



Registering a New Organisation in the Close Call System

Version 2

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1 Registering a New Organisation

If you have clicked on **Register New Organisation** and have not checked whether your organisation already exists in the system, please see **section 1.1** below.

If you still need to register your organisation then go to **Section 2** of this guide to find out how to register and what information is required in order to set your organisation up in the Close Call System.

1.1 Checking the Organisation List

Before registering a new organisation it is important that you check first whether your organisation already exists in the Close Call System.

1.1.1 Click on the **Register Now** hyperlink

Figure 1:



1.1.2 Check the Organisation list by clicking on the spy glass next to the Organisation field.

Figure 2:





Key Learning Point

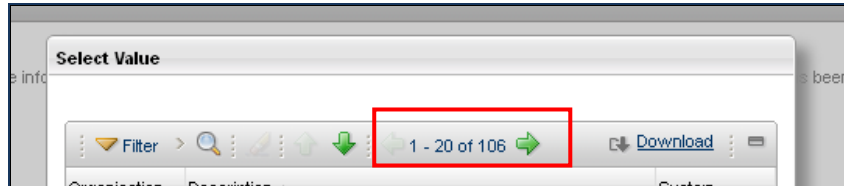
There are two ways in which you can find your organisation using the search function. These are detailed below -

1. The organisations are listed in alphabetical order

Figure 3:

Organisation	Description	System
YJLLTD	YJL Infrastructure Limited	CLOSECAL
XERVON	Xervon Palmers Ltd	CLOSECAL
WALKCONS	Walker Construction (UK) Ltd	CLOSECAL

Scroll through the Organisation names using the green arrows



2. Type part of your company name in the **Description** field and press return to narrow down search

Figure 4:

Organisation	Description	System
	Balfour	
BBCIVENG	Balfour Beatty Civil Engineering Ltd	CLOSECAL
BBRAIL	Balfour Beatty Rail Ltd	CLOSECAL

Cancel

2 Registering an organisation if it is not listed in the Close Call System

If you cannot find your organisation in the list, then you need to request for your organisation to be set up in the system by emailing closecall.enquiry@rssb.co.uk. Access to the Close Call System is only granted if the organisation holds a Network Rail Principal Contractor licence, or is in the process of applying for one. Please email proof that you meet the criteria, along with the name and email address of your Organisation Administrator.

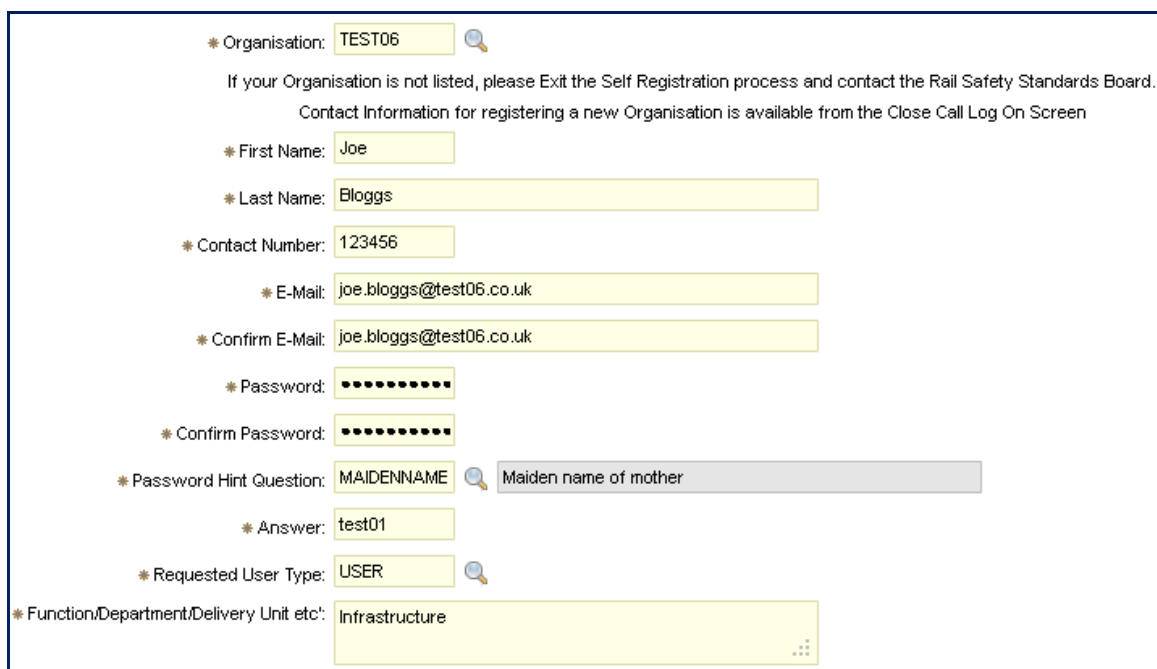
You will be notified when your organisation and Organisation Administrator account has been set up.

