Quick Guide to Logging a Fault

1. Enter a road name into the search field and click the **Search** button. This example uses Darkes Lane in Potters Bar. Only the road name needs to be entered and not the town:
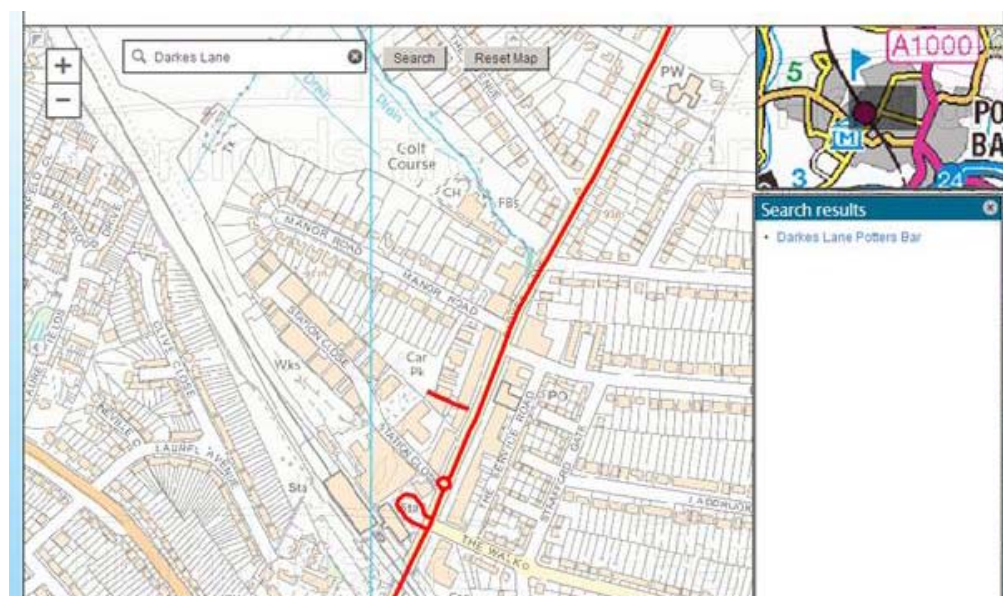

2. The search results appear as blue links on the right hand side.
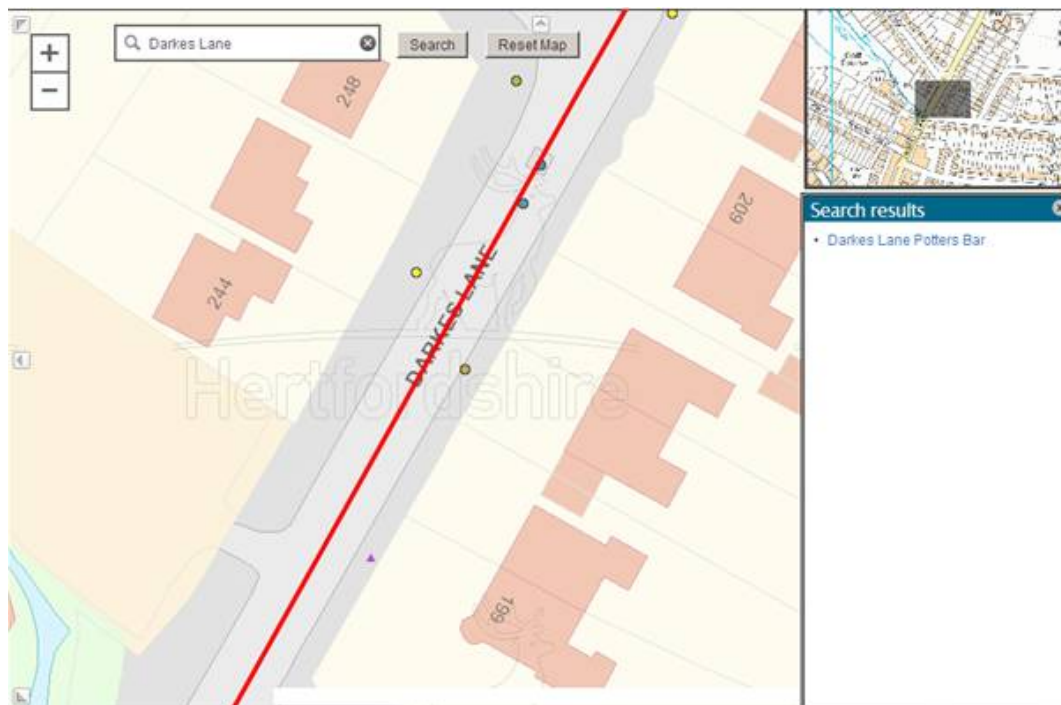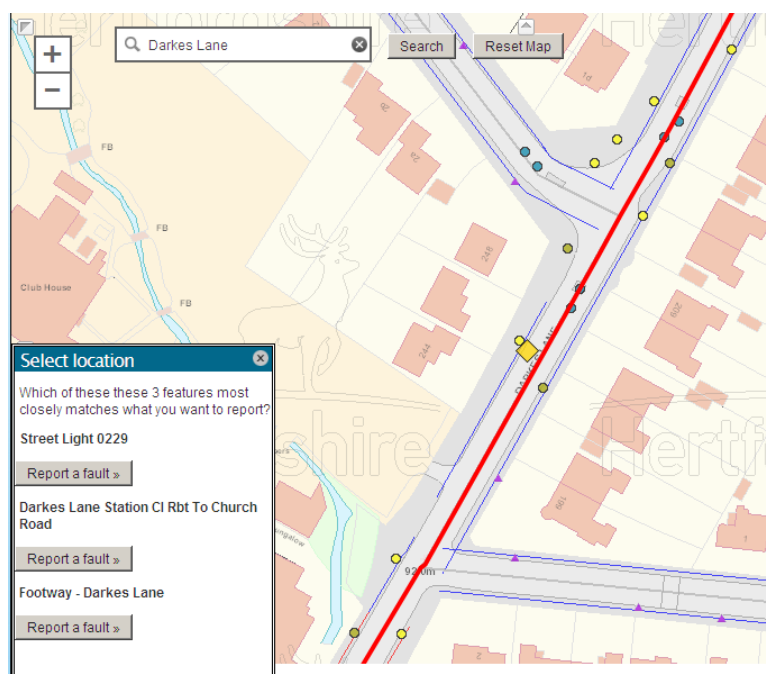   If the search can't find the road, check spelling

