Map System: Setup Assistance

General setup requirements from the map system developers specify:

All you need is a computer which supports Flash Player version 9 or higher.

You are not limited by operating system because the system works on Windows 98, NT4, ME, 2000, XP, Vista, Mac OSX, Linux, Solaris and others.

Nor are you restricted to any particular web browser, with the system working on Internet Explorer from version 5.5 onwards, Firefox, Opera, Safari, Google Chrome and more.

Additionally, further assistance is detailed below.

When I type in my Login details, I still can not login

If your login details are correct, and you try to login but the user details are removed without successfully logging-in, you are probably using Internet Explorer as your web browser.

Please un-select 'Compatibility View' mode on Internet Explorer (the first button, after the URL address bar, with a 'page split in half' icon) and try the login again.
Compatibility View is designed to view sites that were designed for earlier versions of Internet Explorer.

If you've done this and still have a fault, please contact us.

I have logged-in, but when I select 'Find a map' nothing happens

This is a problem related to the use of cookie storage in the web browser.
To enable the use of cookies you will need to enable it within the browser's security settings.

Please see the details for different browsers (below.)
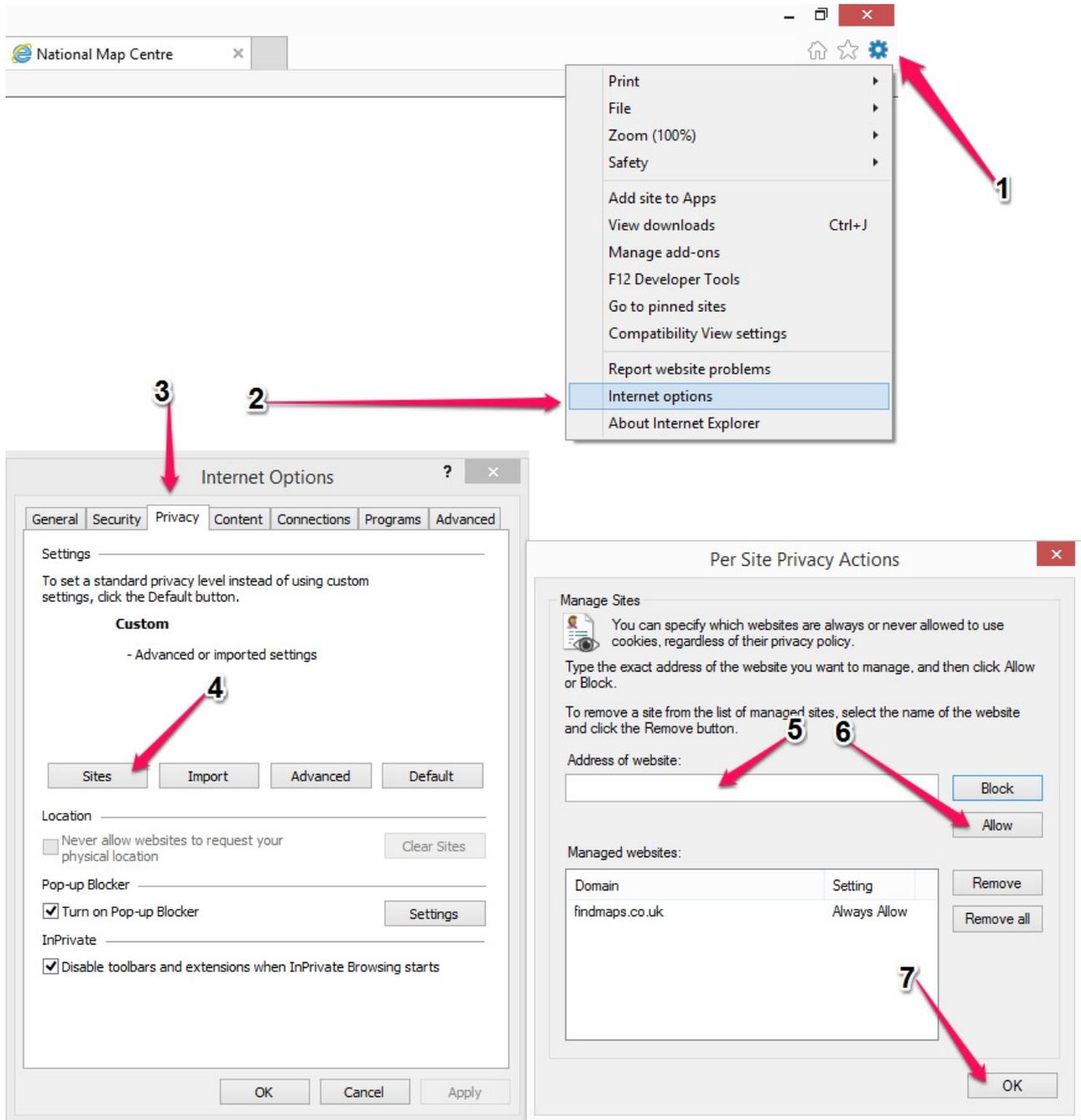
Microsoft Internet Explorer (IE) versions 9+

