

**Frequently Asked Questions (FAQs)**  
[www.sagis.org](http://www.sagis.org) Website

1. How do I display property information?
  - a. Click on a property. It will turn purple. Click it a second time, and it will display the property information popup.
  
2. How do I find the property card?
  - a. The link to a parcel's property tax information card is at the bottom of the information popup.
  
3. A tool or feature is not working. (For example, Address Search.)
  - a. Hold down the Control key ("Ctrl") while clicking the page reload button  in your browser. If this did not work:
  - b. Manually clear your browser cache and then reload the website. Instructions on how to clear your cache: [www.refreshyourcache.com](http://www.refreshyourcache.com) Note: this will remove history for all sites. If a feature is still not working please contact SAGIS.
  
4. How do I see what flood zone a property is in?

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  - a. The property information popup lists the generalized flood zone for a property.
  - b. Flood zone boundaries can be displayed by clicking "Layer List On/Off" in the upper-right of the screen to open the Layer List. Click the checkbox for "Flood Zones" to display flood zones on the map.
  - c. To determine the official flood zone for a property, contact your local floodplain administrator. Refer to the following list to find your floodplain administrator:  
[www.sagis.org/Content/floodzonedefinitions.pdf](http://www.sagis.org/Content/floodzonedefinitions.pdf)