How to login to ORR's online RIDDOR form
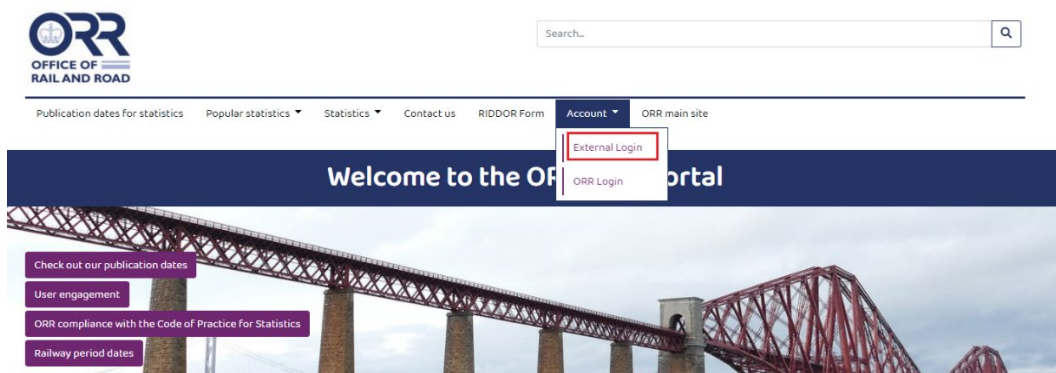
1. Go to the homepage of ORR's data portal https://dataportal.orr.gov.uk/
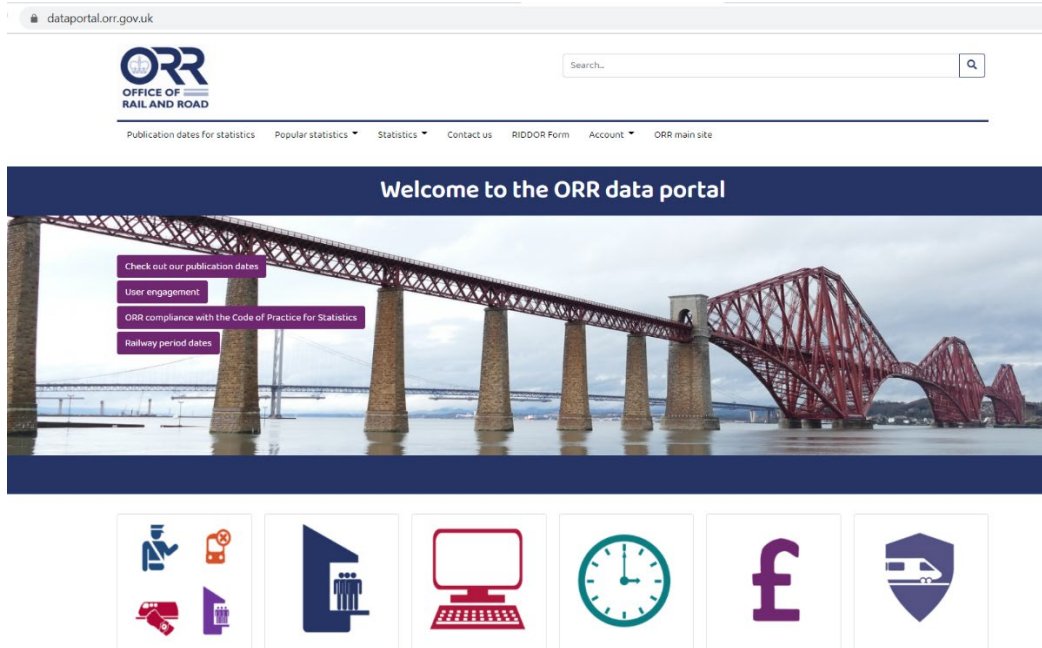
2. On the menu bar, select the Account drop-down.
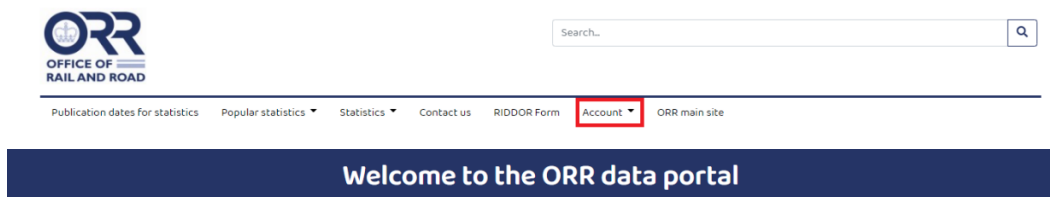
3. Click 'External Login'

