

Guide to reporting rights of way problems online

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Section 1 Register and manage your account

Log in

You must register to report and track problems. We will only contact you if we need further information about a problem and to give you progress updates by email if you request them.

1.1 New users

- Enter details into the 'Registration' section of the Login page to create an account. All fields should be completed.

Registration

Please enter the following details:

Your password must be at least 7 characters and contain 3 types of character :

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)

Do not use non-alphabetic characters (such as !, \$, #, %)

*Email address:

*Password:

*Confirm Password

Title:

*First name:

*Last name:

Telephone:

By also providing a phone number it enables us to contact you if we require more information about the issue

Required fields are marked with a *

1.2 Logging in

- Enter details into the 'Returning User' section of the Login page.

Returning User

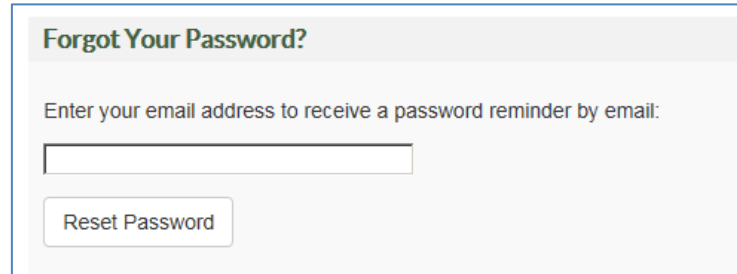
Email address:

Password:

Remember me next time.

1.3 Forgotten password

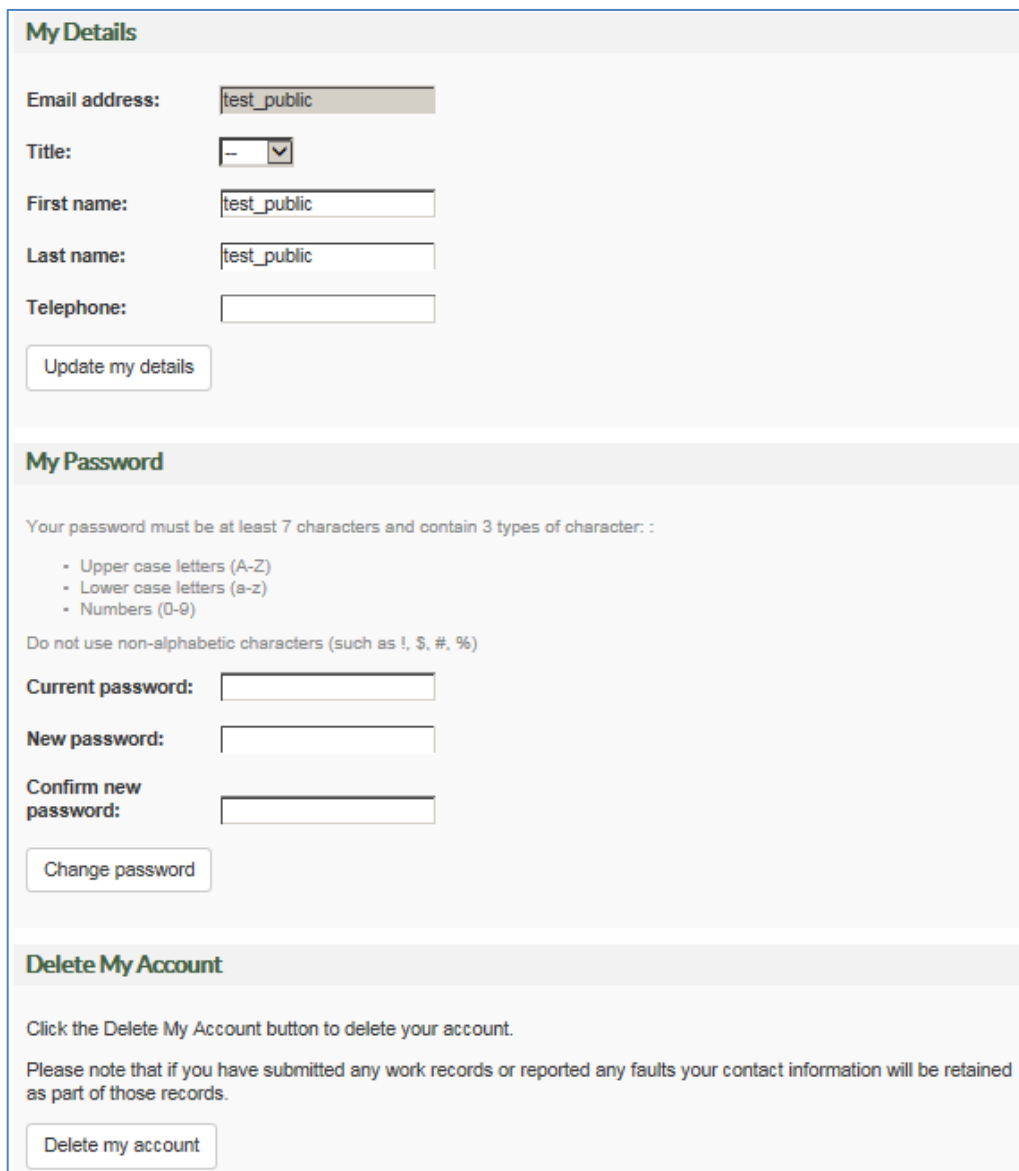
- Enter the email address used to set up the account into the 'Forgot Your Password?' section of the Login page.
- A temporary password will be emailed to you. To change this password click on 'Manage My Account' (see 1.4).



