Why People Are Not Showing on the “Where Are They Now” Map

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If people have created profiles but are not showing on the **Where Are They Now** map, the most likely reason is that their profiles do not have all the required map information filled in.
The map only displays a marker when the system has enough information to generate a location for that profile.

Why This Happens

Creating a profile does not automatically guarantee that the person will appear on the map.
A profile will only show on the map if:

- The profile has been approved.
- The profile is registered.
- The profile is allowed to show on the map.
- The site’s **Display Map** setting is enabled.
- The profile has valid location information saved.
- The system was able to generate latitude and longitude coordinates from the address.

Fields to Check

Ask the person to edit their profile and make sure their location fields are completed.
They should fill in as much of the following information as possible:

- Address
- City
- State or province
- ZIP or postal code
- Country

If these fields are blank or incomplete, the system may not be able to create a map marker.

How to Fix It

1. Go to the website dashboard.
2. Open the list of profiles, classmates, or family members.
3. Edit the profile that is missing from the map.
4. Confirm the profile is approved.
5. Confirm the profile is set to show on the map.
6. Fill in the missing address or location fields.
7. Save the profile.
8. Refresh the **Where Are They Now** page.

Once the profile has valid location information, it should appear on the map.

Important Note

The map uses approximate locations based on the ZIP code. It does not display an exact private address publicly. The address information is used so the system can place a general marker on the map.