

FAQs

Want a quick answer to your question or issue?

We're constantly updating our database of frequently asked questions and troubleshooting tips. Search them here.

Browse topics

Click on a topic below to browse through our FAQ and troubleshooting tips.
Click on topic to read more detail.

Account Management

Usage

MapBrowser

Classic MapBrowser

Third Party Integrations

Exporting

MapBrowser Projects

Nearmap Content - General

Nearmap Vertical

Nearmap Oblique

Nearmap 3D

Nearmap AI

Nearmap on OpenSolar

Recently Updated FAQs

- [What types of events are included in the Australian Post-Catastrophe program?](#)
- [How can I find post-catastrophe surveys in MapBrowser?](#)
- [How does Nearmap decide which events to capture for Post-Catastrophe surveys?](#)
- [How does exclusive access work for the Australian Post-Catastrophe program?](#)
- [How will I know when new post-catastrophe imagery is available?](#)

Still need help?

Can't find the answer in our FAQs? Try searching the Knowledge Hub. Find out more here: [Finding Information on the Knowledge Hub](#)

If the our documentation does not answer your questions, please submit your inquiry as a **support request**.

[SUBMIT A SUPPORT REQUEST](#)

Our support team will get in touch to answer your query.

Our support hours are:



9am - 5pm AEDT



9am - 5pm MST

Top Faqs

[How is data usage calculated?](#)

[When will my areas' coverage be updated?](#)

[Where can I find the date of the photo?](#)

[Is Nearmap down?](#)

[How do I update my billing information?](#)

[When will our usage reset?](#)