

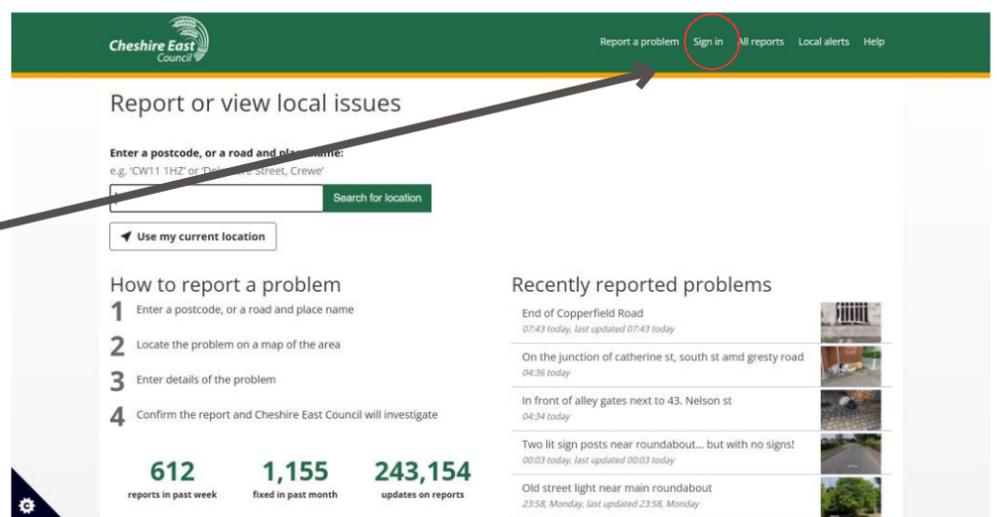
FixMyStreet How to Guide

We're working for you...

- Fix My Street (FMS) is the Council's online reporting tool
- Can be used to log any highway related location-based enquiries, as well as other location-based Council enquiries
- It is quick and easy to use
- There is an opportunity to upload photos
- Enquiries can be logged on a computer, tablet or mobile device (although there are slight changes in the format dependent on which device you use)
- Optional downloadable app for mobile devices
- Allows you as the customer to look at one or all of your enquiries at the same time
- Setting up an account allows you to receive updates to your enquiries as and when there is any progress
- The next few steps will show you how to set up your 'Fix My Street' account

1 How to set up a Fix My Street Account

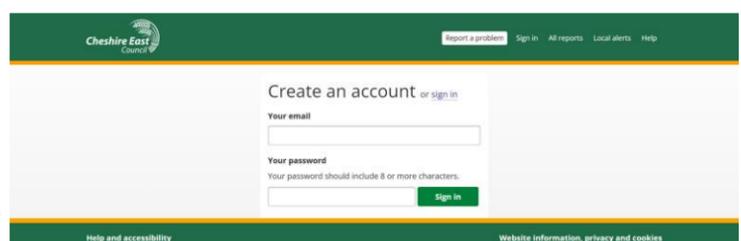
1. Click on the 'Sign In' link located on the top green banner



2. Click on the 'create an account' link



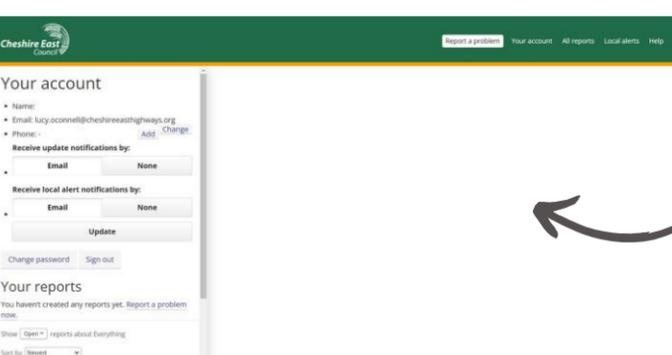
3. Input your email address and create your password (consisting of 8 or more characters)



4. Log into your emails to find your confirmation email. If your email is not in your inbox, then check your junk email



5. Your email from Fix My Street will look like this. Click on the link in the green box to confirm your email address



6. Your account page. On this page you can change your password, add a phone number and select whether you would like to receive email notification updates on any of your enquiries

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What 'Highway enquiries' can currently be logged on Fix My Street?

- Reports for the Highway Service can be made on Fix My Street for any location-based existing asset, as per below.
- Anything considered as new or not mentioned below will currently require logging via the Council's Contact Centre.

