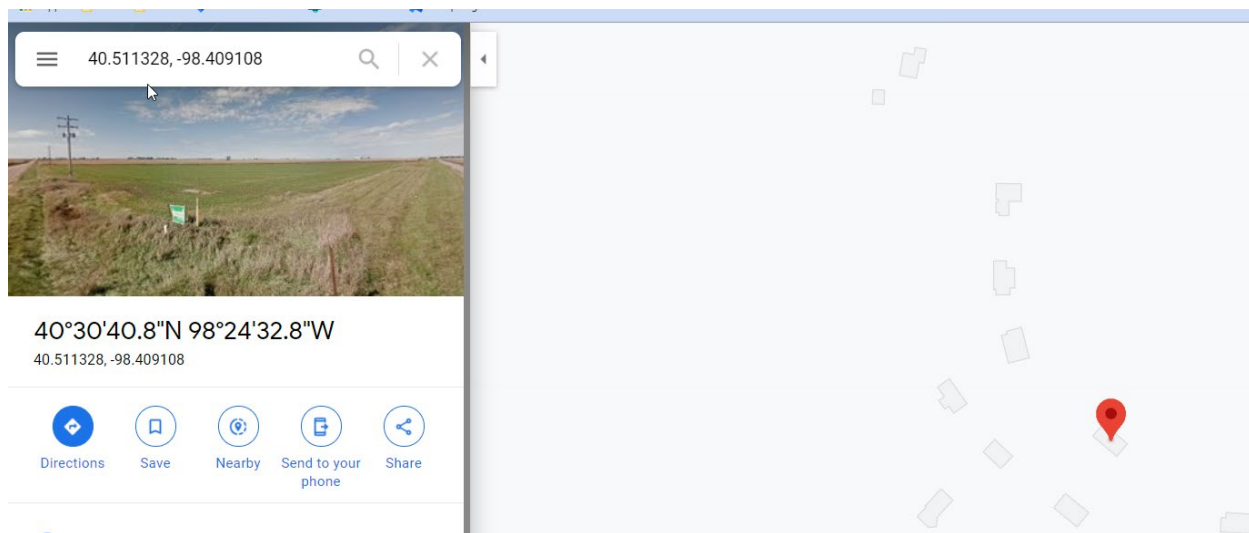


Report a Missing Address to Google Maps Quick Reference Guide

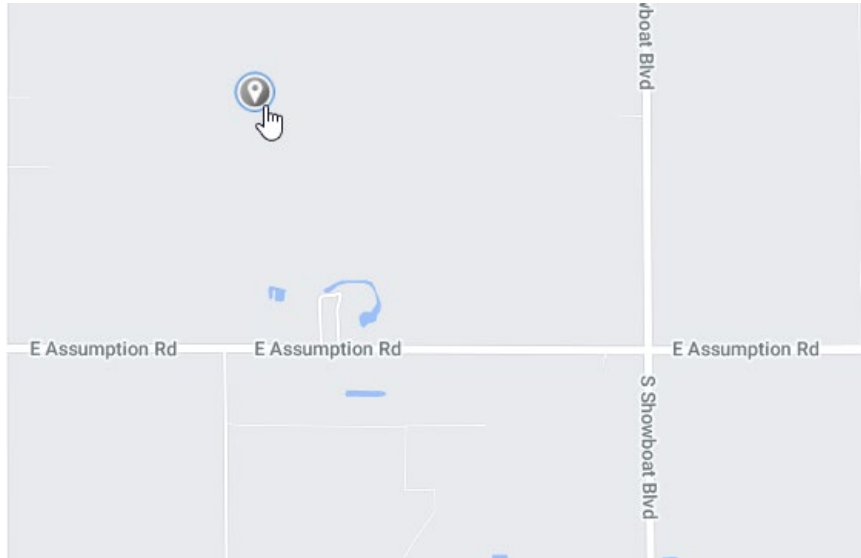
The state-sponsored electronic visit verification (EVV) system uses Google Maps to verify the start location and end location of waiver services. If the address of the service is missing from Google Maps, the state-sponsored EVV system will have trouble finding it. If this occurs, you can report the address to Google and have it added to Google Maps using the following steps.