The screenshot shows a form titled "Forgot Your Password?". Below the title, there is a text prompt: "Enter your email address to receive a password reminder by email:". This is followed by a single-line text input field. Below the input field is a button labeled "Reset Password".

1.3.1 Managing your account

- If you need to update your details, change your password or delete your account, login and click on 'Manage My Account'.




The screenshot displays three sections of a user management interface:

- My Details:** This section contains several input fields: "Email address:" with the value "test_public", "Title:" with a dropdown menu showing "--", "First name:" with "test_public", "Last name:" with "test_public", and "Telephone:" with an empty field. A button labeled "Update my details" is positioned below these fields.
- My Password:** This section provides instructions: "Your password must be at least 7 characters and contain 3 types of character :". The listed requirements are: "Upper case letters (A-Z)", "Lower case letters (a-z)", and "Numbers (0-9)". A note states: "Do not use non-alphabetic characters (such as !, \$, #, %)". Below the instructions are three input fields: "Current password:", "New password:", and "Confirm new password:". A button labeled "Change password" is located at the bottom of this section.
- Delete My Account:** This section contains the text: "Click the Delete My Account button to delete your account." and "Please note that if you have submitted any work records or reported any faults your contact information will be retained as part of those records." A button labeled "Delete my account" is at the bottom.

Section 2 View path problems and structures on the map

Report a Problem

- You can see existing reports and some structures (e.g. stiles and gates) but only a few are currently shown on the map, we are working to add more.
- Click  and click an item on the map to see further information or to add a comment.

2.1 Moving around the map

On the map you can:

- Drag the slider or click on '-' to '+' to zoom in on the map.
- Move around the map by clicking on the map, holding down the mouse and dragging the map.
- Zoom in to a specific location by holding the 'Shift' key and using the mouse to click and drag a box on the area you wish to zoom to.



2.2 Searching the map

Select the search type you want to use, enter the criteria into the box and click 'search':

Search Map

Select the type of search you require and enter the search term below.

Town/Village

Street Name


Postcode

Parish/Path Code e.g. 123/2

Lookup Parish Codes

Grid Reference e.g. SU663530

2.3 Map symbols

- Existing problem reports are shown as yellow triangles or yellow and black lines, click on them using the  to see more information about the problem:



- Path codes are shown like this (e.g 106/17/1), click on path to see more information:



