

# How to Report a problem on the NCC Highways website

Using Google or other search engine put in

**NCC Highways Report a problem**

Which should take you to

<https://www.norfolk.gov.uk/roads-and-transport/roads/report-a-problem>

Choose between **Report a Highways Defect** or **Report a Footpath Defect**

There are then a series of choices so click on one. Let's choose pothole

If you want to follow progress (tracking) you will need to register (you only have to do this once) and then sign in

If you just want to report the problem (anonymously – non-tracking) choose the lower box

Select an option eg **pothole in road** or **pothole in path**

You will be offered a map which you can move around with your mouse and zoom in to a spot (+) Zoom in as close as possible and click your mouse on the site of the problem

A red flag will appear

Next you will be offered a series of options eg **depth pothole** or **diameter pothole**

Next an opportunity to give some words of your own about the problem

If you are feeling adventurous you can upload a photograph

A final check through and hit submit.

**It really is easy and probably quicker than reading this.**