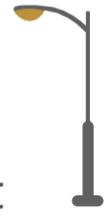
Condition of Carriageways

- Potholes
- Existing lining
- Kerbs
- Noise / vibration
- Roadworks
- Slurry / mud on the carriageway
- Traffic Signals



Street Lighting

- Light out
- Flickering light
- Light on during the day



Drainage

- Flooding
- Gully / drainage



Condition of footways

- Potholes
- Uneven flags
- Barriers



Hedges, Trees and Verges

- Grass cutting
- Hedge / Tree maintenance
- Weeds

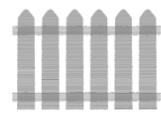


Signs

- Condition of signs
- Street name plates



Fences / Walls



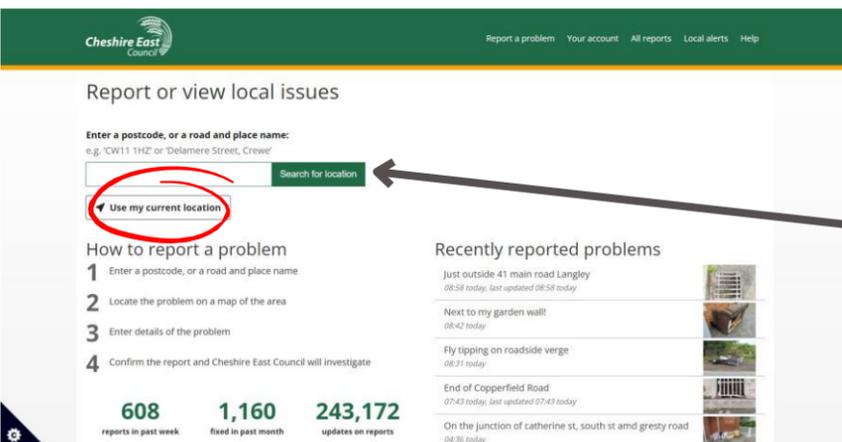
Gritting and Grit Bins



3

How to log a Highway enquiry on Fix My Street

- You can navigate directly to the Council's website on you mobile phone or tablet, or see our instructions on how to download the Cheshire East Council reporting app.
- When making a report, if the matter poses an immediate risk to health, life, or property, please call 0300 123 5020 during working hours or 0300 123 5025 out of hours to report it directly to one of our staff.



1. Start at the Homepage on the reporting tool and type in a postcode or a place name. Not sure where you are? Click 'Use my current location'

2. Put the pin on the map to show exactly where the problem is, choose an option for what to report from the menu, then click continue



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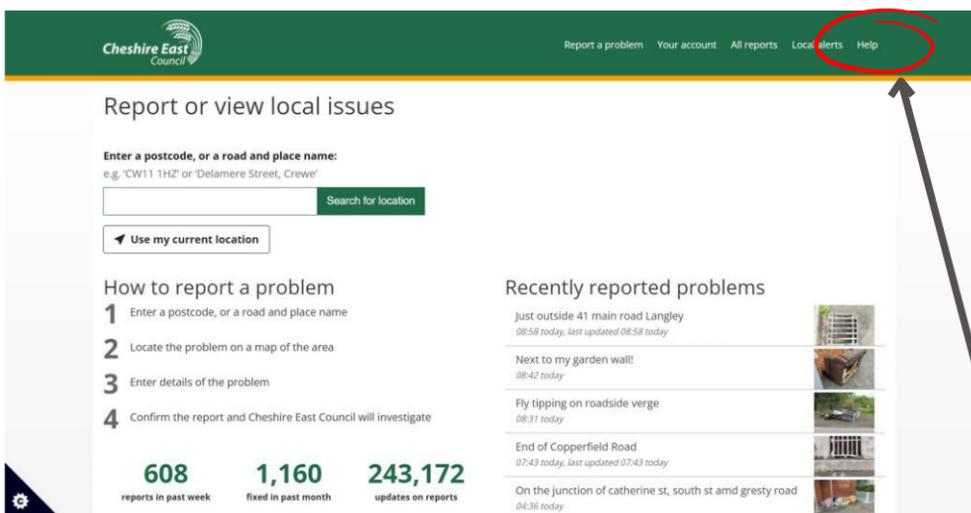
3. Follow any instructions and answer any following questions shown to you, then submit your report

