

Frequently Asked Questions

1. Register

- For security reason, client is no longer allowed to create a new account. Please click on “Register” under Login on top right corner, fill in the required information and ERIS will get back to you shortly

2. How do I move my center point after I enter an address?

- To move the marker to another spot, ensure this  is enabled, and then click on your new spot and the marker will be moved / set

3. Parcel is not displaying

- Parcel will be displayed only after certain zoom level is reached and thus please continue to zoom in
- Parcel data is available for most of U.S. with only limited parcel information for Canadian areas

4. How to choose a tax parcel?

- The orange box in the map is tax parcel, double click the box at your target property and then click on “Choose Geometry” in the pop-up window. Tax parcel information will be included in the Orders details
- If the orange box is not displayed, you may turn Parcel ON by clicking the Parcel button in the black tool bar 

5. Where are my custom packages

- Canadian packages will appear based on the order province
 - If the client has packages in AB, SK and BC and the order province is BC, only BC packages will be displayed for ordering
- Some of the packages are merged as you may choose option within the package

6. What are the products within the package?

- To find out all the individual products within the package, hover over the package and it will display them

7. Can I change my password?

- You may change your password anytime you want. Click on “Change Password” under Login, provide current and new password, click submit and it is done. An email will be sent to your email for confirmation

8. Can I change the Address after I have selected a package or Product?

- After a package or products are selected, you are allowed to make any change. Nevertheless, this kind of change will require to start over the order processing again as ERIS offers different products on different address / location / country

9. What does 'Save For Later' mean?

- When you have multiple items in the Shopping Cart, you may use 'Save For Later' to choose the items saved for future checkout. All other items not checked for 'Save For Later' will be included in the checkout process
10. When I search for a location, can I enter a lat/Long or an Intersection?
- You may use address, lat & long (e.g 43.78100966, -79.41506982) or an intersection (e.g Yonge & Finch) to search for a location
11. What file types can be uploaded?
- The following file types are supported:
 - kml, kmz, shapefiles (shp, tab, shx) with optional prj file
 - .xls .doc .docx .pdf .dbf .tab .dat .map .tiff .jpeg .gif .bmp .png .zip .rar
 - File upload allows a single file while 3 files are required for shapefile type
 - Please select “.shp” from the dropdown if the zip file contains .shp file
 - For KML, KMZ and shapefile file types, the corresponding geometry will be displayed on the web order form
 - Any file missing geometry information will not be allowed to proceed to next step
12. Can I add Products to an existing package?
- a. You may add product to an existing package by going to Products tab and choose the individual product you want
13. Why can't I see all Report Types?
- a. Report types / products are displayed based on the order geometry, if the order geometry falls into the 'Quote' threshold, then other report types will not be displayed
14. How to add a second City Directory street?
- a. You may enter the second and sequence street search information in the same box where you input the first CD street search. After each input, please click “Add Street” and it will be added and the details will be displayed in the Order Summary
15. What do I do if I have a package with 2 Street CD but I only need 1 street?
- a. A package with 2 street searches requires 2 CD information and thus you may put “N/A” if you have only 1 street; or you may choose another package with the right no. of CD requirement
16. Where is “Historical Products Only”?
- a. To save you a click, you may go directly to the “Products” tab and be able to select the historical products right away
17. Where is the previous button?
- a. You may go back to previous page by clicking on the tab on the navigation bar or
 - b. You may click the “←” in the browser menu
 - c. You cannot click the tab on the navigation bar to go to future pages
18. How do you draw a polygon / polyline?

- a. To draw a polygon / polyline, click the symbol  and the symbol will turn to grey
 - b. Position your starting point and click, continue to draw the next points
 - c. When done, double click to set the end point
 - d. For polygon, the tool will join your last point to the first point to make a polygon when they are not connected.
 - e. You may adjust the drawing by dragging the little white circle on the perimeter
 - f. Click the garbage can to start over again
19. What does the “Add Products” button do in the Order Summary?
- a. After you select package, you may want to add products too. This button intends to remind client, and the button will take you to the Products page
20. Previously if my site was large I would draw a polygon and it would show me the radius of what is covered, how do you do this?
- a. This feature is available but the buffer will be shown in the map displayed in ‘Packages/Products’ tab.
21. If I continue shopping before I check out, will that make all the sites remain on one order?
- a. The rule is that it is one order for each separate address
22. How to clear the map after the polygon was drawn or even after the pin was placed
- a. Simply click on the garbage bin  and any drawing will be cleared
23. How to move around from page to page
- a. You may click on the bottom right button to move to next page
 - b. You may click on the **previous** tab on the navigation tab to go back to previous page
 - c. You may click on the “←” in the browser menu to go back too
24. For Canadian Insurance Products (powered by OPTA), do you need to put in the address you searched for Ecolog? Can you add more than one address in the “add address” line?
- a. Only input any additional address that needs to be searched
 - b. You may add any address you want to be searched. Click “Add Address” after entering each address, and it will be displayed at the right side