3. Click on the search result link to get to the map as shown below:

4. From here you can **zoom in** using any of the following options:
   - Using the + and - buttons in the top left of the map
   - Double clicking on the map
   - Holding down the **Shift** key and left click to draw a square around the area you would like to zoom into.
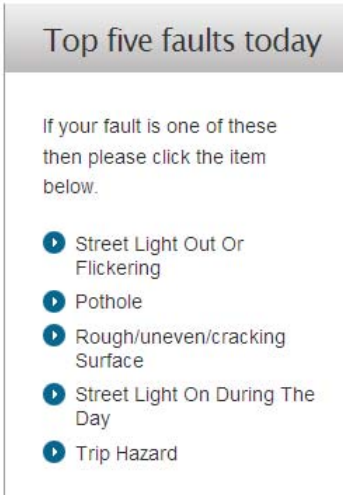
5. When you want to log the fault you **click once** on the map.
If it's a footway or road issue then click on the coloured lines that indicates the footway or the road. If it's a street lighting or traffic signals defect, these are indicated on the map with **different icons- t**he map key at the bottom of the map tells you which is which.
Again, you need to click on these once. Once clicked, you will see the "Select location" box in the bottom left:

6. This box will pick up all highway features that are close to the location you have selected. In this example, it has returned the section of road, the footway and a streetlight.

7. Confirm the feature to "Report a fault" by button and you will then progress to the next page where we will ask you for some specific information about the fault.

8. You can **choose the fault** type in several ways:

A. Selecting a top five fault:

B. Using smart phrases- type key words in the box here and click on any search results underneath.

C. You can also select the fault via the drop down menus of fault categories.

Searching a smart phrase or selecting a top five fault will both result in pre-populating most of the drop down menus.

Please give us as much information from the boxes.
You can write further details underneath and upload photos.

You then need to continue.

9. On the final page most people leave their email address to receive a reference number. On this page you can submit the fault.

Highways Fault Reporting

Return to fault details

If you do not wish to provide any personal information please click submit to log your fault.

Providing your personal information is optional. If you wish to receive progress updates by e-mail please provide your email address. Alternatively if you have an account with us you can login above, or create a new account.

Email address

Email	yourname@webservice.co.uk
Confirm email	yourname@webservice.co.uk

10. You should now see a reference number and this will have been emailed to you- it is now in our system.

Find out more on our Fault Reporting page