1.   Go to Settings ('cog' icon)

2.   Select Internet Options

3.   Select the Privacy tab

4.   Select 'Sites' button

5.   Enter the following web address: findmaps.co.uk

6.   Select 'Allow'

7.   Select 'OK' to finish.

You will need to login to the site again.
The mapping window should now open on selection of the 'FIND' button.
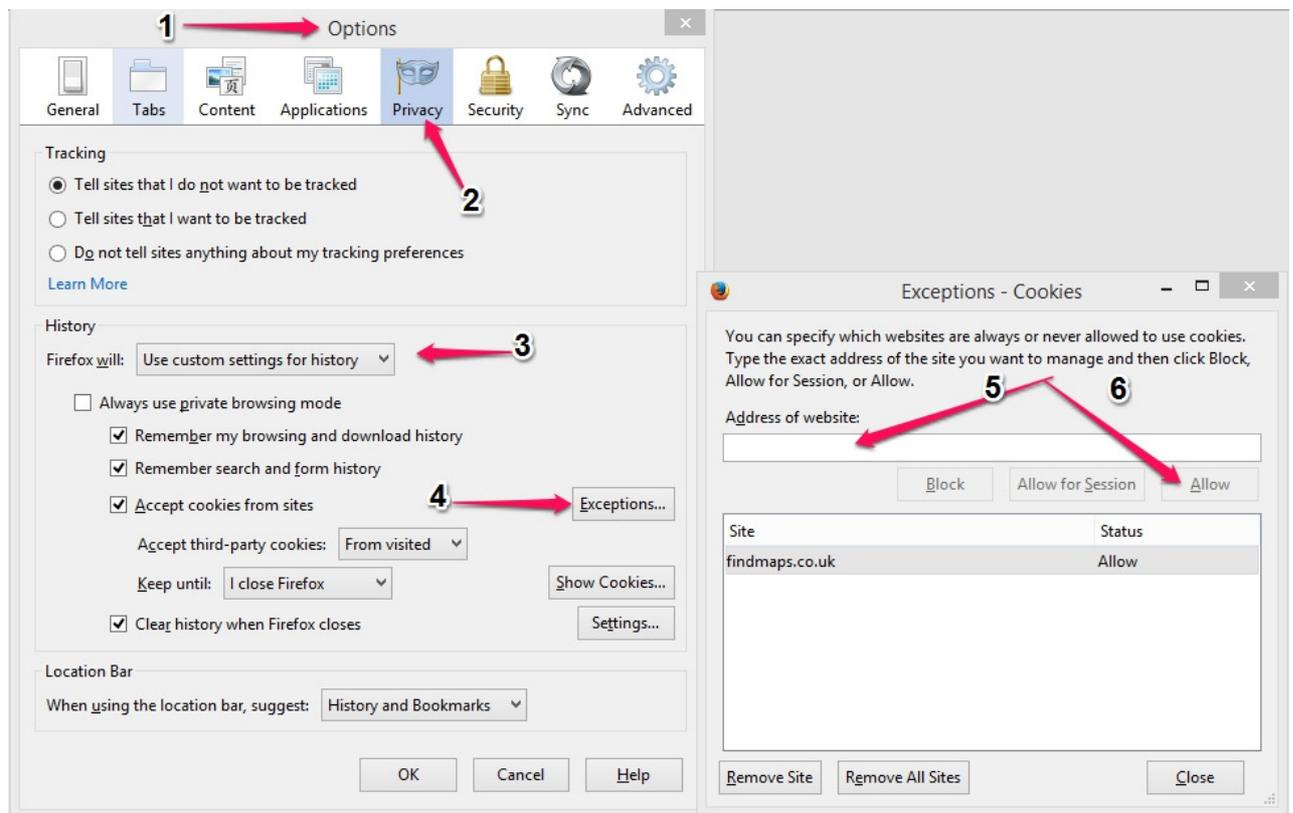
Mozilla Firefox

