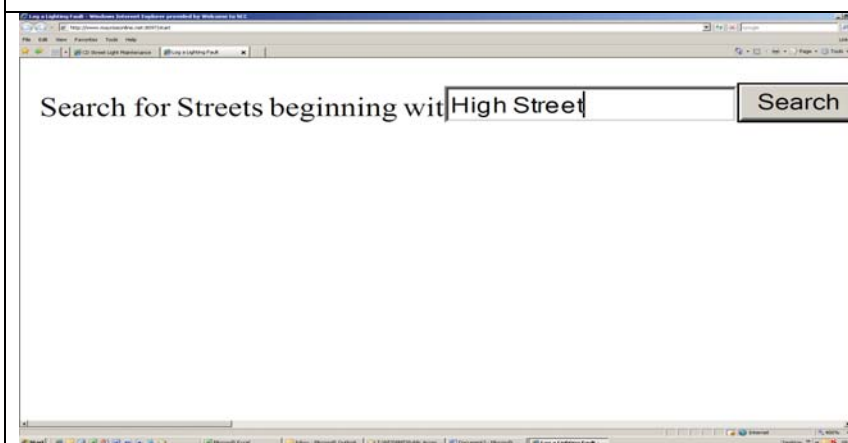


How to report highway electrical faults using the on line system (including streetlights, lit bollards, lit signs, lights at school crossings and zebra crossings)

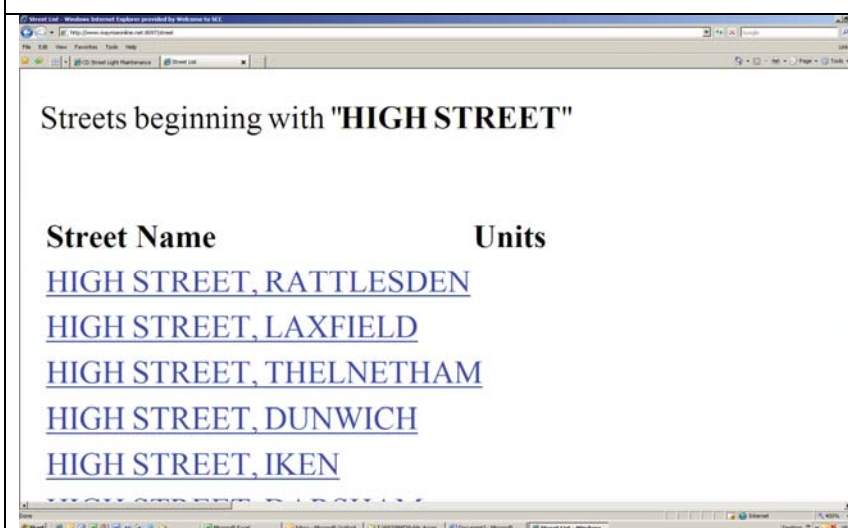
Click on link: <http://www.mayriseonline.net:8097/start>



