Guide to reporting rights of way problems online

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Section 1  Register and manage your account

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.

1.2 Logging in

- Enter details into the ‘Returning User’ section of the Login page.
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).

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’.
Section 2  View path problems and structures on the map

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’:
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

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 ![info](image) 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 ![info](image) 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**
- Submit information or comments about an existing report into the box.

![Add Comment/Request Updates](image)

*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.

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’:
Section 4  Track path problems

4.1  View problems you have reported

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

![Reported Problems Table]

4.2  Track a problem

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

![PROW Reference Search]

- 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