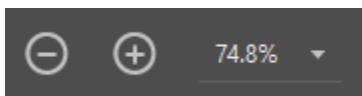mappingsolutions
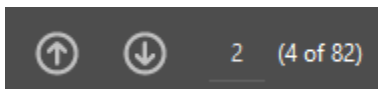*Backed by experience, driven by technology.*

eBook Pro FAQ

Navigating the Map

- **Zoom** - Double click the map anywhere to zoom in, Double click to zoom back out or use the slider.

- **Turn Pages -** Click the arrows left and right to turn pages.

- **Find Tool** - Finding a landowner is easy, just click the find button and type a name. The name will be highlighted in yellow throughout the publication. Yellow highlights will also be shown on the page slider at the bottom.

- **Links** - Several links are included throughout the publication. Key Map, See Pages, Advertisements, County Locators above maps are all linked to the corresponding pages in the publication. All links will highlight in light blue when hovering the mouse over them. This makes navigating really easy.

- **Print** - Click to print a page or a selected area using the snip it tool. See next section below.

How do I copy portions of the map for use in my documents?

Once the pdf is downloaded, open with Adobe Reader or your favorite PDF viewer. Once here there are a number of ways to copy a portion of the map but these 2 are the easiest.

1. Zoom to the area of the map you are wanting to clip.
2. Use the snapshot tool in Adobe Reader or the Screen Snip tool Windows 10. The Screen Snip tool is generally easier.
3. Click the notification balloon in the bottom right corner of your screen. Select Screen Snip.
4. Click, hold and drag. Drawing a box around the area you are wanting to select, release the mouse button. The image is now copied.
5. Navigate to any other program on your computer, email, word processing, image editor and paste the image in a format that works for your needs.

To clip a portion of your screen on a Mac, you can press Shift + Command + 4, then drag the crosshairs over the section of your screen to capture it, then simply copy and paste just like above to any program of your choice.

How do I access my eBook Pro after purchasing?

Immediately after you complete the checkout process, you will receive an email confirming your order along with a download link. Click download files. Browse to the bottom of the following web page for the download link. Clicking the link will download the PDF file to your computer. File can be opened and navigated with any PDF reader such as Adobe Reader. Be sure to save the file in an easy to access location for future retrieval. File can be opened on any of your devices - Desktop, Laptop, Smartphone or Tablet

How do I get back to the eBook Pro after I initially open it?

Unless changed, when the file was downloaded initially by default it is saved to a downloads folder on your computer. This location can vary depending on your computer operating system and web browser of choice. Try searching for download or the ebook county name on your computer to try and locate it. If you are unsuccessful, reach out to us and we will be happy to help. See below about our Policy Regarding eBook downloads.

How do I print a page from the eBook Pro?

To print a page from your eBook Pro, you can print directly from Adobe Reader or your favorite PDF viewer. See Navigating the Map section above.

I downloaded my eBook Pro purchase on my desktop computer, how do I get to it on my mobile device?

There are 2 ways to accomplish this.

1. When you receive the download link for your purchase, access it on both devices within the 10 day window.
2. Save the file to a shared location you can access on both devices.

Mapping Solutions Policy Regarding SmartMaps and eBooks:

When purchasing a SmartMap or eBook, you will have 10 days from the initial date of purchase to download your product. After this time lapses, the download link will become invalid.

Your download link can be reactivated, free of charge for 90 days from your initial date of purchase. After this time, a $20 fee, per order, applies to reactivate your download(s). If you purchased multiple products on one order, all the products will be reactivated for $20. This fee also includes support, if needed, to reinstall your product.

Due to our product update cycle, (approximately every 3-5 years) older versions are no longer available for download or reactivation when an updated edition is published. You will need to purchase the new and updated edition at a discounted rate of $25.

Examples of product reactivation:

- *Download link expired before you were able to install your product.*
- *Lost your device or purchased a new phone, tablet or computer.*

If you have any questions or to reactivate your product, call us at 816-903-3500. Please have your order or invoice number ready when calling to verify your purchase. You can also contact us online and we will respond to you promptly.