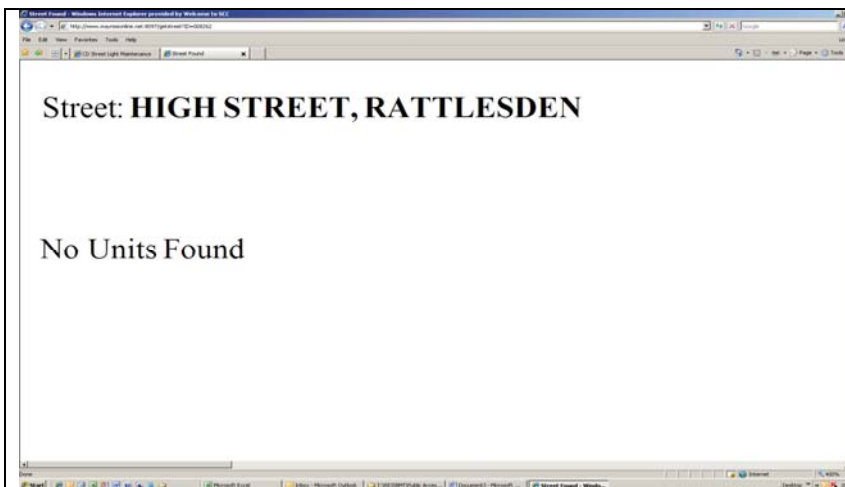
This screen will appear



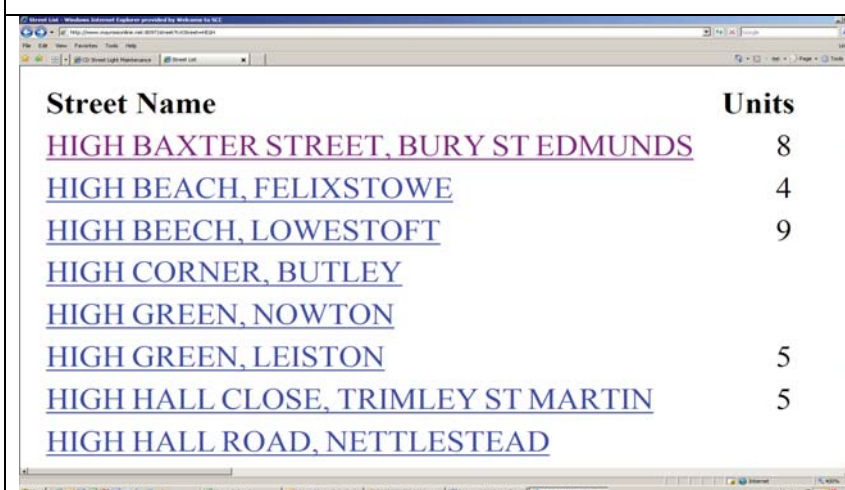
Type in the name of the road and click on Search:



This screen will appear. If there are no units on a road, there will not be a number under the Units heading. If you click on the road the following message will appear.

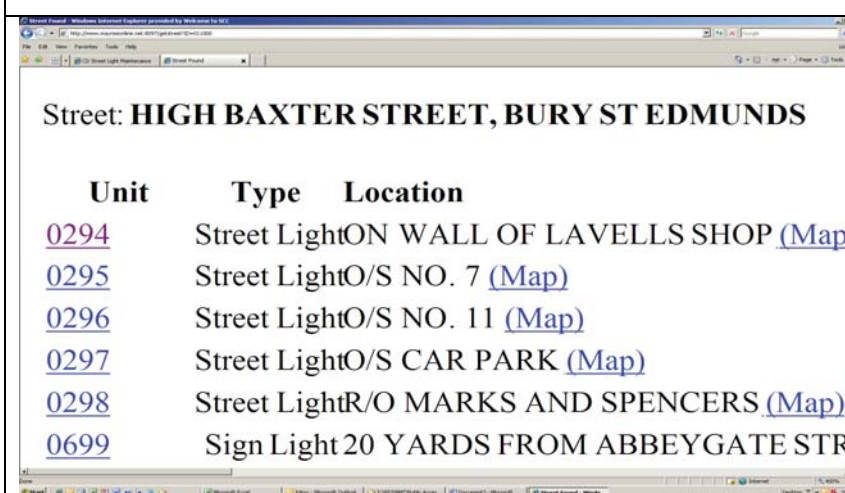


This means that Suffolk County Council (SCC) does not own or manage any lit equipment on this road and you will need to report any fault to whoever owns or manages it. The parish or town council for the location may be able to help.



If SCC **does** own or manage lit equipment on a road there will be a number in the Units column.

Click on the road name. A new screen will appear



In this example High Baxter Street, Bury St Edmunds has been selected.



