

## New Highways fault reporting app – Parish Council guide

The app is called 'Cheshire West and Chester' and is found on Google play or apple app store.



### Menu

- **Report it** – Report Highways faults. See below
- **Report it log** – our previous reports
- **Council tax** – change of address, pay, discount and exemptions
- **Useful information** – current roadworks, adopted roads
- **Waste** – order or remove a bin, report a missed bin collection, request a bulky item collection
- **My account settings** – Roadmap (best for me), satellite, hybrid, terrain

### Report it

- **GPS:** An app message pops up but to tell you to turn on the GPS yourself
- **Map:** Tap on the map to change location (works if you have 'roadmap' set in your my account settings)
- **Photo:** Would you like to submit a photograph? Y/N
- **Report type** – click on a type and see sub-types e.g. Road surface - Pothole
- **Description** – I would enter the location as well as the problem.
- **Submit!**

Launched 17 March 2020