



Guide to reporting Public Rights of Ways problems using the Countryside Access Map Webpage

Contents

1. Register and manage your account.....	2
1.1 New Users	2
1.2 Logging in	3
1.3 Forgotten password	3
1.4 Managing your account.....	4
2. Navigate through the webpage	5
2.1 Moving around the map	5
2.2 Searching the map.....	6
2.3 Current and saved location	6
2.4 Map legend	6
2.5 Turn layers on/off	7
2.6 Enlarge or reduce map.....	7
2.7 Print Map function	7
2.8 Identify tool.....	8
3. Report path problems.....	9
3.1 Locate the problem on the map	9
3.2 Selection of the path	9
3.3 Mark the location of the problem.....	10
3.4 Enter details of the problem and submit.....	10
3.5 Existing reports - requesting updates or adding comments	11
4. Track path problems.....	13
4.1 View problems you have reported.....	13
4.2 Track a problem	13



1. Register and manage your account

To be able to report or track a problem, you will have to register or login first.



Countryside Access Map

Log in

1.1 New Users

If you do not already have an account, please enter the details into the registration section of the Log in page.

Registration

Please enter the following details:

Passwords must be:

- At least 6 characters in length
- At least 1 number and 1 letter
- At least 1 non-alphabetic or non-numeric character e.g. ! " £ \$

* **User name:**

* **Password:**

* **Confirm Password**

Email address: *

Title:

* **First name:**

* **Last name:**

By also providing a phone number it enables us to contact you if we require more information about any problems you report.

Telephone:

I consent to the Authority storing my personal details for the purpose of the management of the Public Rights of Way network. I understand that my personal data will be stored securely, not shared with any third parties without my consent, and not used for any other purposes. For more information please refer to the following [Privacy notice](#).

I agree to the Privacy Policy ☐

Required fields are marked with a *

Create My Account



Next, to complete the registration and activate your account you will have to follow the link you have been sent by email.

Registration

Complete

You have been sent an email. Please click the link contained in the email to activate your account.

Continue

1.2 Logging in

To log in enter the details into the “Returning User” section of the Log in page.

Returning User

User Name:

Password: *

☐ Remember me next time.

Log In

1.3 Forgotten password

In case you have forgotten your password, enter your **User Name** into the “Forgot Your Password?” section of the Log in page to receive a password reset email. A temporary password will be emailed to your registered email address for the account.

To change this temporary password click on to “Manage My Account” section (see 1.4 below).

Forgot Your Password?

Enter your Username to receive a password reset email. The email will be sent to your registered email address for the account. Please note: for new accounts, before you can login, you must click the account validation link contained in the registration email that was sent to you when you registered.

User Name:

Reset Password



1.4 Managing your account

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

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[Report a Problem](#)

[Countryside Access Map](#)

[Track a Problem](#)

[My Reported Problems](#)

Manage My Account

[Log out](#)

Manage My Account(Registered User)

Use this page to update your contact details, change your password or delete your account.

My Details

User name:	
Email address:	
Title:	Miss
First name:	
Last name:	
Telephone:	

My Password

Passwords must be:

- At least 6 characters in length
- At least 1 number and 1 letter
- At least 1 non-alphabetic or non-numeric character e.g. ! " £ \$

Current password:

New password:

Confirm new password:

Delete My Account

Click the Delete My Account button to delete your account.

Please note that if you have submitted any work records or reported any problems your contact information will be retained as part of those records.

2. Navigate through the webpage

The screenshot shows the 'Countryside Access Map' interface. On the left, there's a sidebar with a 'Search map' section containing radio buttons for 'Town/Village', 'Street name', 'Postcode', 'Parish', 'Grid reference', 'Path number', and 'Village Green Application'. Below this is a 'Current location' section with a 'Go to current location' button and a 'Save location' section with 'Go to my saved location' and 'Set my saved location' buttons. The main area features a map of Horspath with a highlighted path. A 'Map legend' is at the bottom left of the map area. On the right, a 'Layers' panel lists various map features like 'Restrictions', 'Furniture', 'Potential Changes to DM&S', 'Paths', 'Promoted Routes', 'Village Green Applications', 'Access Land', 'Parish Boundary', and 'Aerial Photography'. At the top right, there's an information icon. At the bottom right, there are 'Enlarge' and 'Print Map' buttons. A grid reference 'SP 59205 4677' is displayed. Numbered callouts point to: 2.1 (Map legend), 2.2 (Search map sidebar), 2.3 (Current location sidebar), 2.4 (Map legend button), 2.5 (Layers panel), 2.6 (Enlarge button), 2.7 (Print Map button), and 2.8 (Information icon).