1.   Choose 'Tools' and then 'Options'

2.   Select the Privacy tab

3.   In the 'History' section, select (Firefox will:) 'Use custom settings for history'

4.   With the 3rd tick-box selected ('Accept cookies from sites'), select the 'Exceptions' button

5.   Enter the following web address: findmaps.co.uk

6.   Select 'Allow' ...(NOT 'Allow for session')

Notes: If 'Clear history when Firefox closes' is selected, ensure that 'Site Preferences' is un-checked in the 'Settings' section.
(If checked, it will keep removing out the findmaps.co.uk web address!)

Close the settings to finish.

You will need to login to the site again.
The mapping window should now open on selection of the 'FIND' button.

Google Chrome

1.   Select the Settings icon (three bars icon, usually top-right on Chrome)

2.   Then choose 'Settings' in the menu

3.   Scroll down the settings page and select '+ Show advanced settings'

4.   Select the 'Content settings' button in the Privacy section

5.   In the Cookies section, at the top of content settings, select 'Manage exceptions'

6.   Enter this exact text: [*.]findmaps.co.uk

7.   Select 'Allow' for Behaviour, and then select 'Finished' to complete the task.

You will need to login to the site again.
The mapping window should now open on selection of the 'FIND' button.

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Chrome

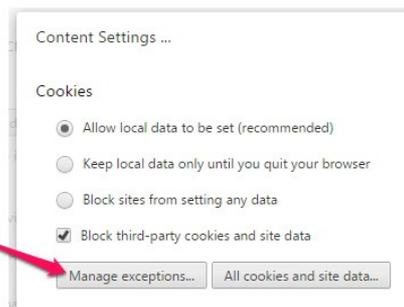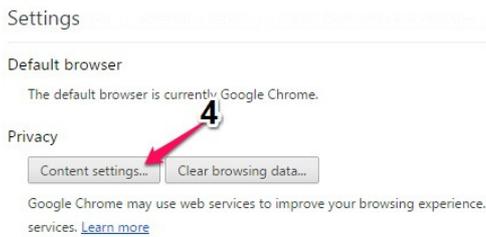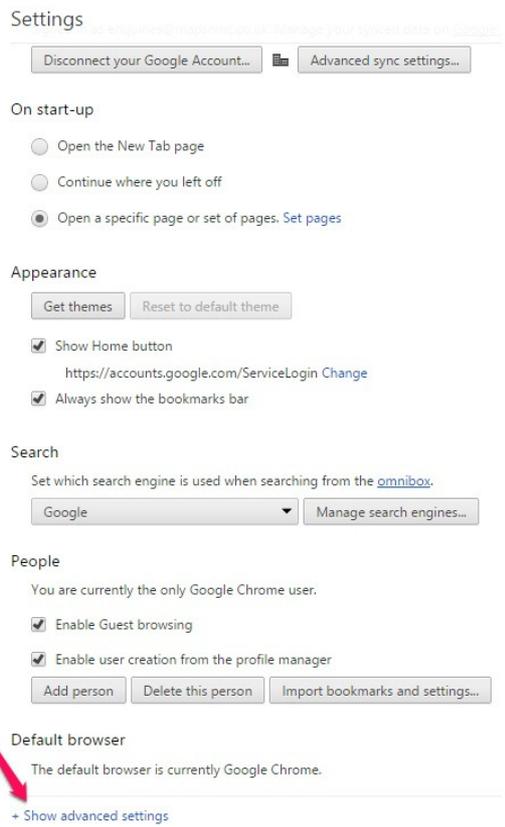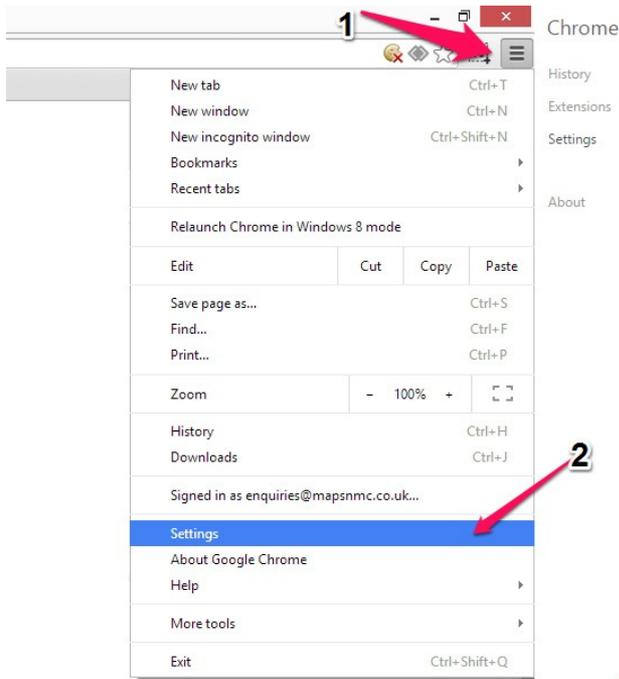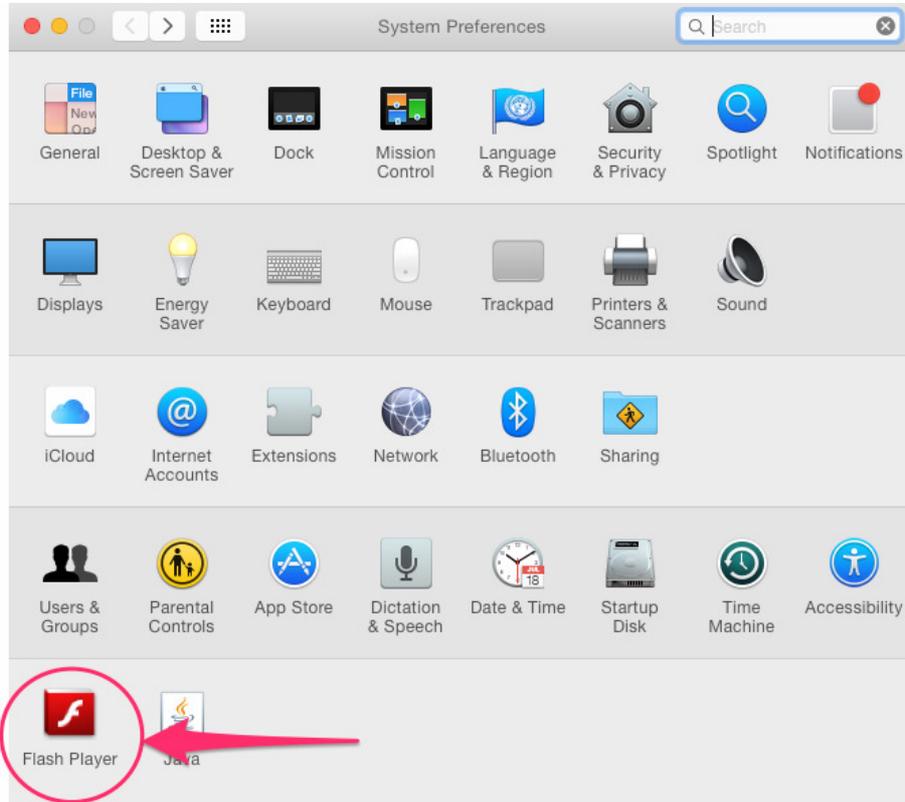New tab   Ctrl+T
New window   Ctrl+N
New incognito window   Ctrl+Shift+N
Bookmarks
Recent tabs

Relaunch Chrome in Windows 8 mode

Edit | Cut | Copy | Paste

Save page as...   Ctrl+S
Find...   Ctrl+F
Print...   Ctrl+P

Zoom   –   100%   +

History   Ctrl+H
Downloads   Ctrl+J

Signed in as enquiries@mapsnmc.co.uk...

Settings
About Google Chrome
Help

More tools

Exit   Ctrl+Shift+Q

History
Extensions
Settings

About

2

Settings

Disconnect your Google Account... | Advanced sync settings...

On start-up
○ Open the New Tab page
○ Continue where you left off
● Open a specific page or set of pages. Set pages

Appearance
Get themes | Reset to default theme
☑ Show Home button
     https://accounts.google.com/ServiceLogin Change
☑ Always show the bookmarks bar

Search
Set which search engine is used when searching from the omnibox.
Google   ▼ | Manage search engines...

