

Guidance

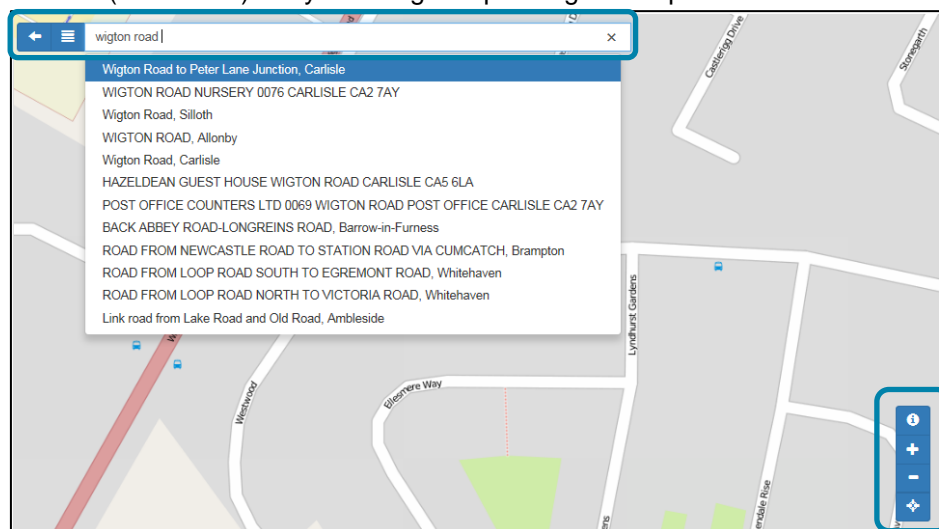
Report a Fault on the Highway

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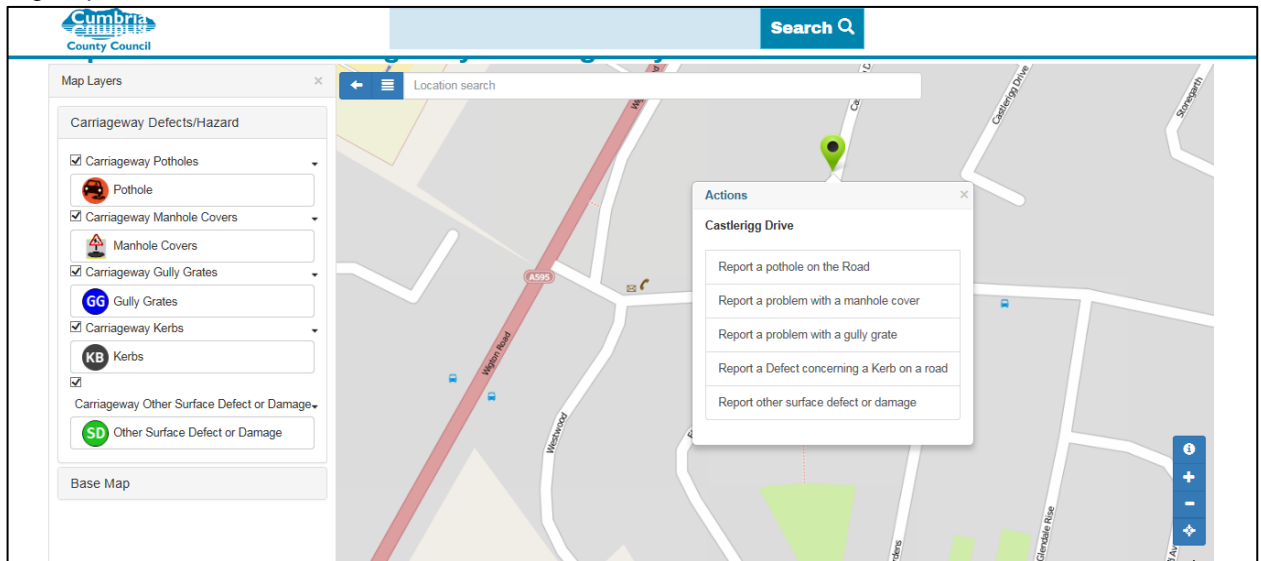
Customers are able to raise a new fault on the Highway and track existing faults via the County Council Website;
From Cumbria County Council Homepage;