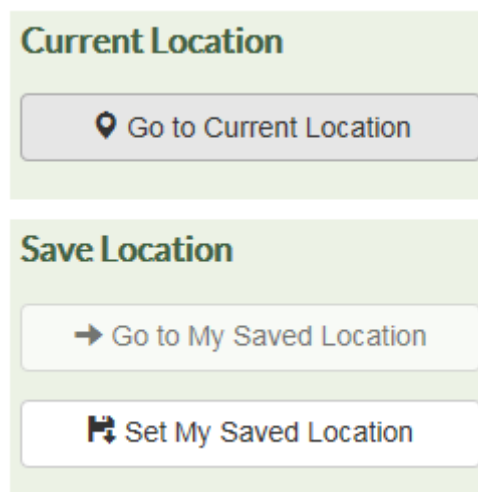
- The legend shows other map symbols. To view the legend, click on 'Map Legend' at the bottom of the map, click on it again to hide it:



2.4 Current and saved location

Click 'go to current location' to zoom the map to where you are.

A place on the map can be saved by clicking on 'Set My Saved Location'. To move the map back to this saved location click on the 'Go to My Saved Location' button.




Section 3 Report path problems


Report a Problem

To report a problem on a Public Right of Way you need to use the map tools to select the affected route and then mark the location of the problem. **You can only report problems within 50m of a recorded public right of way** within the Hampshire boundary. Adding photos to your report will help us to assess the issue.

3.1 Locate the problem on the map

- use the search map function (see 2.2) to locate the right of way
- to see further information click  and then click a path or furniture item on the map
- if the problem has already been reported you can request updates or add a comment (3.2).
- if the problem has not been reported, report a new problem (3.3)

3.2 Existing reports - requesting updates or adding comments

- click  and then click a path or furniture item on the map
- A pop up box will appear, click on 'Click here to add comments/receive updates'

Note: Please ensure you are adding your comment to the correct report

Maintenance Issue

Maint Code: 18194
Web Tracking No: PROW unavailable
Type: Structure/Bridge
Logged: 2017/04/10 00:00:00
Status: Job Issued
[Click here to add a comment/receive updates](#)
Photo: 

- Submit information or comments about an existing report into the box.

✕

Add Comment/Request Updates

Issue: 09719

Please enter any additional comments about the reported problem

Status updates for this issue will be sent to the registered email address unless you untick this box:

Check the request updates box is ticked if you want to receive email updates – sometimes the box is not automatically ticked!

- Click the 'Submit' button.

3.3 Reporting new problems

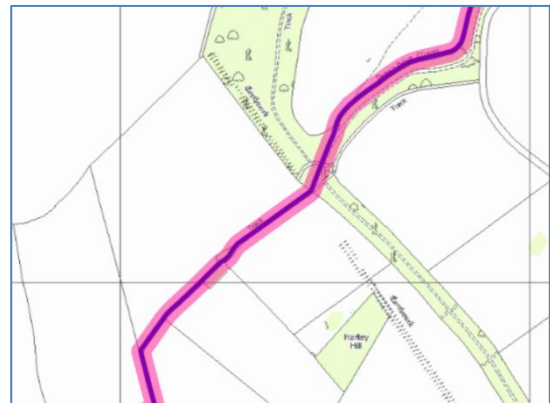


Use the buttons in the top right corner of the map.

- To report a problem, you must first select the affected path.

Click and then click on the route – it will be highlighted in pink.

Note: If the path is not highlighted, you will not be able to make the report.



- Click and then click the map to mark the location of the problem. You must click within 50m of the public right of way you have selected or you will be asked to try again.

Please note: if the problem has already been reported (check using the 'i' button) you do not need to report it again but you can add comments and ask to receive email updates (see 3.3).

3.2 Enter details

- Select the 'Problem Type'
- Add any further information including location details.

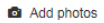
Problem Details

Select the problem type, then give as much information as possible including location details to help the Access Team process the report. If you have a photo of the problem, upload it using the Add Photo button. Please note that we are only able to accept JPEGs (2.5MB Maximum file size).

*Problem Type

Description/location details

Status updates for this issue will be sent to the registered email address unless you untick this box:

 Add photos Please keep photos as small as possible.

Required fields are marked with a *

Check the request updates box is ticked if you want to receive email updates – sometimes the box is not automatically ticked!