- 1) Go to Google Maps at <https://www.google.com/maps>.
- 2) Locate the address in Google Maps. There are several different ways to do this.
 - a) Try typing the full address in the search bar to see if Google Maps can find it. If searching for the full address does not work, try searching the street name only.
 - b) Search for a location by using longitude and latitude. You can use either of the following notation styles.
 - i. 40°30'40.8"N 98°24'32.8"W
 - ii. 40.511328, -98.409108

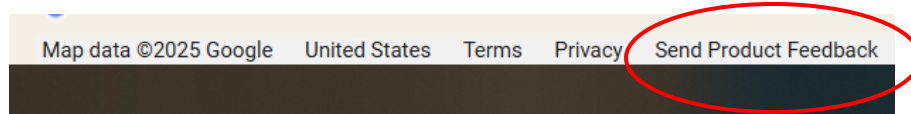


Report a Missing Address to Google Maps Quick Reference Guide

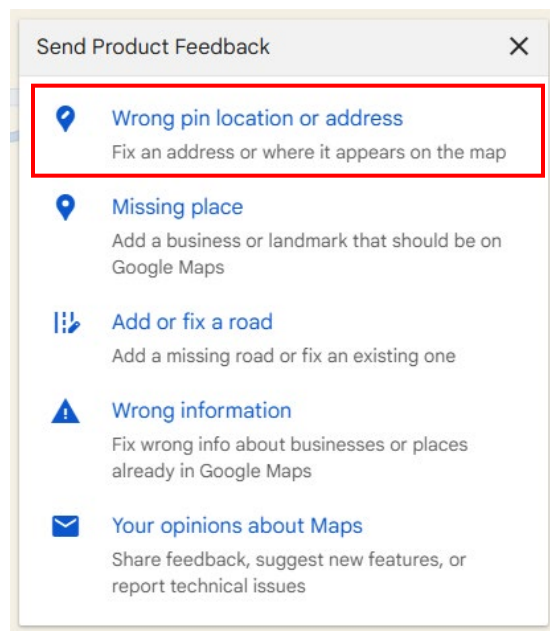
- c) Find the location on the map manually the click twice to drop a pin.



- 3) Once you have found the address on the map, click the **Send Product Feedback** link on the lower left-hand side of the screen.

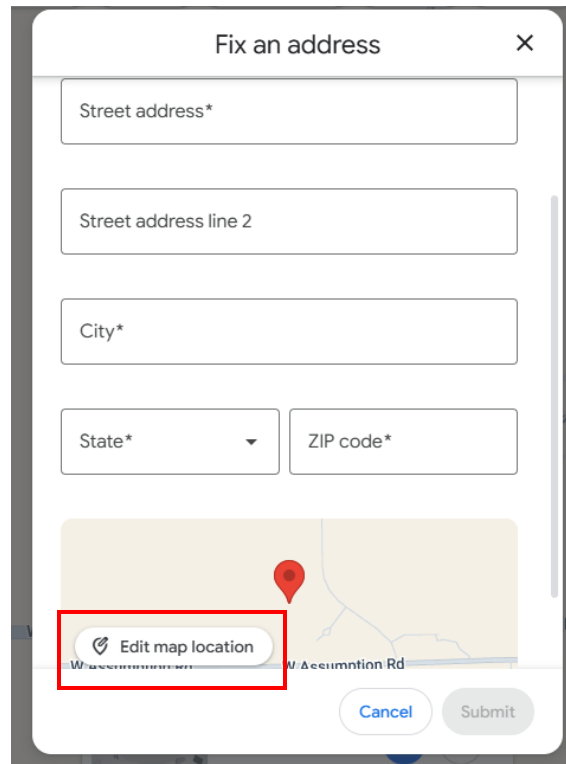


- 4) Click **Wrong pin location or address** on the menu that appears.



Report a Missing Address to Google Maps Quick Reference Guide

- 5) Enter the full address and use **Edit Map Location**, if needed, to adjust the location.



The screenshot shows a mobile interface for 'Fix an address'. It has a title bar with a close button. Below are five input fields: 'Street address*', 'Street address line 2', 'City*', 'State*' (a dropdown menu), and 'ZIP code*'. Below the fields is a map with a red pin. A red rectangular box highlights a button labeled 'Edit map location' with a location pin icon. At the bottom right are two buttons: 'Cancel' (blue) and 'Submit' (grey).

- 6) Once all the information is entered, the **Submit** button will turn blue. Click it when you are ready to submit your changes. Google will verify the address and update its map.

Additional Questions

For additional information on EVV in Kentucky, including who to contact with questions, see the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>.