groundsure.io
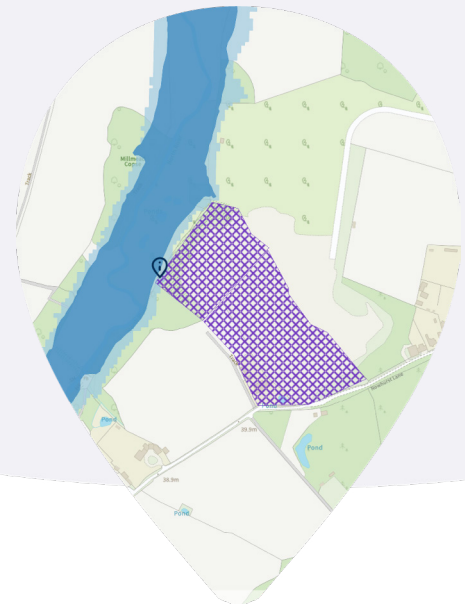## FAQs

Groundsures free, online environmental data viewer.

About the platform:

What is groundsure.io?

groundsure.io is an online environmental data viewer - a map used to access information about the environmental conditions at any given location - and product ordering platform developed by Groundsure and provided free of charge.

What can .io be used for?

groundsure.io allows you to explore environmental data across Great Britain, providing an early and upfront overview of site conditions at any given location. For environmental or geotechnical consultancy professionals this can help in estimating scope of necessary works, potential costs, and with drafting quotes and project proposals. For other land and property professionals (or really just about any interested party) a range of data is available that can provide either a broad overview of a site, or answers to specific questions - the significance flood or mining risk, for example.

What data is available?

Content includes data on flood risk, geology, boreholes, hydrogeology, mining, past and present landfills, radon, environmental designations (e.g. nature reserves etc), cultural designations (e.g. listed buildings, conservation zones etc) and topography (LIDAR).

Why is there no charge?

Our aim is to give a quick, easy and early view of environmental considerations at a given location. To keep things super-simple we have collated open data (data with no licensing restrictions and therefore no associated licensing costs) from disparate sources and presented it within a single environment - saving time previously spent jumping between different sites. No cost to us equals no cost to you!

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Email: **info@groundsure.com** *Tel:* **+44 (0)1273 257 755**

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Why do I have to register to use groundsure.io?

To make groundsure.io the best it can be it is important that we know who is using it and how; what bits of information are more or less useful to you, and where we could improve? Having a view of our users is paramount to continued development of the platform. Additionally, we want to provide features that make for a convenient experience, such as 'favourites' or the ability to save things for later - and we need to associate those things with a person or account. Any details will of course be treated in accordance with our privacy policy.

Practical help:

How do I find a specific address or location?

There is a search bar available on landing in which you can search by address (or address part, e.g. postcode) or, if you have them, by coordinates (eastings and northings in British National Grid).

Why is my address not showing?

For now we have limited the search results to 6 returns to avoid returning a long list of addresses. The more information you put in the search the greater the likelihood of returning the address you are looking for. As an example, typing the postcode and the property number has a better chance of returning the address you are looking for compared to just the postcode.

How do I draw a site?

Drawing tools can be found on the right hand side of the map and accessed through the pencil icon. This will expand your drawing options, and you will see the ability to draw a free-hand polygon (point by point) or by our neat 'auto-select' tool, which lets you use features on the base-map to build out your site of interest. With the tool active simply click on the map to select a feature, then select adjacent features to expand the site (adjacent features are indicated on the map). Click the auto-select tool icon once more to complete the site.

How do I view the available data?

Add data to the map via the 'Layers' menu on the left-hand navigation bar - here you will be prompted to 'Add data'. Data layers are organised into categories. Click 'Add +' to add the layer to the map and your active layers view; where you can turn them on and off, see the key or legend for each layer, and tweak the opacity to get the right view for you.

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How do I find out more about the data?

