Frequently Asked Questions

General Questions

1. What is the "Early Release" version of the NEW GeoWarehouse?

    The "Early Release" version of the NEW GeoWarehouse is a more complete version of our online solution, but still "in-development".

    It is your sneak preview to access and start using the NEW GeoWarehouse today!!

    Teranet has spent the last two years rebuilding and refining GeoWarehouse using your feedback. With your help, we have been able to identify and develop a solution that will support your current workflow in a faster, easier and more efficient way.

2. What is the difference between GeoWarehouse Collaboration, the "Early Release" version of the NEW GeoWarehouse and the NEW GeoWarehouse?

    The GeoWarehouse Collaboration was the NEW GeoWarehouse in-built & development phase; and features were released periodically. A select group of real estate sales professionals were granted access to this environment and provided constant feedback, participating on focus groups, and filled out surveys to make sure the solution would support the ideal workflow for property and land information search.

    The "Early Release" version of the NEW GeoWarehouse is a more completed version of our online solution but is still "In-Development". This version is available to all real estate board users.

3. How do I access the Early Release" version of the NEW GeoWarehouse when logged into GeoWarehouse?
    Once you have logged in into your GeoWarehouse Classic solution (current solution), select "Go to NEW GeoWarehouse" in the top right corner of the screen.

4. How can I revert back to GeoWarehouse Classic?

   If you are in the NEW GeoWarehouse, going back to GeoWarehouse is pretty easy. Just, select "GeoWarehouse Classic" in the top right corner of the screen.

5. What are the NEW features of the NEW GeoWarehouse?

   The NEW GeoWarehouse bring NEW and enhanced features, such as:

   Enhanced Mapping and Search capabilities
   - Province-wide search capabilities for Address, PIN and ARN in a single Omni bar
   - Auto-suggestions by Address, Municipality and Owner
   - FULL screen Map & Street View
   - Single-click anywhere to search on the map
   - Simplified map bubble with option to choose the Property Report or Street View
   - Ability to center map at current location
   - Enhanced Condo Unit search options
   - And more...

   Property Report
   - Includes a property overview section
   - Quick navigation links
   - Single-click Legal Description copy-to-clipboard feature
   - Ability to expand Street View image inside the report
   - A new site and structure section that displays the assessment & ownership boundaries and labels the PIN & ARN
   - Assessed value chart displaying phased-in assessed value, assessed value and any sale in the last 5 years for comparison
   - And more...

   Improved Comparable Sales parameters
   - Comparable sales search from any location on the map
   - New radius circle features: re-size on the map, drag centre to a new location and delete/re-draw the circle
   - Search by custom polygon with an adjustment option
   - Real-time statistics
   - And more...

6. Which features are not included in the "Early Release" version of the NEW GeoWarehouse?

   Some of the planned features of The NEW GeoWarehouse that are not included in the early release are:

   - The NEW GeoWarehouse e-Store
   - Some sections of MY GeoWarehouse

7. Can I complete the tasks related to my job in the "Early Release" version of the NEW GeoWarehouse?
   Yes, you will be able to complete most tasks in the "Early Release" version of the NEW GeoWarehouse.

8. If I need to purchase at the GeoWarehouse e-Store, how do I access it?
   To access the GeoWarehouse e-Store, please return to GeoWarehouse Classic and access the e-store as you would regularly do. At the e-Store you would be able to purchase Parcel Registers, Instrument images or deposited plan from the Province of Ontario's Electronic Land Registration System (ELRS) or a private survey, MPAC Assessment report, condo status certificate and more.

9. I need to update my GeoWarehouse profiles and preferences, how can I complete this task?
   To update your profile and set preferences, please return to GeoWarehouse Classic and select MY GEOWAREHOUSE from the top right side of the page.

10. How would I be informed of feature changes in the solution?
    New feature releases, feature enhancements and other messages will be communicated through several mechanisms: the solution, emails, newsletter, and announcements.

    You will also have a full library of messages and releases in the GeoWarehouse Support Page.

11. When would the NEW GeoWarehouse be completed?

    The NEW GeoWarehouse will be completed before the end of 2016 and you will be amongst the first to know!

About Technical Requirements

13. Which browsers & operating systems are supported with the NEW GeoWarehouse?

    The following Browsers and OS combinations will be supported:
    a. Firefox the latest stable version (40) on Windows 7
    b. Google Chrome - the latest stable version (44) on Windows 7
    c. Internet Explorer 10 in Standards mode on Windows 7
    d. Internet Explorer 11 in Standards mode on Windows 8.1
    e. Safari the latest version on iOS 9 on an iPad Air

It is planned that the NEW GeoWarehouse will support the latest web browsers, which include the most current versions of:
    a. Firefox
    b. Google Chrome
    c. Internet Explorer (IE 10, IE 11 are both supported)
    d. Microsoft Edge
    e. Safari

Please note - earlier version of Internet Explorer (IE 7, 8 & 9), Google Chrome, Safari, Firefox are not supported and we recommend that you update your browser to get the most of the NEW GeoWarehouse.

Keeping your Internet browser up-to-date is important for both security, performance and to ensure that web page load properly.

