

Frequently Asked Questions

1) Help! When I log into DecisionData, the website returns to the log on page!

First, make sure you have Cookies enabled by clicking on Tools, Internet Options, Privacy and make sure that your Cookie Setting is Medium or below.

If this does not help:

Are you using Internet Explorer? Your ActiveX Settings are not enabled. Go to the Menu on the top of your browser window. Choose Tools, Internet Options, Security, Custom Level and then make sure everything under the ActiveX Controls and Plug-Ins is enabled.

2) Why won't my map load?

Make sure that you have successfully downloaded and installed the MapGuide Viewer which can be found under the Help and Info heading, System Requirements.

If you have done this:

Your ActiveX Settings are not enabled. Go to the Menu on the top of your browser window. Choose Tools, Internet Options, Security, Custom Level and then make sure everything under the ActiveX Controls and Plug-Ins is enabled.

3) My Map won't Copy to Word. Why does nothing happen?

Your Miscellaneous Settings are not set properly. Go to the Menu on the top of your browser window. Choose Tools, Internet Options, Security, Custom Level and then look for the heading that says Miscellaneous. Look specifically for the setting for Access Data across Domains. This needs to be enabled.

If you have done this:

You must disable any pop up blocker that you have activated. You may have more than one, for example, Yahoo Companion has one, as well as Windows and your Virus Software may have one as well. Make sure all are turned off to use DecisionData. To turn off your Windows pop-up blocker, go to Tools, Internet Options, Privacy, and make sure that you have the Blocks Pop-Ups check box at the bottom unchecked.

4) I am using Mozilla as my browser and I can't get a report or a map. Can I use Mozilla?

DecisionData does not support the Mozilla Browser, open DecisionData using Internet Explorer.

5) Why does nothing happen when I type in an address?

Are you using Internet Explorer? Your ActiveX Settings might not be enabled. Go to the Menu on the top of your browser window. Choose Tools, Internet Options, Security, Custom Level and then make sure everything under the ActiveX Controls and Plug-Ins is enabled.

If you have done this:

Try again. Sometimes a blip in your connection to the Internet can interfere with the geo-code, especially if you are on slower connection. If still nothing happens it is probably that DecisionData is not recognizing the address or intersection. Try re-wording it, verify the city or zip or use the Pick From Map feature. Sometimes when picking from the map, you will see that the street is actually named something else, i.e., US Hwy 16 is actually Old Mill Road or vice versa.

6) How do I Print my Map?

You will need to switch to your Export Controls at the top of your Map. You can do this by clicking on the drop down menu where it says Controls: Map Theming. Switch to Export Map. Then click on the Word or PDF button. It will auto-launch Word and then you will have a Word Document of your map or it will create a pdf that is easily printable.

7) How come the report is not showing my radius rings in separate columns?

You have mistakenly chosen a Summary Report. Click the Back button and switch over to your Comparison Report Tab and then choose your report. Summary and Comparison Reports are different in the sense that Summary will aggregate your geographies and Comparison will display the information in a side-by-side analysis.

8) I am clicking on the map to select a zip code but it keeps selecting the radius ring instead?

On the interactive legend, turn off your Geography Selection. Geography Selection is the geography that you are currently working with. To change you must turn that layer off.

9) Where are the zip code labels on the map?

As with any interactive mapping, different geographies appear at different zoom levels. Try zooming in for more detail and zooming out for less detail.

10) How can I change my color scheme or mapping variable?

Next to the Variable window on the top of the map is a Settings Button. This allows you to change your variable, color scheme or thematic ranges to customize your map according to your own criteria.