Hit the 'i' button from the add layers menu to find out more about each data layer; what it shows, where it's come from, what sort of coverage is available and any licensing information.

Why can't I see the high-detail mapping any more?

Some of the content on groundsure.io costs Groundsure for you to view, so we have implemented a fair use policy. We will be keeping tabs and users viewing too much of the good stuff (the really zoomed in base-mapping) will be cut-off temporarily, with the functionality being returned in the next calendar month. Soon you will be able to avoid this limitation by simply purchasing a Groundsure product on the platform!

Product ordering:

What products can I order?

The following products are available to order in groundsure.io

- Groundsure Insight
- Enviro Insight
- Geo Insight
- Map Insight
- Consultants mining report
- CON29M Official Coal Mining Search - Commercial
- Groundsure GeoRisk (Commercial)
- Groundsure GeoRisk + (Commercial)
- Cheshire Salt Search
- Radon Check
- Emapsite Utility reports
- Apogee Utility reports

The product I want is not available on groundsure.io, what do I do?

We are working hard to ensure all of our products are available for you to order on groundsure.io. If you have an Insights account you can continue to order any products not available on groundsure. io through this. Otherwise contact our accounts managers at *insights@groundsure.com* who will be happy to talk through your requirements with you.

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Why do I need to define a site to purchase a report?

All of our reports use a site to generate the map extracts within the reports and determine the distance to specific features within your report.

I have drawn a site and added a report to the basket but the checkout button is not enabled. Have I done something wrong?

For the checkout button to be enabled you need to have defined a site, with an address and have a product in the basket. If you have not used the search functionality on the Home page to find your site you may need to add an address. You can do this from the product catalogue by clicking the Edit address button and typing an address into the text box. Remember to click the save address button when finished.

What does POA stand for?

POA means Price on Application. It is used when we do not have a pricing structure for your chosen report based on the site you have defined. You can talk to our account managers using the provided details when attempting to checkout who can work through your requirements with you and determine the best way to proceed.

I realise I have made a mistake on my site definition. Do I have to start all over again?

Not at all! You can edit the site boundary on the map within the product catalogue. Use the polygon tool on the map to move the nodes of the drawn polygon and adjust your site how you need to. You can right click a node to delete it and click the smaller notes on the middle of line segments to add a new node.

I searched for a nearby address to find my site but it's not the address I want to appear on my report. Is it possible to change this?

Of course! On the product catalogue page where you see a map of your site and the address below this, if you click Edit address this will allow you to then click on the address text box and change the necessary part. You will need to click the Save address button to confirm the edits. Clicking cancel will revert back to the original address.

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How do I save my basket?

This is functionality we are working on and hope to make available very soon!

What is the Reference used for?

Each order needs a unique description to define it. It allows you to easily identify the report within your order history. If you are a customer that receives a monthly invoice these will also be listed on your monthly invoice as a way to distinguish your orders.

I need to change my order reference, how do I do this?

In some instances we can change your order reference once you have ordered a report. Contact our Customer Service team by either calling 01273 257755 or emailing _info@groundsure.com_, to discuss.

Account management:

What does the account button on the main menu do?

The account menu allows you to manage your account details. It is split into different tabs that offer different bits of functionality. The Dashboard provides links to further assistance, should you require it; Profile details lets you check the details you put in at registration; if you have previous orders and paid for them via invoices these will appear on the Billing & payment page.

I have been assigned the role of User, what does this allow me to do?

If you are part of an organisation there are two levels of permission available. Each org has been assigned at least one Admin user.

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Functionality	User	Admin
View support pages	✓	✓
View user account details	✓	✓
View invoices		✓

How do I change my role from User to Admin?

You will need your organisation Admin to call our Customer Service team to change your level of permissions. Call them on 01273 257755 or emailing *info@groundsure.com*.

I'm new to groundsure.io and want to register for an organisation account. How do I do this?

All new requests for organisations can be submitted to our Customer Service team by calling 01273 257755 or emailing *info@groundsure.com*.