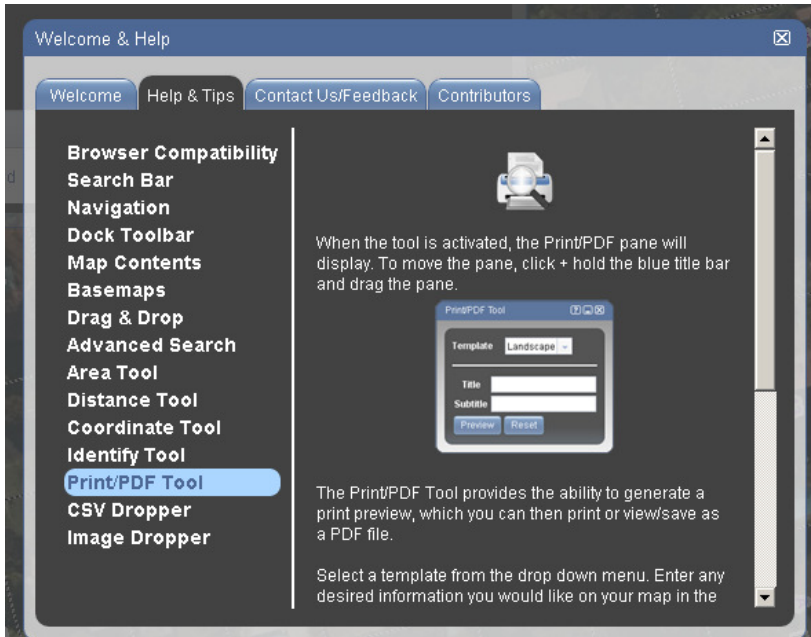
A: SIX Maps errors are localised. This means if there is an error with an **Advanced Search** it will be shown in the relevant tab, e.g. if there was a problem with the **Address**.



5.7 Q: WHAT SHOULD I DO IF I NEED MORE HELP WITH SIX MAPS VALUATION CHANNEL?

A: To get more help within SIX Maps, click on the **Help** Button  within the Channel.

- A Welcome & Help pop-up box will be displayed.
- Click on the Help & Tips tab for more instructions about each of the tools available.



- If you still cannot find the answer to your question in Help & Tips or in this User Guide, you can email us your question using the Contact Us / Feedback tab. Your email will be sent to the Spatial Data Services team at Land & Property Information who will respond to your query as soon as possible.
- You can also use the Contact Us/Feedback tab to submit a feedback form. We encourage you to provide us with feedback and suggestions so we can continue to improve the SIX Maps Valuation Channel.