3.3 Adding a photograph

- Click 'add photos' to browse to any photos you wish to add to your report. You can add multiple photos

Please note: we are only able to accept JPEGs (2.5MB Maximum file size)

- Click 'Submit'.
- A confirmation message will give your reference number, this will always start with 'PROW':

Enter Details

Thank you for submitting your report. A confirmation email will be with you shortly.
Your web reference number is: PROW910557

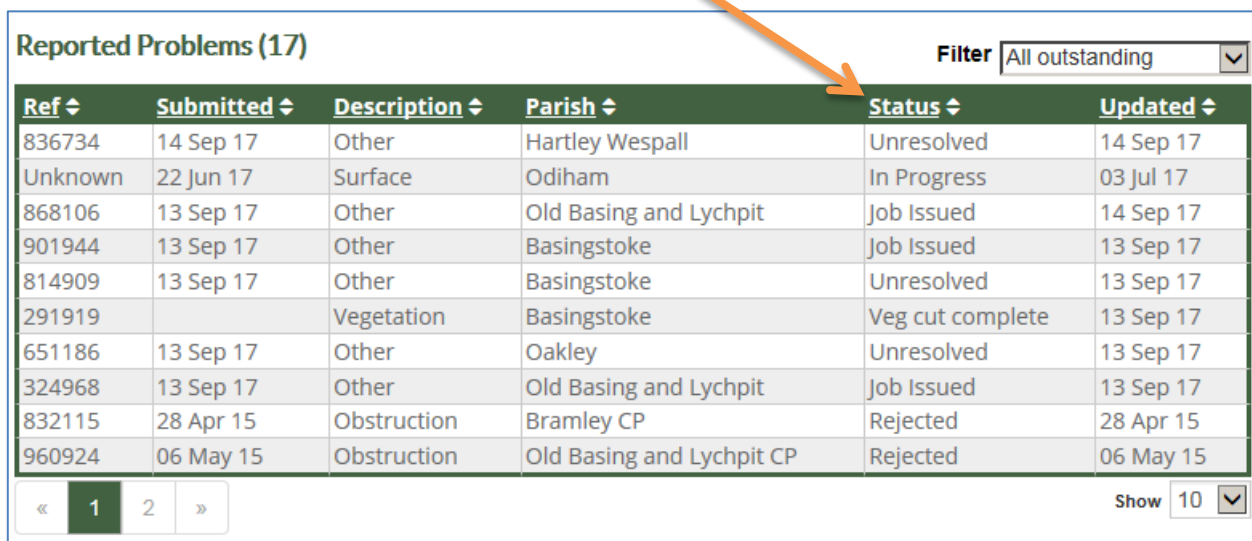
Section 4 Track path problems

4.1 View problems you have reported

My Reported Problems

View a list of your reports by clicking 'My Reported Problems'

- see all of the problems you have reported using your account including their current status
- use the page numbers at the bottom of the list to view more
- click on an item in the table to zoom to its location on the map
- you can sort the list by clicking on a column header



Ref	Submitted	Description	Parish	Status	Updated
836734	14 Sep 17	Other	Hartley Wespall	Unresolved	14 Sep 17
Unknown	22 Jun 17	Surface	Odiham	In Progress	03 Jul 17
868106	13 Sep 17	Other	Old Basing and Lychpit	Job Issued	14 Sep 17
901944	13 Sep 17	Other	Basingstoke	Job Issued	13 Sep 17
814909	13 Sep 17	Other	Basingstoke	Unresolved	13 Sep 17
291919		Vegetation	Basingstoke	Veg cut complete	13 Sep 17
651186	13 Sep 17	Other	Oakley	Unresolved	13 Sep 17
324968	13 Sep 17	Other	Old Basing and Lychpit	Job Issued	13 Sep 17
832115	28 Apr 15	Obstruction	Bramley CP	Rejected	28 Apr 15
960924	06 May 15	Obstruction	Old Basing and Lychpit CP	Rejected	06 May 15

Filter: All outstanding

« 1 2 » Show 10

4.2 Track a problem

Track a Problem

- Enter a PROW reference number into the search box and click 'Find'

PROW

- Details will appear and the map will zoom to its location.

Please note: not all problems will have a 'PROW' reference number, only those which have been reported using the online system