4. Check your email inbox for our confirmation email, click on the link, and job done!

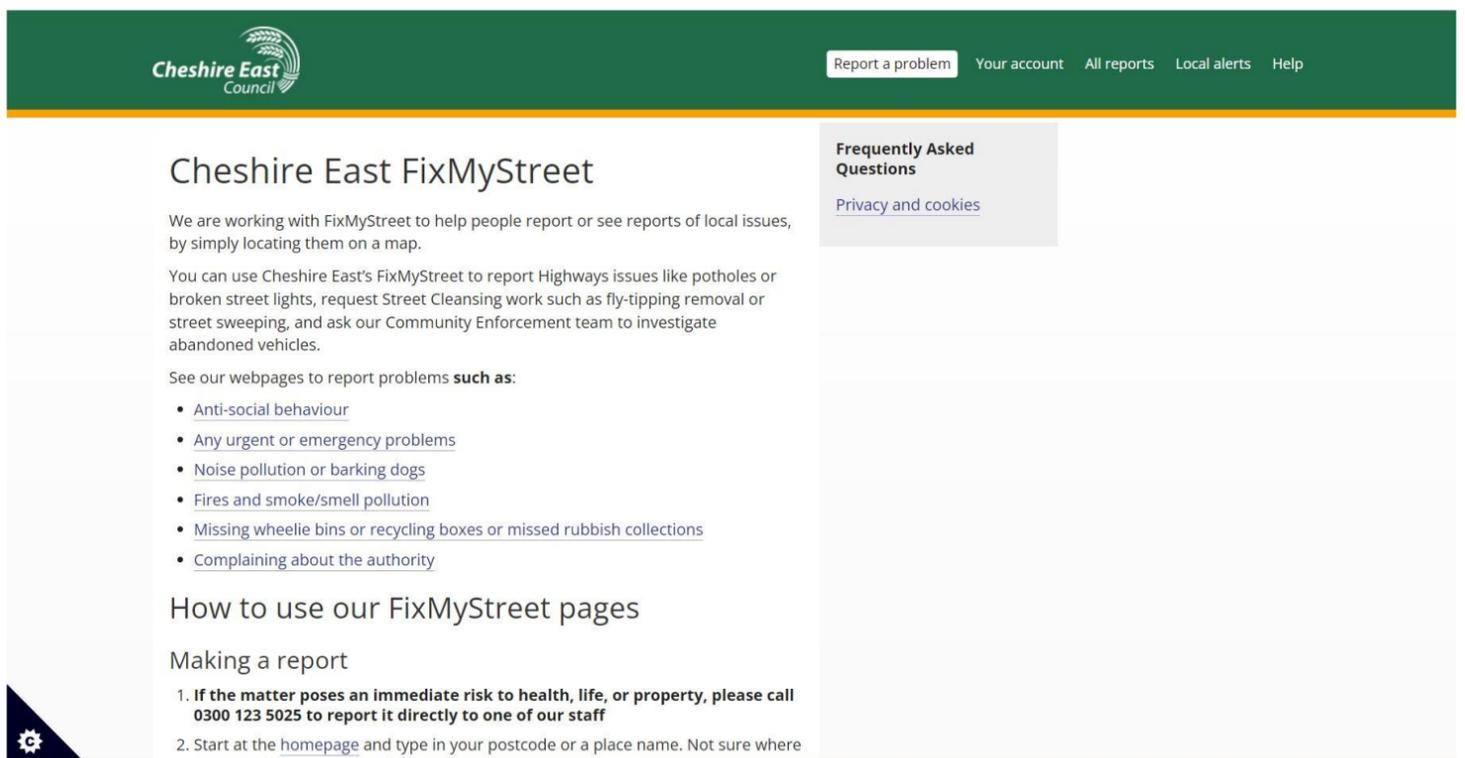


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Fix My Street - Online Help



There is a link at the top of the Fix My Street tool (on the green ribbon) to assist you



How to use our FixMyStreet pages

Making a report

1. If the matter poses an immediate risk to health, life, or property, please call 0300 123 5025 to report it directly to one of our staff
2. Start at the [homepage](#) and type in your postcode or a place name. Not sure where you are? Pick 'use my location'
3. Put the pin in the map to show exactly where the problem is, choose an option for what to report from the menu, and then continue
4. Follow any instructions and answer any following questions shown to you, then submit your report
5. Check your email inbox for our confirmation mail, click on the link, and job done

You can use the website on your mobile directly, or see our [instructions on how to download the Cheshire East Council reporting app](#).

Looking at other people's reports

You can see anonymised reports made by other people on our map as pins. You can click on these to see what they are about, and any updates that we have provided. If you have a FixMyStreet account you can also subscribe to updates for another person's report, rather than create your own.

Problems zoom out on the reporting map?

We want to keep FixMyStreet locally focused, so we restrict how far you can zoom out. You can use your device location to centre the map on where you are.

Inappropriate content

Cheshire East Council and FixMyStreet are not responsible for the content and accuracy of material submitted by its users. We reserve the right to edit or remove any reports or updates which we consider to be inappropriate upon being informed by a user of the site.

Development of FixMyStreet

The FixMyStreet service was built by [mySociety](#).

The software behind this site is open source, and available to you mainly under the GNU Affero GPL software license. You can [download the source code](#) and help us develop it. You're welcome to use it in your own projects, although you must also make available the source code to any such projects. [FixMyStreet.com](#) is the original code installation, in the UK.



