

Property Gateway

FAQ

Updated: 1-18-11

1. What is the Property Gateway?
 - a. The Property Gateway is a public-facing web-based GIS application that provides property reports for a fee. Examples of reports include: Residential Property Profile and a Delinquent Tax Statement. The application is map-based, allowing the user to search by clicking the map or entering a parcel or address in the search box.

2. Who do I call if I need help?
 - a. Business Account users should see their company's Access Oakland contact person. All other users can contact the Service Center at 248-858-8812 or via email at: servicecenter@oakgov.com.

3. What does the Help button do?
 - a. The Help button contains the Property Gateway FAQ, How-To videos, and a link to request a Business Account.

4. What happened to Access Oakland?
 - a. The term Access Oakland now refers to the suite of online services offered by Oakland County. Access Oakland Online Services include: Property Gateway, Pay Tickets Online, Pay Current Taxes, etc.

5. What is the difference between Property Gateway and Access Oakland?
 - a. Property Gateway is an application within Access Oakland Online Services.

6. Does my Access Oakland Business Account (username and password) still work?
 - a. Yes. If you had an Access Oakland Business Account, use the same username and password to access Property Gateway. Note: Business Account users should log in as soon as they access Property Gateway to gain access to reports in their subscription.

7. What is a Parcel Identification Number?
 - a. Parcel Identification Number (PIN) is a unique (10-digit) numbering system that specifically identifies each and every property in Oakland County. Aliases include: Parcel Number, Parcel ID, PIN, and Sidwell Number.

8. What is a CVT?
 - a. CVT stands for Cities, Villages, and Township's within Oakland County.

9. Why are some data and images available for certain CVT's, but not others?
 - a. Most CVT's utilize County systems for Assessing and Tax. For those CVT's the County can display the most recent data in the Property Gateway, while data for other CVT's may not be available.

10. How do you search in this system?
 - a. At the top right-hand corner of the screen, you'll see a search box. You can search by Street Address or Parcel Identification Number (PIN).

11. Why can't I search by CVT?
 - a. Property Gateway is a parcel-based product. While you can search by clicking anywhere on an Oakland County map, it is also capable of searching on a parcel number or site address. Since the map is parcel based, the user does not have to enter the CVT code on a search, as the search will automatically identify the municipality based on the parcel.
 - b. When searching on a parcel, do not use the CVT Code. Our search only works with the 10 digit (or less) parcel number. Please use the format: xx-xx-xxx-xxx . You can use dashes or leave them out, the search will work either way.

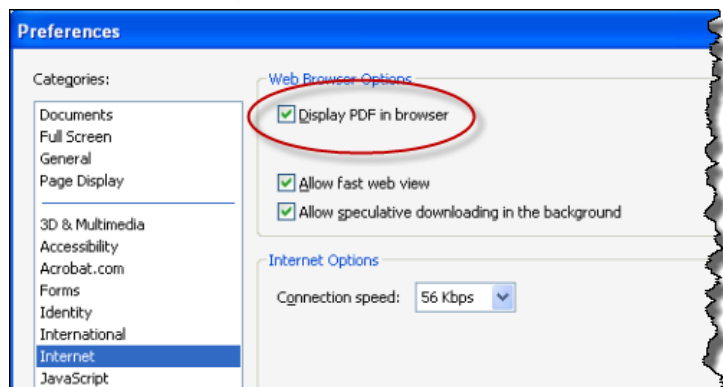
12. How do I access Photos/Sketches?
 - a. Authorized users will see links in the products section for photos and sketches at no charge.

13. How do I purchase a product?
 - a. A login is not required to purchase a product. If not signed in, simply search for a parcel, select one or more products and click add to cart. Next, go to the view cart tab, and click checkout. Upon successful entry of all credit card information, the transaction will be processed and the products you've purchased will appear in the report tab. From here, you can download or print the purchased report(s).
 - b. Authorized users that are logged in can avoid the checkout process, as products they purchase will automatically go to their reports tab for download or printing. These business accounts will be invoiced on a monthly basis.

14. What if my reports don't appear?
 - a. Disable all pop-up blockers. The reports all appear in new windows or tabs (depending on browser configuration) and may be blocked by certain pop-up blockers.

15. What is the direct link to Property Gateway?
 - a. <http://gis.oakgov.com/PropertyGateway>

16. I have the old Access Oakland application link in my favorites. Do I still need it?
- No. The only link you'll need is the direct link for Property Gateway. From the Property Gateway link, you can continue to manage your Access Oakland account by clicking the "Account Services" link at the top of the screen.
17. What are the differences between the Standard, Detailed, Hybrid maps?
- Each map option shows different map information that Oakland County collects and maintains. Each option also shows some of the same information such as tax parcels and roads. The Standard map displays the least amount of information, labeling address on tax parcels. The Detailed map shows information traditionally viewed on a plat map and labels parcels with their Parcel Identification Number. The Hybrid map shows both map information and an aerial view, labeling on Parcel Identification Number.
18. How do I print a map?
- Zoom into desired area or parcel. Click the black 'Print the Map Button'. Select Portrait or Landscape layout and choose desired scale. Click 'Print Preview'.
 - In the Print Preview window type Map Title, your name and Email address. Click 'Generate Print!' A PDF of the print will appear in the report tab. From here, you can download or print the PDF.
19. What if my Print PDF does not open?
- You may need to change the Default with Adobe. Open Adobe Reader - you should find it in your Start menu. Once it's open, click on Adobe's Edit menu, and then select Preferences. Under Categories on the left side select Internet. Under Web Browser Options - Uncheck, the Display PDF in Browser. (If it doesn't take effect immediately, you may need to close and restart the browser.)



- b. When using Firefox it's easiest to control what happens in Firefox itself. Click on FireFox's Tools menu, Options menu item, and then in the resulting Options dialog, the Applications tab. Near the top, if you have Adobe Acrobat installed, you'll see "Adobe Acrobat document". Click on the drop down menu to its left: Click on "Use Adobe Reader" so PDFs will be displayed outside of the browser,