2.1 Moving around the map



On the map you can:

- Drag the slider or click on '-' to '+' to zoom in and out 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

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

☒ Town/Village

☐ Street name

☐ Postcode

☐ Parish

☐ Grid reference
(e.g. SP4288 0885)

☐ Path number e.g. 100/10

☐ Village Green Application
Reference e.g. NLREG24

Search

Select the search type you want to use, enter the criteria into the box and click ‘search’

2.3 Current and saved location

Current location

Go to current location

Save location

Go to my saved location

Set my saved location

If your device has a GPS, you can centre the map to your current location by pressing the ‘Go to current location’ button.

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.

2.4 Map legend

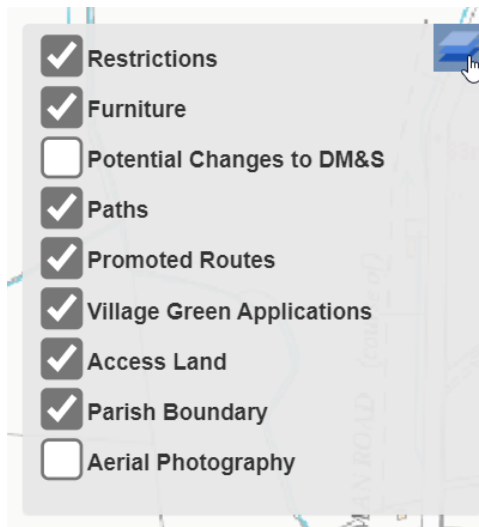
The legend explains all the map symbols. To view the legend, click on the cross symbol next to ‘Map Legend’ at the bottom of the map. To hide it, click on it again.

Page | 6

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2.5 Turn layers on/off



To turn on/off any of the layers, move the mouse over the layers button and the list of layers will appear.

Then click to the tick box next to each layer to turn it on or off.

2.6 Enlarge or reduce map



The map area can be expanded by selecting the “Enlarge” button at the bottom of the map.

To reduce it back to the original size select the “Reduce” button.

2.7 Print Map function

The “Print Map” function can be used to save a plan of the current area shown as a pdf document.

The title will appear at the top of the plan, and from the drop-down options you could change the format and orientation of the document.



Print Map to PDF [X]

Title:
Enter title

Format:
A4 [v]

Orientation:
Landscape [v]

