



Troubleshooting the GIS Online Maps


Common issues that are encountered when using the online GIS maps are where the screen does not load or the map's base layer loads but the data points do not. These steps have worked to solve those issues for many users in the past.

1. Instead of clicking on the link, copy and paste it into a new browser window.

Example for the PFAS Sampling Map:

<http://nhdes.maps.arcgis.com/apps/View/index.html?appid=66770bef141c43a98a445c54a17720e2&extent=-73.5743,42.5413,-69.6852,45.4489>



2. Try using a different internet browser such as Internet Explorer, Google Chrome, Microsoft Edge, or Mozilla Firefox.
3. Especially if you have loaded the map in the past, try clearing your internet cache.
 - a. In Internet Explorer click Tools (the gear symbol), go to "Safety" and then "Delete browsing history..." or while you have Internet Explorer open, hold Ctrl + Shift + Delete on your keyboard. Make sure you have checked "Temporary Internet Files and website files" and "Cookies and website data" then click "Delete". Wait a few moments and you should see a popup banner at the bottom of the page when the cache is cleared.
 - b. In Google Chrome go to Settings by clicking on the 3 vertical dots in the top right of the screen and clicking on "Settings". Under the "Privacy and security" section will be an option for "Clear browsing data", click on that and then make sure that Cookies and Cached images and files are both checked, then click "Clear data".
 - c. In Mozilla Firefox go to the history menu by clicking on the button in the top right of the screen that looks like a bookshelf  and going to "History" and then "Clear Recent History". In the popup, select "Everything" in the dropdown menu for the Time range to clear and then go to Details (click the down arrow if you don't already see the details) and make sure to check Browsing & Download History, Cookies, and Cache. Then click "Clear Now".
4. Make sure your browser is updated and current, including any plugins you may have such as Java.

Contact Information:

If none of these options seem to work, please contact the NHDES GIS assistance by emailing gis@des.nh.gov or calling (603) 271-2972.