



Frequently Asked Questions

General Questions

Q: How current is the information on our web site?

A: Data updates vary from county to county. Some are updated monthly, some bi-monthly, others quarterly.

Q: RealFastData.com will not display?

A: Check your browser's address bar. Be sure that it is directed to www.realfastdata.com.

Q: How do I change my home page?

A: To change your home page:

1. Click **View**
2. Select **Internet Options**
3. Under the **General** tab you will see **Home Page**
4. You can change the home page by choosing:
 - Use Current
 - Use Default
 - Use Blank

Q: How do I download files to Excel or Word?

A: To download property, you need Internet Explorer 4.0 or higher:

- Once the **File Download** window appears.
- Select **Save this file to disk** as it will make creating mailing labels or form letters much easier.
- From the **Save As** window, select the drive and folder path where you want to store the file and provide a name for your download.

(It is a good idea to use part of the subdivision name, zip code or map range in the filename to make finding it easier when searching for source documents.)

- Once you click **Save**, the download begins.
- Once download is completed, click **OK** in the **Download Complete** dialogue box.
- Click **Open** in the **Download Complete** window. This will access the spreadsheet and now be able to sort, modify, or close the file as necessary.
- Click **File, Save As**, and repeat the steps detailed in the sections above for saving fields to your hard drive.
- Once you have successfully transferred the file to your hard drive, you can proceed to the next step of creating Mailing Labels or Form Letter or you can return to the application and continue searching for more data.

Q: How do I login if the system says my userID is already in use?

A: Always remember to "Logout" from the application before closing your browser window. If you forget to do so, you may have to wait up to 20 minutes before you are able to login again. Please note that this 20 minutes starts from the first login attempt after you have logged off the system improperly.

Q: How do I login if the web page repeatedly prompts me to login?

A: Make sure the Caps Lock feature is not turned on. UserIDs and passwords are case sensitive. In this case all lower case must be used. RealFastData.com will reset your account if you remain idle for 20 minutes. If that occurs, simply re-enter your userID and password when prompted and continue. Also verify you are using the correct userID and password. If in doubt, or you can't remember, email Customer Support at support@realfastdata.com, please provide your name, company name, address (location), phone number, and email address. Your userID and password will be sent to you by return email. You may also contact Customer Support by calling (866) 547-8392.

Q: I get an error when I click on "Create Label"?

A: If you receive the following error "The file is damaged and could not be repaired" after clicking "Create Label," please click the link to download Adobe Acrobat Reader. Note you must use Adobe Acrobat Reader 6.0.

Q: What is the scheduled downtime for system updates?

A: All RealFastData.com network services including database, servers and associated technologies are updated weekly on Sundays from 6:00 AM to 11:00 AM, and Thursdays from 12:00 AM to 5:00 AM Central Standard Time.

Q: I cannot print graph images for my Property Profiles. Why?

A: Please make sure you add our list of trusted sites to your web browsers.

Searching

Q: How do I find address I know are there but aren't showing up?

A: When searching by addresses's, leave off street designations, prefixes and directional's such as North, NW, Road, Lane, Drive. Verify you are in the county of choice. Check for spelling error or conflicts in the search criteria you have entered such as county to zip code or Mapsco numbers. Also verify that the property you are attempting to locate is not a brand new construction or vacant lot without a street number assigned yet by the county. In larger counties, also include a zip code, map page, map grid or Mapsco number to narrow down the search results and retrieve data quicker.

Q: What if I get an error message when I search for data?

A: If you receive a server message such as "Unable to Process Request" or "Script Time Out" your search criteria may be too broad. Try adding more information to the search screen and hit Submit again.

Q: What if the screen freezes up or stops responding to clicks?

A: If the screen seems unresponsive or frozen, try clicking the Stop button at the top of your browser window and then clicking Refresh. If you find that all your searches take a long time to retrieve your results, you may need to free up some of your cache memory. From the top of your browser window, click "Tools" and select "Internet Options." A new window will appear that allows you to customize your internet settings. In the middle section, locate and click the "Delete Files" button. At the "Delete All" prompt, click "OK" and then click the "OK" button again when finished.

Q: How do I enter Map grids and / or Mapsco numbers property?

A: Map grids must be entered without spaces in the following format 487a NOT 487 a. Mapsco numbers may need to be entered with or without spaces, periods or commas in some counties. It may be necessary to try both formats: 41bb AND 41b.b

Sketches

Q: Why can't I see the sketch report?

A: The sketch is displayed using a Java applet. You must use a Java capable or Java-enabled browser. If you are using a browser version earlier than Internet Explorer 4.0, you may not be able to view the sketches.

Q: I can see the sketch report, but it won't print?

A: The sketches on our site are produced by a Java applet. The printing of Java applets is not supported by all browser's or platforms. You must use a Java capable or Java-enabled browser.

Browser Compatibility

Q: Can I use any internet browser with RealFastData.com?

A: Yes. However, our Customer Support staff will only be able to assist you if you are using Microsoft Internet Explorer. It is also strongly recommended that AOL users upgrade to AOL 6.0 or download Microsoft Internet Explorer version 4.0 or higher to fully utilize our site. Netscape Navigator has proven to be very susceptible to errors on our search templates.