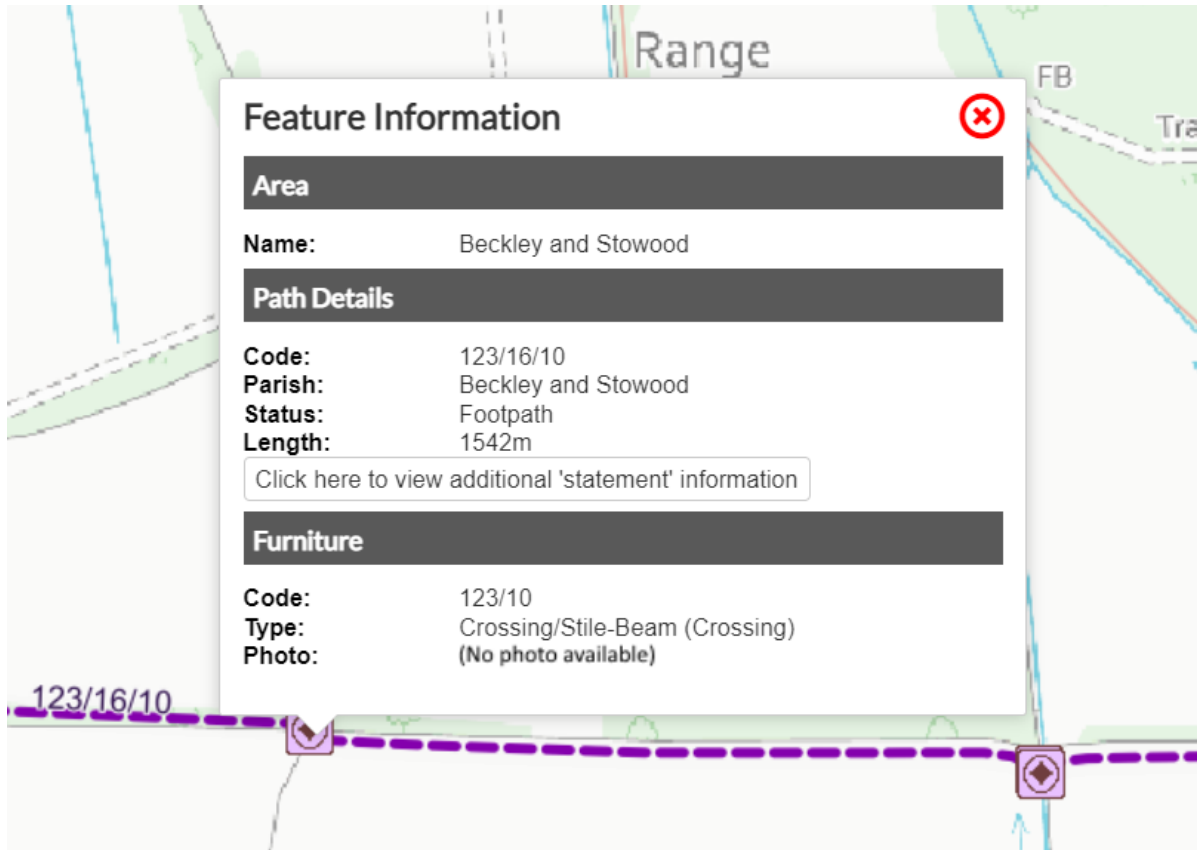
[Print Map]



2.8 Identify tool



Select the identify tool and then click on an item on the map to see further information of the feature.



3. Report path problems

To report a problem, please register or login first and then select the 'Report a Problem' option in the menu.

3.1 Locate the problem on the map

Use the search map function (section 2.2) or navigate with the mouse to the correct location to find the Public Right of Way. You can only report problems within the County and 50m of a path.

3.2 Selection of the path



Select the path that the problem relates to by using the selection tool.

When the path is selected a pink buffer area will appear around the feature. **Please note that if the path is not highlighted, you will not be able to make the report.**



Report a Problem

- Countryside Access Map
- Track a Problem
- My Reported Problems
- Manage My Account
- Log out

Search map

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

- ☒ Town/Village
- ☐ Street name
- ☐ Postcode
- ☐ Parish
- ☐ Grid reference (e.g. SP4288 0885)
- ☐ Path number e.g. 100/10
- ☐ Village Green Application Reference e.g. NLREG24

Islip

Q Search

Current location

Go to current location

Save location

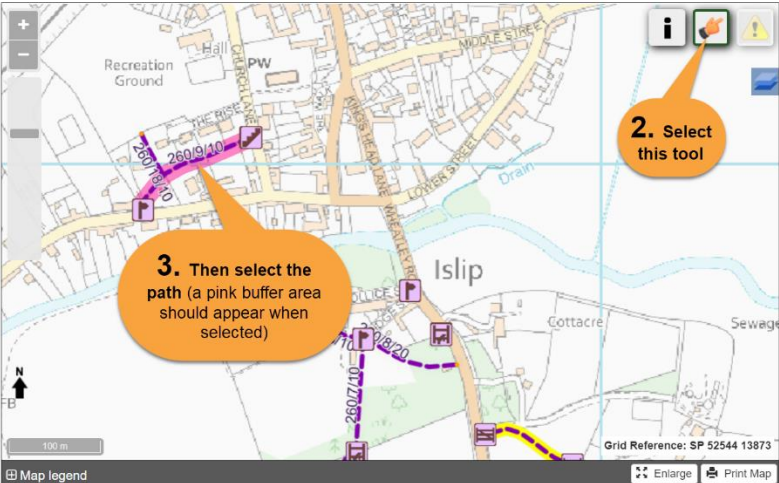
Go to my saved location

Set my saved location

Report a problem

Report any problems which you have encountered on the Public Rights of Way network. You can only report problems within the County and 50m of a path.