Click Roads, Travel & Parking → Report a Problem / Issue

1. Customer selects required category from 'Report a Fault Homepage', e.g Carriageway Defects.
Map help text appears
2. Customer zooms map to required location, using either; location search (street name, postcode etc.),
current location finder (bottom left) or by zooming and panning the map



3. Customer selects location on map, actions box appears. Customer chooses fault category. E.g Report a Pothole;



4. Screen 1, Fault Details
 - Select detail of fault, E.g Large, Medium, Small Pothole
 - Enter Additional Information, if required. E.g Approximate Size
 - Enter Location Information, if required. E.g Opposite School
5. Screen 2, Upload Photograph
 - Upload photograph of fault if required, multiple files can be uploaded.
 - If using a laptop/desktop the customer will need to have the photograph saved in their documents. The user then 'browses My Documents' to find the photograph.
 - If using a mobile phone the customer will be able to take a photograph or select a previously saved photograph.
6. Screen 3, Customer Details
 - Customer details captured.
 - Customers are encouraged to provide contact details as this will enable them to receive automatic updates on the progress of their fault. However contact details are not mandatory.
7. Confirmation of fault reported / Thank You is displayed once fault is submitted.
 - If customer provided email address an automatic email will be sent.
 - If no email address was provided the customer will be able to see the fault reference number.

Once a fault has been reported it will become visible on the map view.
Customers can click on the icon to view the details of the fault;



Track an Existing Fault

Customers are able to track the status of an existing fault in a number of ways;

1. Automated Email Updates

When a customer provides their email address at the point of recording a defect they will be provided with an automated email each time the status of the defect changes.

2. Search by Reference Number

From the report a problem homepage customers are able to click 'Track an Existing Fault'.

- The customer is then asked to provide a reference number;

Track an existing fault

Please enter your reference number in the box below and then click on the "Search" button

Search

- After clicking search the status of the fault is shown;

Fault Detail: Defect larger than a dinner plate in size and deeper than tennis ball in depth

Fault Reference:W174148

Date Reported: 24 Jan 2017

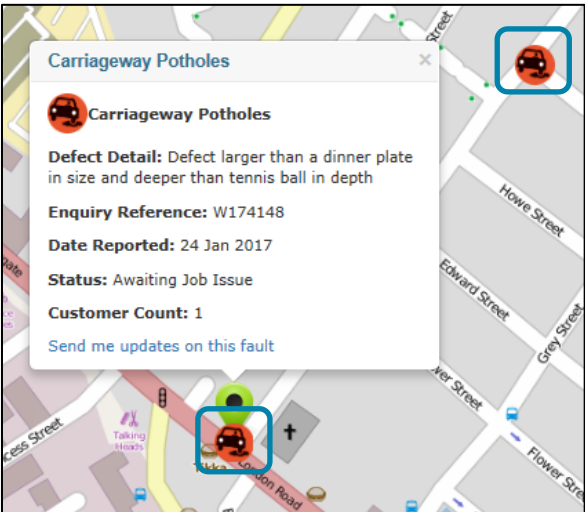
Status: Awaiting Job Issue

How many people have reported this? 1

3. Map View

All outstanding faults are shown on the map. Customers can view the status of any defect by clicking on the icon.

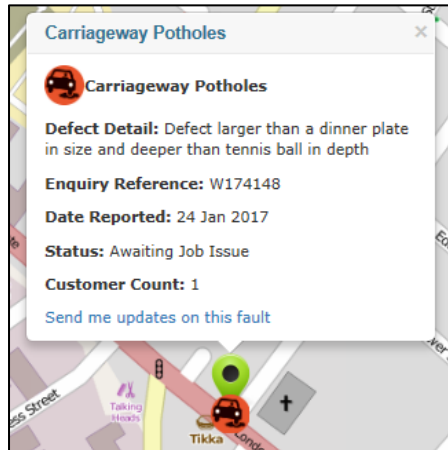
- Customer selects required category from 'Report a Fault Homepage'.
- Customer zooms map to required location, using either; location search, current location finder or by zooming and panning the map
- Click on the icon of the defect



Register for Updates on an Existing Fault

From the map view customers are able to register for updates on an existing defect; that they may/may not have reported.

