

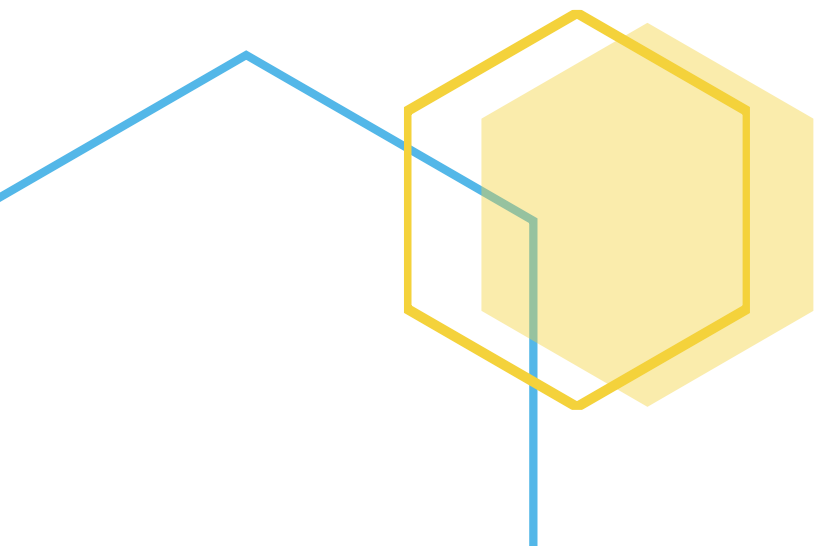


# Tips and Troubleshooting Guide for the RWSP Annual Report Story Map

---

Updated July 2019

This document is intended to provide guidance to users of the Department of Environmental Protection's Story Map for the *Regional Water Supply Plan (RWSP) Annual Report*. This guide provides useful tips on the functionality of the interactive components of the application, and it identifies several known issues that users might encounter and provides solutions to those issues. This guide is intended to be updated as issues and solutions are identified.





## Table of Contents

Tips for Using the RWSP Annual Report .....	2
Navigating between pages and sections.....	2
Navigating the Executive Summary Prezi.....	2
Clicking on links to get more information.....	2
Getting more information through footnotes.....	2
Exploring the Tableau dashboards.....	2
Troubleshooting .....	3
Please Note .....	3
Known issues and solutions .....	3
I'm seeing a black screen on the right-side panel or a pop-up indicating that I should use a different browser.....	3
The right-side panel has a gray screen with a frowning face instead of a graphic.....	3
The words on some of the graphics appear truncated.....	3



## Tips for Using the RWSP Annual Report

### **Navigating between pages and sections.**

Report sections are indicated across the top of the Story Map. To go directly to a specific section, just click the text. Longer report sections have subsections, and you can navigate to those by scrolling with your mouse, using your key board arrow keys, or clicking through the navigation pane (far-left, where applicable).

### **Navigating the Executive Summary Prezi.**

The Prezi offers a unique way to highlight and summarize the main report topics. To open navigate you must first press 'Play'. Then, you can use the navigation arrows at the bottom, or your key board arrow keys to navigate forward. Likewise, you can use your mouse to double-click or scroll in and out of specific topics of interest.



### **Clicking on links to get more information.**

Text in the left-hand panel may be underlined to indicate that more information or content is available. Click the underlined text to see more information, such as pictures, graphs, videos, and more.

### **Getting more information through footnotes.**

The footnotes indicate that more information is available about the topic. To find out more, simply hover over the footnote to see a pop-up of more information. If the footnote is referring to a reference document, try clicking on it to open that reference.

### **Exploring the Tableau dashboards.**

The dashboards embedded in the right-side stages allow you to play around with and select targeted information. They also allow you to download data, images, and more. Hovering over items in the interactive graphs, maps, and tables can provide additional information. Selecting data can enable filtering and narrow data to your interests. Use the Reset button  in the lower right corner to clear the selections and filters. Use the download button  to download images or data.

This Story Map application incorporates several interactive components using multiple platforms. The functionality of all of the components are unique, so it is recommended that users fully explore the capabilities by playing around.

The tips provided in this guide are intended to cover the basic concepts of navigation but should not be taken as a step-by-step approach to using the Story Map. If you are experiencing issues with the Story Map, please check the [Troubleshooting](#) section or contact the Department of Environmental Protection for further assistance.

Phone: 850-245-3195  
Email: Pamela.Flores@FloridaDEP.gov



# Troubleshooting

## Known issues and solutions

### **I'm seeing a black screen on the right-side panel or a pop-up indicating that I should use a different browser.**

Esri Story Maps, such as the RWSP Annual Report, are built on a graphics platform that is best experienced with newer internet browsers and several of the RWSP Annual Report components may not appear correctly in Google Chrome. If you see either of the issues above, try pasting the link into either Microsoft Edge or Mozilla Firefox 64-bit browsers. If you have Mozilla Firefox and continue to experience problems, check to make sure you have the 64-bit version—if not, you may try updating your browser version with Mozilla Firefox 64-bit. Microsoft Edge or Mozilla Firefox 64-bit are free to download.

### **The right-side panel has a gray screen with a frowning face instead of a graphic.**

This problem is an issue related to the Google Chrome browser. The dashboards that are embedded in the right-side stages are data intensive applications using Tableau software and this error most often occurs when the user's cache needs to be cleared. To find instructions on clearing the cache for Google Chrome please follow the instructions found here: [Clear cache & cookies](#).

If the above solution does not work, we recommend opening the link in either Microsoft Edge or Mozilla Firefox 64-bit browsers. These internet browsers are free to download.

### **The words on some of the graphics appear truncated.**

The dashboards embedded in the right-side stages resize according to the screen size and resolution for each user and the text will become squeezed into the spaces. If you hover over the text with your mouse, then a pop-up will provide the full text.

## Please Note



Sometimes the issues a user experiences are unrelated to the RWSP Annual Report Story Map. The report is a web-based application and therefore requires an internet connection. If the user is experiencing internet connectivity issues, please refer to troubleshooting guides for your internet service provider, computer hardware, or network devices.

If the issue you are experiencing is not addressed in this guide and you have made certain it is not a network issue, please contact the Department of Environmental Protection for further assistance.

Phone: 850-245-3195  
Email: [Pamela.Flores@FloridaDEP.gov](mailto:Pamela.Flores@FloridaDEP.gov)