4. If you have not used the form before, you will need to register on the data portal to use it. If you are already registered, go to para 13.

5. On the right-hand side of the screen, please enter

- Name;

- Email Address; and

- Password (must be at least 10 characters)

6. Click 'Register'. *(NB. If your organisation has more than one person responsible for submitting incidents, you can set up a generic user account, which can be accessed by anyone within your organisation with the relevant password. This has to be in the correct email format (e.g. RIDDOR@yourorganisationname.co.uk)*

7. You are now registered on ORR's data portal but now need to request access to the RIDDOR form itself.

8. On the menu bar, select 'RIDDOR Form'.
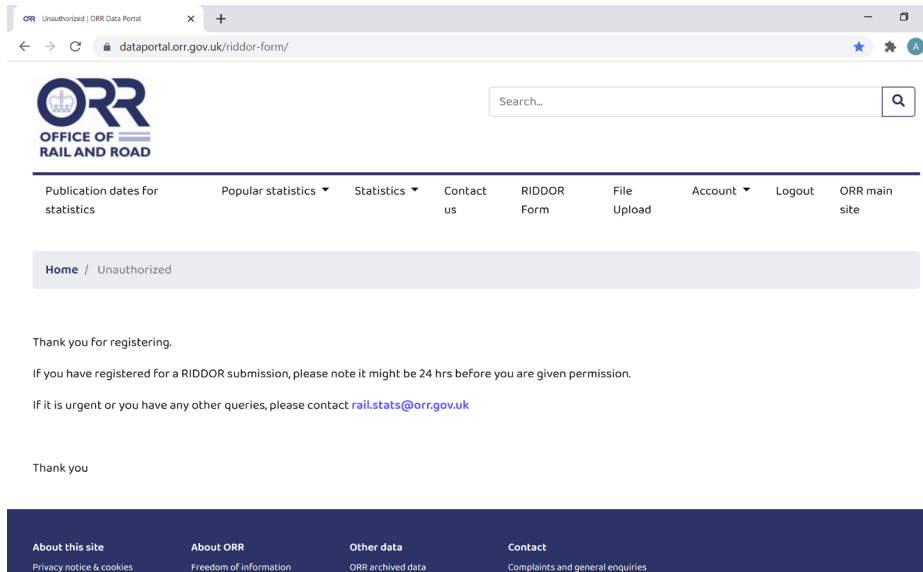

9. Please enter your name and email address (the same as that used to register to the data portal). Click 'Submit'.

10. You will then see this screen, confirming that ORR has received your request to access the RIDDOR form.

11. It may take up to 24 hours for ORR to manually assign you to the RIDDOR user group and you will receive an email, confirming that you now have access to the RIDDOR form.

12. When you log in next time your username is your email address that you used to register your account. Enter this along with your password (If you want to change your password, you can do so in the Account – User Profile menu option).