1. Customer selects required category from 'Report a Fault Homepage'.
2. Customer zooms map to required location, using either; location search, current location finder or by zooming and panning the map
3. Customers click on the icon of the defect, then 'send me updates on this issue'



4. Complete customer details and click submit.
Once submitted the customer will receive an automated email each time the status of the fault is updated.

Please provide your **Full Name** and **Email Address**, to ensure you are updated.
Once you have submitted your email address you will receive automated updates regarding the reported fault.
If you do not provide an email you will need to manually track the status of the fault.

Title

First name

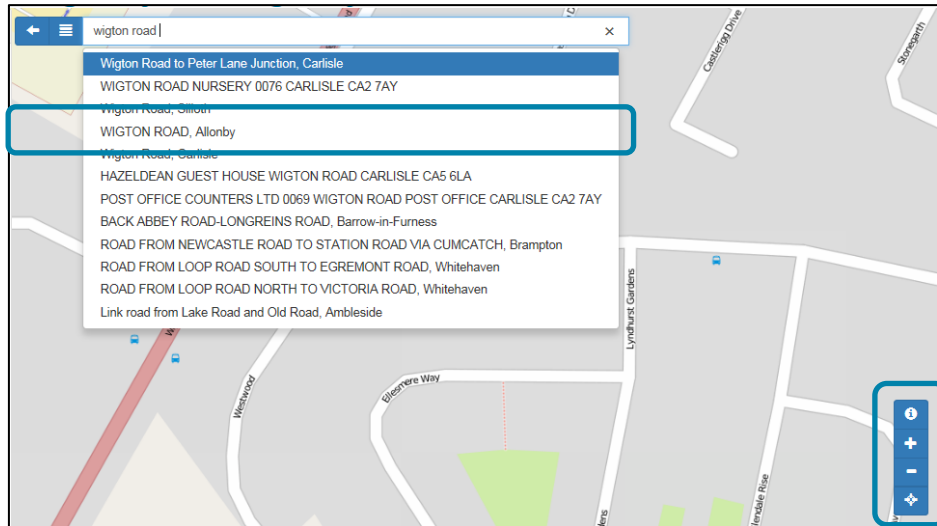
Last name

Email address

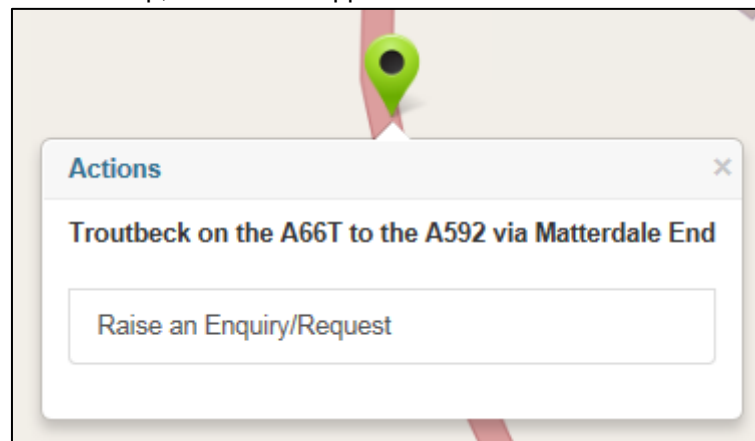
Make an Enquiry / Request

Customers are able to make an Highways enquiry / request via the County Council Website;
From Cumbria County Council Homepage;
Click Roads, Travel & Parking → Highways → Make a Request / Enquiry.

1. Customer zooms map to required location, using either; location search (street name, postcode etc.), current location finder (bottom left) or by zooming and panning the map



2. Customer selects location on map, actions box appears. Customer chooses 'Raise an Enquiry/Request'



3. Screen 1, Details
 - Select Enquiry / Request Type
 - Enter Additional Information, if required.
 - Enter Location Information, if required.
4. Screen 2, Upload Photograph
 - Upload photograph if required, multiple files can be uploaded.
5. Screen 3, Customer Details
 - Customer details captured.
 - The Highways Service will provide a response to the email address provided.
6. Confirmation of fault reported / Thank You is displayed once submitted.
 - Customer will receive an automated confirmation email

Enquires / Requests made to the Highways Service will not be visible on the map. This is to avoid personal information been visible to the wider public.