People
You are currently the only Google Chrome user.
☑ Enable Guest browsing
☑ Enable user creation from the profile manager
Add person | Delete this person | Import bookmarks and settings...

Default browser
The default browser is currently Google Chrome.

3

+ Show advanced settings

Settings

Default browser
The default browser is currently Google Chrome.

Privacy   4
Content settings... | Clear browsing data...
Google Chrome may use web services to improve your browsing experience.
services. Learn more

Content Settings ...

Cookies
● Allow local data to be set (recommended)
○ Keep local data only until you quit your browser
○ Block sites from setting any data
☑ Block third-party cookies and site data

5
Manage exceptions... | All cookies and site data...

Cookie and site data exceptions   ✕

Hostname pattern   Behaviour

[*.]findmaps.co.uk   Allow

[*.]sample.co.uk   Allow   ▼

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Learn more   7   Finished

Apple Safari

1. Flash

First, please check if Flash is installed on your Mac, in System Preferences **(see below)**

If you don't have Flash installed - and it's not installed by default on some Macs - please download the software from: https://get.adobe.com/flashplayer/

Installing Flash requires that you have Admin access on your Mac.

If you have Flash installed already, please may you check that both NPAPI and PPAPI versions are installed **(see below)**
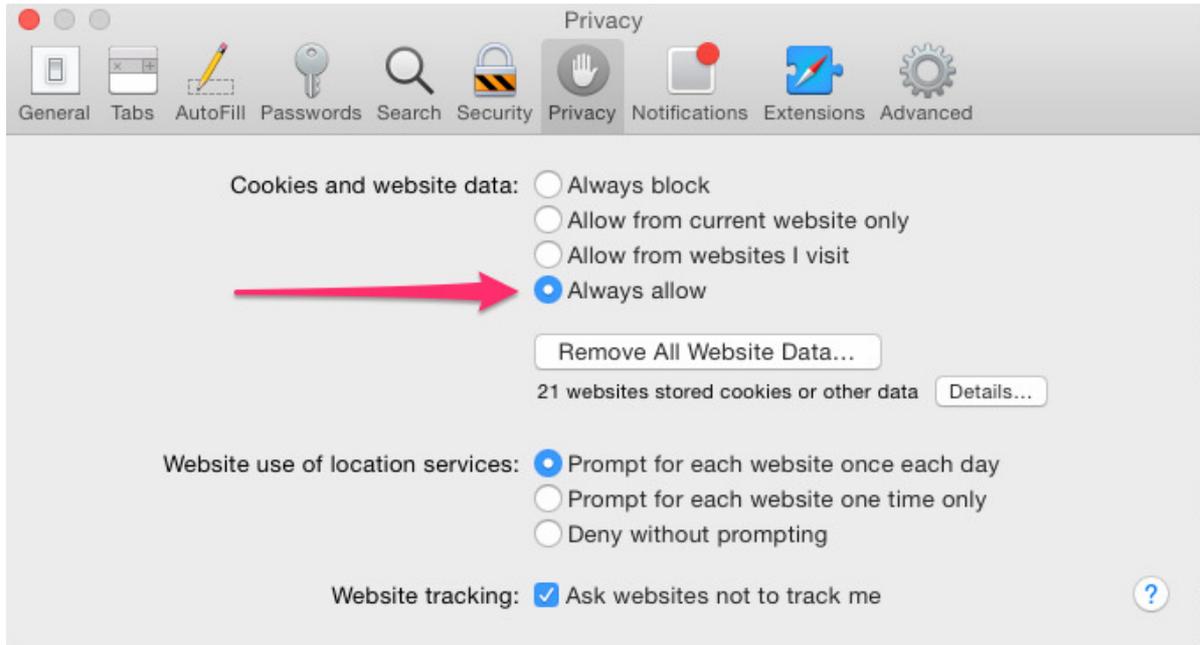
When in use, Flash Player might also prompt, with a pop-up, if you want to store data on the Mac. Select 'yes' to proceed.

If you don't want that pop-up to appear each time, it can be turned off in the Flash Player settings by going to Mac System Preferences > Flash Player > Storage > choosing the 'Do not ask'...or...'Allow data to be stored on the Mac' options. Usually, that's not advisable for security reasons.

2. Safari - Cookie Settings

In Safari > Preferences > Privacy, please select the option of 'Always Allow' for Cookies **(see below)**

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National Map Centre

Need Assistance? Please call the Helpdesk on 0845 603 6337