Highways Searches Automated Payments

User Manual

Contents

Registering an account.

To access the solution you will need to sign in, the first time you use the solution you will need to register. Use the link Highways search checks - Sign In - Birmingham City Council

To create an account, click on Register
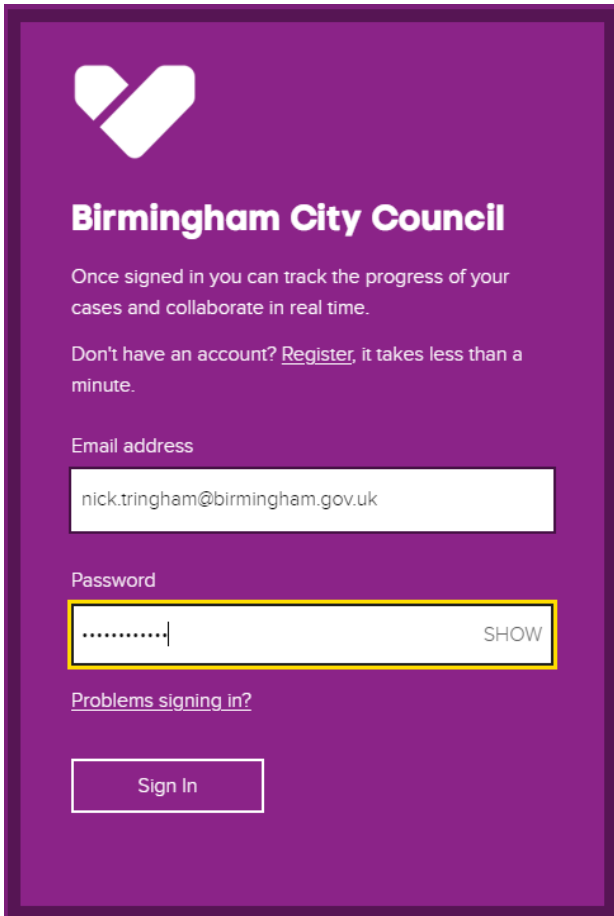
Follow the steps, initially by typing in the email address you would like your account to be registered to. For security purposes you need to verify the email address you have submitted, an email link will be sent to the email account to verify the address. Once you have completed this process you can login to the system. Use the link Highways search checks - Sign In - Birmingham City Council

Logging in.

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After you have typed in your email address and password you will be presented with a screen asking you to confirm you have watched the video on how to draw a polygon. To watch the video just click on the purple hyperlink entitled "video", on subsequent visits to the site you won't have to watch the video again, but you will need to confirm you have watched it, by checking the tick box.

Using the system.

Click on the purple hyperlink "go to the map".

In each session, you can make up to ten requests and then pay for them together. When you have reached 10 requests you will not be able to add any more to the basket. For each request you select the questions you want, build a polygon for that search and then add it to the cart.

Questions.

You can select multiple questions from the list, each question is chargeable. Section 38 Agreement, can only be selected in isolation, this is because this question needs to be quoted for. If you submit a cart with a Section 38 agreement question or large search area, the whole cart is referred to the Highways Searches team who will calculate the fee and send you an email confirming the cost. The email will contain a link to the online payment screen allowing you to pay for the search.

For each of your requests you can review the question selection, if you don't change them, any subsequent request, (in the same session), will have the same questions selected. When you have selected the question(s) you must press save.

Polygons.

The next stage is to define the area of the search. You will need to locate the area on the map, use the postcode and type in any full Birmingham postcode and then click on the magnifying glass button.
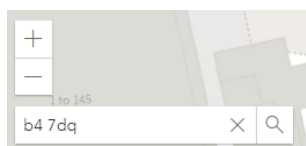
This will then centre the map on that postcode and zoom in, you can also use the "+" and "-" buttons to zoom in and out. Once you have located your area, click the build button.
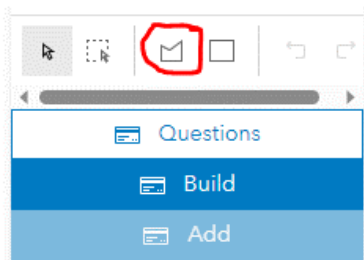
Clicking on the Build button will bring up the polygon drawing tool button, (circled in red above). When you click on the polygon drawing tool button it automatically activates drawing mode.

You now need to draw a polygon around the property in question. Click once on the map at a convenient point on the property boundary to start the polygon, and then add additional clicks for each intervening node (point), a double click will draw the last node and close the polygon to the first node. Once the polygon has been completed it will be highlighted by an orange rectangle.

If you are not happy with the polygon, press the "Back Space" or the dustbin button underneath the polygon drawing tool button, this will delete the whole polygon. Then select the polygon drawing tool button and redraw the polygon from the start.

If you are happy with the polygon, click on the add button. You will then be presented with a list of addresses that fall within 50 meters of your site, the nearest address will appear first, select the relevant address from the list. If the request is related to a land parcel or your address doesn't appear on the list, select "No relevant Address". There is also an option for "Multiple Addresses", select this if it applies. This information this will assist us when we process the search.

Once you have selected the address or other option from the list, the polygon along with the relevant questions will be added to the cart, the cart total will increase by the value of that search.

To add another request, select the questions you require and build the polygon as above.

Shopping Cart.

Up to ten requests (polygons & questions) can be added to each cart. Unfortunately, individual requests cannot be deleted from the cart, the whole has to be deleted. We hope to introduce the ability to delete individual requests as a future enhancement to the solution.

Once you are happy with the cart and would like to proceed to payment click on submit, this will take you to the Council's WorldPay site. All fields on this form are required.

Once you have confirmed the details you will be taken to the Worldpay payment site, all the values must match exactly what is on your card.

When payment has been made you will get an onscreen confirmation and an email confirmation/receipt.

The request is then sent to the highway Searches team who will email the results to you within ten working days.

Reviewing Applications.

All of your requests will be available to view in "MyBrum" account, you can view them using BRUM account | Birmingham City Council use the email and password you set up at the start. You can see the requests you have made and monitor their progress.

There is a link for you to see the spatial element of your requests via our public facing web mapping service. You will need to log into to this service, we will send you login details shortly after you have submitted your first Highways Searches request.