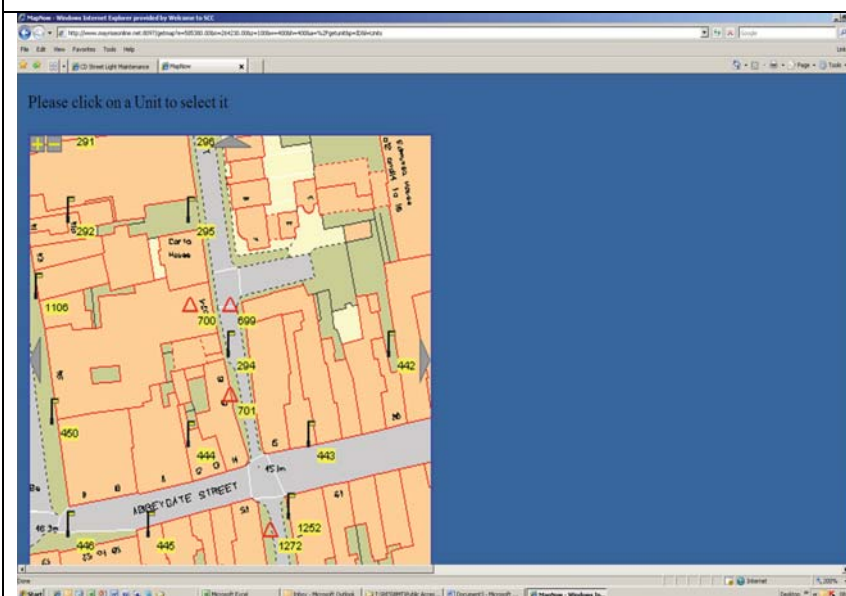
A label is attached to all lit equipment owned or managed by SCC – an example of the label attached to streetlamps is shown below. Lit bollards and other lit equipment have similar numbers on them although not in the same format:

Street: **HIGH BAXTER STREET, BURY ST EDMUNDS**







Unit	Type	Location
0294	Street Light	ON WALL OF LAVELLS SHOP (Map)
0295	Street Light	O/S NO. 7 (Map)
0296	Street Light	O/S NO. 11 (Map)
0297	Street Light	O/S CAR PARK (Map)
0298	Street Light	R/O MARKS AND SPENCERS (Map)
0699	Sign Light	20 YARDS FROM ABBEYGATE STR

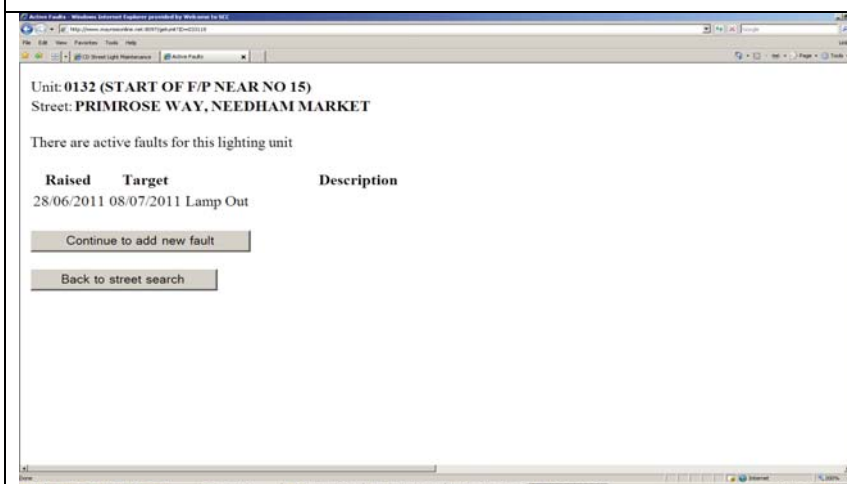
If you know the number of the unit, can click on the blue number

If you do not know the unit number, please click on ([Map](#))