Below are links to update the supported browsers:
    a. Firefox (Click HERE to update)
    b. Google Chrome (Click HERE to update)
    c. Internet Explorer (Click HERE to update)
    d. Microsoft Edge (Click HERE to update)
    e. Safari (Click HERE to update)

It is planned that the NEW GeoWarehouse will support the following operating systems:
   a. Windows 7
   b. Windows 8
   c. Windows 10,
   d. Mac
   e. iOS

14. Which devices are supported with the NEW GeoWarehouse?
   The NEW GeoWarehouse supports traditional access through desktop and laptop using mouse and/or touchpad.
   We have designed the NEW GeoWarehouse to be compatible with mobile devices that are tablet size. Some features may not work consistently across all mobile devices, or on other device types like touch-screen laptops.

15. What should I do if I receive a message that my browser is outdated?
   If you are using IE 10 and receive an outdated browser error message, please change Compatibility View settings to "Standards" mode. The "Compatibility View" is no longer supported. To change go to Tools>Compatibility View Settings and select Add.

   Please see above links to update for all browsers.

16. What is the minimum screen resolution that is supported?
   The minimum supported resolution is: 1280 x 800 pixels

About the features

17. How does the report counter work?
   The report counter is triggered when you access information on a specific property that is identified by a unique 9-digit PIN (Property Identification Number). You can access information about a property in both versions of GeoWarehouse without triggering the report counter again provided it is within 7 days from the original request.

18. Would reports pulled in the "Early Release" version of the NEW GeoWarehouse count as part of my Classic GeoWarehouse Licence allotment?
    Yes, if you request a Property Report in the early release version of the NEW GeoWarehouse it will count as part of your Classic GeoWarehouse allotment.   If you request a report in both versions of GeoWarehouse it will not be counted again if within 7 days from the original request.

19. How can I set the map to default to the area I primarily work in?
    You can change the default Location (Land Registry Office) in MY GEOWAREHOUSE in GeoWarehouse Classic. Your defaults will be carried over when working in the NEW GeoWarehouse.

20. I cannot find the address that I am searching for. What can I do?
    The NEW GeoWarehouse will offer suggestions in the default location first. If the address is in a different location enter the city or postal code after the address to find other suggestions.
    If the address is still not found, amend the street number to find a property close by and select it. The map will re-position to this location and you can move to the location of the property of interest, single click and a box will open.

21. How can I print the Property Report & Comparable Sales?
    To print the Property Report select the printer icon located in the Property Report tool bar on the right side of the window. All sections with "Show" indicated on the right side of the report will print.

    To print the Comparable Sales select the printer icon location it the Comparable Sales tool bar on the right side of the window.

22. How can I save the Property Report to PDF?
    To create a PDF copy of a Property report, select the PDF icon in the Property Report tool bar. A window will open and you may select from My Report or Customize.
    - If you select My Report a PDF will generate based on your Preferences settings located in My Account in My GeoWarehouse.
    - If you select Customize, a window will open and you can select On or Off for all Property Information.

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23. How to configure your browser to allow pop-ups in GeoWarehouse?

Below you will find the configuration steps to enable pop-ups for different types of browser

Safari (OS X)

a. From the Safari menu, choose **Preferences** and click the **Security** tab.
b. Ensure the **Block pop-up windows** option is not checked. Unchecking this option will allow pop-ups.
c. To block pop-ups once again, check the **Block pop-up windows** checkbox.

Note: Your browser does not support per-website control. If you are concerned about allowing pop-ups for all websites, then please consider using a different browser.

Chrome

a. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
b. Click **Settings**.
c. Scroll to the bottom of the Settings section and click **Show advanced settings**.
d. In the Privacy section, click **Content settings**. The Content settings window appears.
e. Scroll to the Pop-ups section, and then ensure that the **Do not allow any site to show pop-ups** radio button is selected.
f. Click **Manage Exceptions**.
g. In the Hostname pattern field, enter collaboration.geowareouse.ca and ensure the **Behavior** dropdown menu is set to **Allow**.
h. Click on **Done** to close the Pop-up Exceptions window.
i. Click on **Done** to close the Content Settings window.
j. Close the **Settings** tab in browser.

Firefox (Windows/OS X)

a. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
b. Select **Options** (Windows) or **Preferences** (OS X).
c. In the left sidebar, click on the **Content** icon to display the Content section.

d. In the Pop-ups section, ensure the **Block pop-up windows** checkbox is selected, then click the **Adjacent Exceptions** button.

e. In the Address of web site: field, enter collaboration.geowareouse.ca and then click **Allow**.

f. Click **Save Changes**.

g. Close any remaining dialog boxes.

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Internet Explorer (Windows)

a. From the Tools menu (the gear icon on the far right), select **Internet options**. The Internet Options dialog box opens.

b. Click on the **Privacy tab**.

c. Under Pop-up Blocker ensure the **Turn on Pop-up Blocker** checkbox is checked, and then click **Settings**. The Pop-up Blocker Settings dialog box opens.

d. In the Address of website to allow: field enter collaboration.geowareouse.ca.

e. Click **Add.**

f. Close any remaining dialog boxes.

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Edge (Windows 10 only)

a. Click the ellipsis icon (…) in the upper right corner of your web browser, and then click **Settings**.

b. In the Advanced settings section, click **View advanced settings**.

c. In the Block pop-ups section, click the switch to **Off.** Pop-ups are now allowed.

d. To block pop-ups once again, click the switch to **On**.

Note: Your browser does not support per-website control. If you are concerned about allowing pop-ups for all websites, then please consider using a different browser.