

# South Australian Property and Planning Atlas (SAPPA)

## Frequently Asked Questions

SAPPA is the South Australian Property and Planning Atlas web application developed by DPTI GIS Office and Land Services which allows you to access up-to-date property information.

### Who can use SAPPA?

Anyone.

### Why should I use SAPPA?

The main reason is to get current and accurate property information. You can also export this information into spreadsheets for further analysis.

### How do I use SAPPA?

SAPPA is a publicly available internet application accessible through modern web browsers. User Guidelines and Quick Tips can be found on [www.sa.gov.au](http://www.sa.gov.au).

The SAPPA application provides assistance in a number of ways including an introductory dynamic help screen, help text at the mouse cursor, button flyover text, help icons and error messages.

### SAPPA won't start?

Select 'CTRL' plus 'F5' keyboard keys or refresh the web browser link. Otherwise contact Land Services.

### SAPPA won't print?

Select 'CTRL' plus 'Shift' plus 'Del' keyboard keys and clear Temporary Internet Files and Cookies. Printing images may fill your web browser cache so a regular clean is recommended.

### Why are my layers or base maps turning off?

Layers and base maps are designed to turn on and off at different viewing scales in different regions. Also check that your base map visibility is not at 0%.

### Why can't I modify my selection in the 'Find' panel?

You need to modify the selection method (new, add, subtract) that is set in the toolbar or 'Tools' panel.

### How can I see all of the road names when I'm zoomed in?

Turn on the Roads Group 'Road Labels' layer in the 'Location' layer group.



## How can I extract the information from the 'Info' panel?

Highlight the text with your mouse then press 'CTRL' plus 'C' keyboard keys. Go to another application and paste the text in using 'CTRL' plus 'V' keyboard keys.

## How can I remove the reports or left hand panels from view?

You can minimise the reports by clicking the  button at the top of the report. To re- open the report, click the small arrow at the bottom of the map . To close left-hand panels click the top (name) of the panel.

## Why don't the parcel boundaries line up with fences?

The land cadastre and aerial imagery does not generally meet survey accuracy. In the 'Administration' layers – 'Spatially Improved Parcel Areas' = 'Integration Finished (Survey)' you will find that boundaries line up better to imagery.

## Where can I get further information or help?

For general information, user guidelines and Quick Tips visit [www.sa.gov.au](http://www.sa.gov.au).

Contact Land Services by email: [LSCustomerSupport@sa.gov.au](mailto:LSCustomerSupport@sa.gov.au).