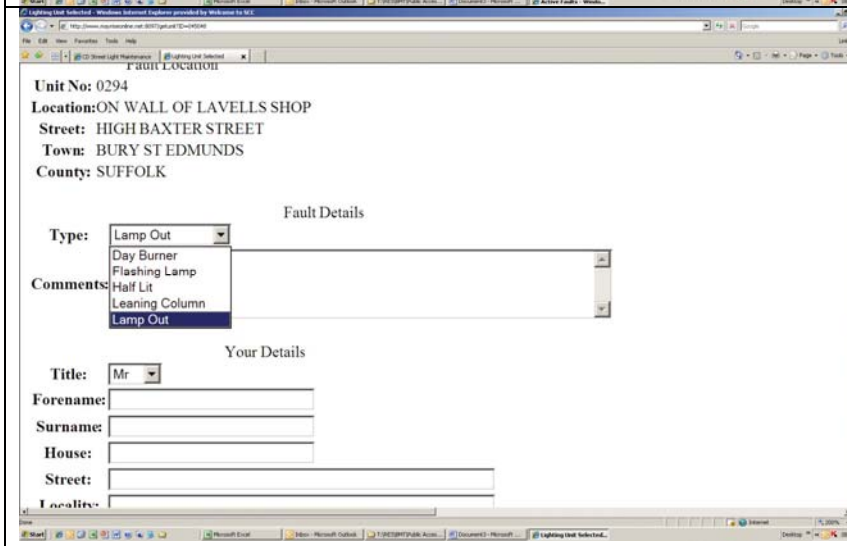


This screen will appear.

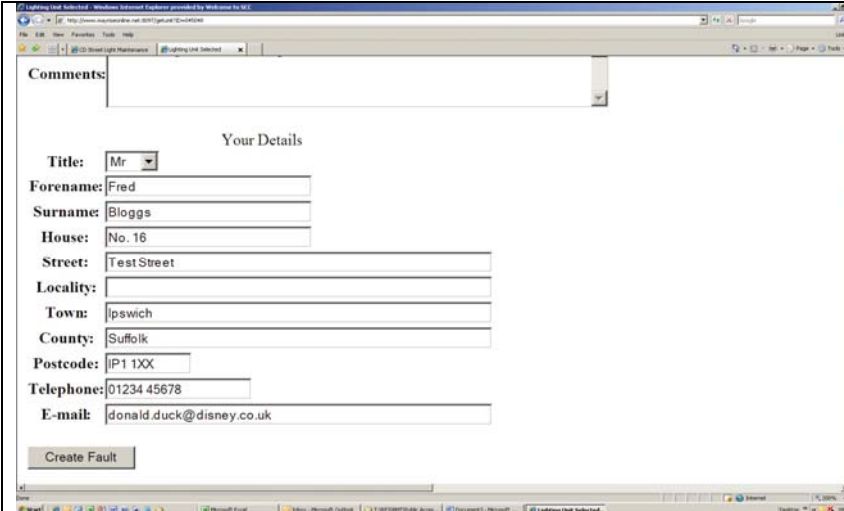
Street light		The meaning of the symbols is shown here. Click on the symbol beside the unit number.
Lit bollard		
Lit sign		
Zebra beacon		
School flasher unit		
Horse crossing		



If the fault has already been reported, this screen will appear. This gives you the option to add another fault if it's a different fault to the one shown – in this case “Lamp out”:



Irrespective of whether you use the unit number or the map, if the fault has not been previously reported, this screen will appear. Details of the unit number and location you have selected are at the top. In the “Type” field, click on the down arrow which will give you a list of fault types. Click on the relevant fault – in this example “Lamp out” has been selected. You can add any additional information you want to provide in the “Comments” box.



Lighting Fault Selected - Windows Internet Explorer provided by WebViewer to MEC

Comments:

Your Details

Title:

Forename:

Surname:

House:

Street:

Locality:

Town:


County:

Postcode:

Telephone:

E-mail:

The bottom part of the screen can be completed with contact information, as in this example. When you have completed the form, please click Create Fault:



Fault Registered - Windows Internet Explorer provided by WebViewer to MEC

Thank you, your reference number is **WEB001753**.

This lighting fault has been registered successfully.

The following screen will appear which confirms that you have successfully reported the fault. If you want to report another fault, please click on Street search.