

# When adding EVV locations received alert, "Google could not locate this address". How do I add it?

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- When adding EVV locations to a client, the address is verified via Google Maps.
- When the alert, "Google could not locate this address, did you mean \_\_\_\_\_" populates:
  - If the address suggested by Google is correct, select the **Confirm** button.
    - The address will be updated in the form wizard and added as an EVV location
  - If the address suggested by Google is incorrect or no address is given, select the **Cancel** button.
    - Please verify the address with the client
    - If the address is correct, request to add the location to Google Maps:
      - Go to the Google Maps website <https://www.google.com/maps/>.
      - Search for the address
      - Click the blue **Add a missing place** hyperlink
      - Complete the Add a place form
      - Click **Submit**
    - If Google Maps denies the request to add the location (place), the closest address to the EVV location will need to be used when adding the EVV location.

## Related articles

- [Attestation \(\\*EVV\) Workflow for Clients and Guardians](#)
- [Electronic Visit Verification \(EVV\) / Client Attestation Quick Reference](#)
- [Client - FOB Attestation \(\\*EVV\)](#)
- [When adding EVV locations received alert, "Google could not locate this address". How do I add it?](#)
- [Submitting a DCI Support Ticket for EVV Aggregation Issues & Resolutions](#)