1. Find the location of the problem
2. Select the path or access land that the problem relates to  or use the identify tool  to view an existing problem and add your details to it to receive updates.
3. Mark the location of the problem 



Map legend

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When using a mouse: hold the shift key and drag a box on the map to zoom in to a specific location. On a touch device: pinch or drag a box to zoom.

The Countryside Access Map is a representation of the legal record of public rights of way in Oxfordshire, but without prejudice to any existing unrecorded rights. The map does not constitute a legal record. Read details of the [Definitive Map and Statement](#).

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3.3 Mark the location of the problem



Once the path is selected the add new issue tool will be activated. Select this tool and click on the map to add the location of the issue. If not the correct location, click on the map again to re-position the problem marker.

Then press the “Problem details” button to enter the relevant information.

3.4 Enter details of the problem and submit

In the problem details pop up window, select the “Problem type” and add any further information including the location details.

Before submitting check that the request updates box is ticked in case you want to receive email updates. **Sometimes the box is not automatically ticked.**

Lastly select ‘add photos’ to browse to any photos you wish to add to your report. You can add multiple photos but please remember to keep them as small as possible.

And final step, submit! A confirmation message will give your reference number.



Report a problem

Report any problems which you have encountered on the Public Rights of Way network. You can only report problems within the County and 50m of a path.

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3. Mark the location of the problem

Problem details

Select the problem type, then give as much information as possible including location. If you have a photo of the problem, click the Add Photo button.

*Problem type: -- Select --

Description/location details

Status updates for this problem will be sent to the registered email address unless you untick this box. If this box is unticked you will not receive any further communication other than the initial confirmation email. ☒

Add photos Please keep photos as small as possible.

Submit

Required fields are marked with a *

Grid Reference: SP 52888 14044

Map legend

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When using a mouse: hold the shift key and drag a box on the map to zoom in to a specific location. On a touch device: pinch or drag a box to zoom.

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3.5 Existing reports - requesting updates or adding comments

If the problem has been reported already you can request updates or add a comment.



First select the identify tool and click the issue on the map for which you want to find out more information.

Once the pop-up window appears, select the option "Click here to add comment/receive updates"



Then submit information or comments about the existing problem into the box and submit the update.

! Remember to check that the request updates box is ticked if you want to receive any email updates. Sometimes the box is not automatically ticked.

Add Comment

Issue: 22479

Admin Area: Kidlington

Issue Type: Fence/Fences

Issue Status: Unresolved

Please enter any additional comments about the reported problem

Status updates for this problem will be sent to the registered email address unless you untick this box. If this box is unticked you will not receive any further communication other than the initial confirmation email.

☐

Add photos

Please keep photos as small as possible.

Submit



4. Track path problems

4.1 View problems you have reported

Report a Problem

Countryside Access Map

Track a Problem

My Reported Problems

Manage My Account

Log out

To view a list of your reports select the “My Reported Problems” tab in the left-hand side.

The list includes all the problems you have reported using your account.

You could narrow them down by using the following filter options:

- All outstanding
- All completed
- Completed in the last six months
- Reported in the last month
- Reported in the last year

Reported problems (1)

Filter All outstanding

Ref	Submitted	Problem	Parish	Status	Status Comment	Updated
210712067	14 Jul 2021	Definitive Map Issue - test to check rejecting issue	Claydon with Clattercot	Rejected	Your problem has been rejected as not enough information was provided. Please resubmit with more information.	14 Jul 2021

< « 1 » > ☐ Show all on map Show 10

Use the page numbers at the bottom of the list to view more problems.

! When you select an item in the table, the map below will zoom to its location.

4.2 Track a problem

Report a Problem

Countryside Access Map

Track a Problem

My Reported Problems

Manage My Account

Log out

Select the “Track a Problem” tab in the left-hand side.

Then enter the reference number into the search box and click “Find”.

The map will zoom to its location.

Track your problem

Retrieve the details of a problem and review its status.

Please enter the reference number of a previously reported issue (e.g. 210312345) then press the 'Find' button.

Reference number: Find