Instructions on 'How to download the Council's reporting app (Fix My Street)

Cheshire East Council reporting app

The Cheshire East Council reporting service is powered by FixMyStreet Pro, which is a progressive web app (PWA). This means that you can save this website to your mobile's home screen and use it just like an app. See below for instructions on how to do this on both iOS and Android devices.

We chose to develop a PWA instead of a dedicated app because it gives you the choice to use this service on whatever device you want, and ensures that you always benefit from the same user experience, including having access to offline reporting functionality. It also means that we can introduce new features and updates more quickly, while also keeping maintenance costs low due to only having to support one codebase.

How to install FixMyStreet as an app

Unlike dedicated apps, you don't download the FixMyStreet app from an app store. Instead, you simply need to load the website from a browser on your chosen device and save it to your home screen.

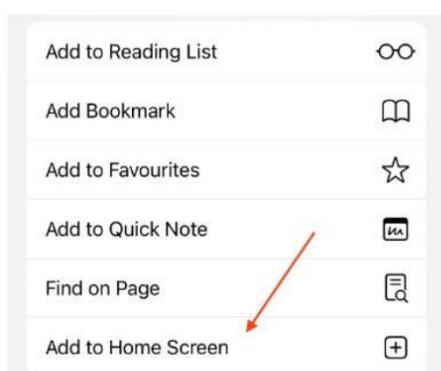
The PWA's design makes it feel like you're using a 'normal' app, with its mobile friendly features, but you're benefiting from using a web-based service that doesn't require you to keep updating it.

iOS (Apple iPhones/iPads)

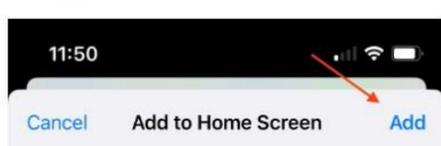
1. Load <https://fixmystreet.cheshireeast.gov.uk/> on your mobile browser (if you have iOS version 16.3 or less, the installation will only work via Safari)
2. Hit the save/share button



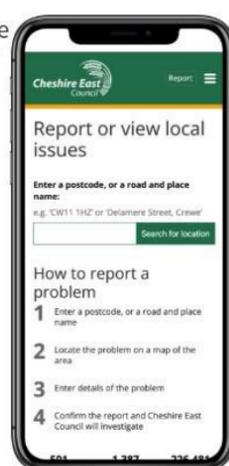
3. Select 'add to home screen'



4. Select 'ok'/'add'



5. Use FixMyStreet as an app

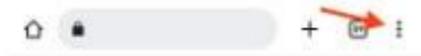


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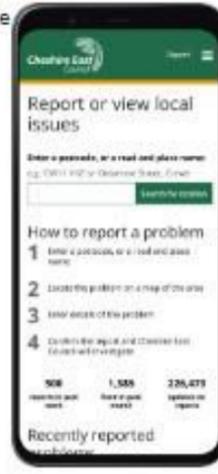
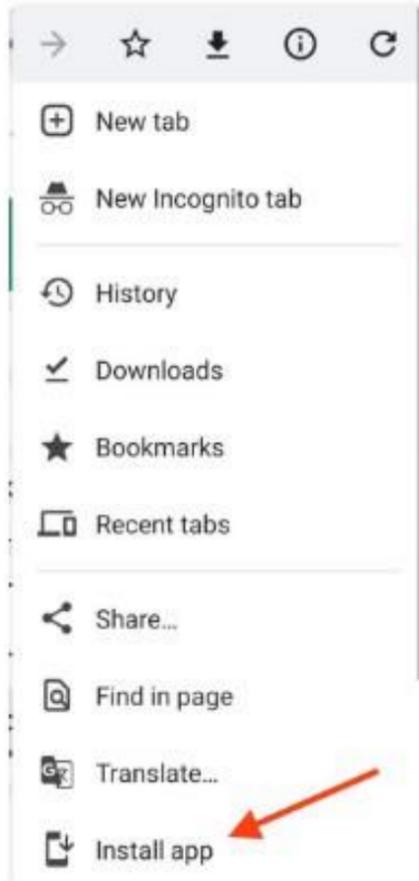
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Android

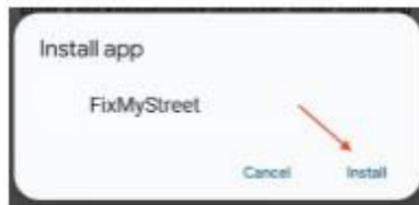
1. Load <https://fixmystreet.cheshireeast.gov.uk/> on your mobile browser
2. Press the 'three dots' icon to open the browser menu



3. Select 'Install app' or similar



4. Select 'Add to home screen' / 'Install' (varies by device)



5. Use FixMyStreet as an app