13. Now you have been successfully registered, you can access the form by selecting 'RIDDOR Form' from the menu bar.
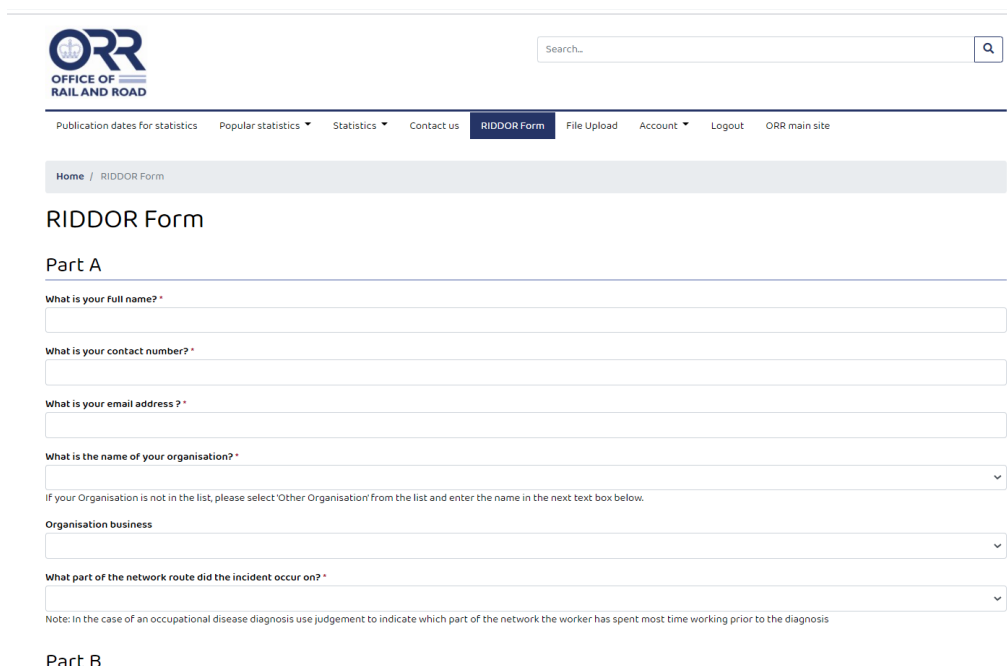
14. There is a facility to print off the RIDDOR form for your own records. Please do this **before** clicking 'Submit'.

15. Once submitted to ORR an email will be sent out confirming the receipt and a unique reference number.

16. You can bookmark the RIDDOR form page for subsequent entries.

17. If you have any issues using the RIDDOR form, please contact rail.stats@orr.gov.uk

FAQ's	Please try the following:
The RIDDOR form will not submit	Check the form for any **red** help notes
Date	Please use the built in Calendar function
Time	Please use the following 24 hour format (HH:MM) i.e. 16:30
Where did the incident occur?	Please use nearest: Station; City; or, Town
Part C1 – injured person	Please use C1 should there be a casualty. If there are two casualties, then please use C2 and so on. Please do not report the same casualty twice.
I have submitted a RIDDOR incident but have not taken a copy of the form.	Please email rail.stats@orr.gov.uk and ask for a copy for your records. Please provide RiRefNo or date/location of incident.
Is it RIDDOR reportable?	Please describe the incident and email rail.stats@orr.gov.uk.We will provide guidance.
I have submitted a RIDDOR incident but have not received a confirmation email with a reference number.	Please email rail.stats@orr.gov.uk and ask for confirmation that it has been received. Please provide date/location of incident.
I have submitted a RIDDOR incident and want to update/make amendment/add extra information.	The duty holder (DH) cannot make amendments or add extra information. Please send the updated text or amendment to rail.stats@orr.gov.uk and provide the RiRefNo. ORR will send the updated RIDDOR to the DH (and copy in the original person who made the RIDDOR, if the DH is different).

FAQ's	Please try the following:
Is it possible to add pictures or a short video which demonstrates the incident sometimes much better than plain text.	No, it is not currently possible to do this with the system. The DH can hold the extra information and send through to ORR's RSD Inspector should the Inspector wish to investigate further.