Other users can then proceed to register (see section 3).

3 Registering to be a Close Call User

If your organisation is already listed in the Close Call System (see section 1.1 above), then select it from the Organisation list to insert it into the registration page, and proceed to enter the rest of your details to register as a user.

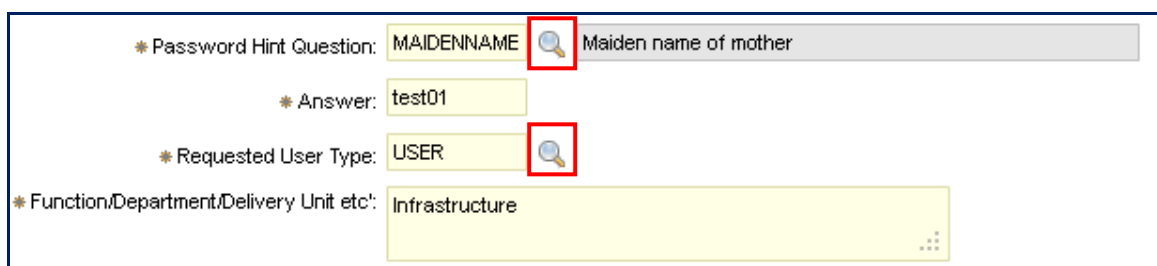
Figure 5:



The screenshot shows a registration form with the following fields and values:

- * Organisation: TEST06
- If your Organisation is not listed, please Exit the Self Registration process and contact the Rail Safety Standards Board. Contact Information for registering a new Organisation is available from the Close Call Log On Screen
- * First Name: Joe
- * Last Name: Bloggs
- * Contact Number: 123456
- * E-Mail: joe.bloggs@test06.co.uk
- * Confirm E-Mail: joe.bloggs@test06.co.uk
- * Password: [masked]
- * Confirm Password: [masked]
- * Password Hint Question: MAIDENNAME (Maiden name of mother)
- * Answer: test01
- * Requested User Type: USER
- * Function/Department/Delivery Unit etc: Infrastructure

Figure 6:



This close-up screenshot highlights two search icons (magnifying glasses) in red boxes:

- One next to the 'MAIDENNAME' dropdown menu for the Password Hint Question.
- Another next to the 'USER' dropdown menu for the Requested User Type.

Password Hint Question: You can pick a hint question by clicking on the spy glass. This question and answer will be used to verify your identity if you forget your password.

Requested User Type: You must request what user level you require by clicking on the spy glass and selecting from the list.

USER: This is the most common level of user and it allows you to create close calls, run reports, bulk upload data and search.

RESPONSIBLE MANAGER (RM): This has the same level of access as a USER; however, RM's are responsible for verifying close call records that are ranked as High Risk.

Function/Department/Delivery Unit etc: By informing the Organisation Administrator which particular function, department or delivery unit you work in, it will allow them to set you up in the correct division within the organisation structure in the system.

3.1 Submit User Request

Click **'Submit'** to send your user request. This will send notification to your Organisation Administrator, who will verify the information and provide you with access to the system. You will be sent an email to notify you when access to the Close Call system has been approved.

Figure 7:

The screenshot shows a registration form with the following fields and values:

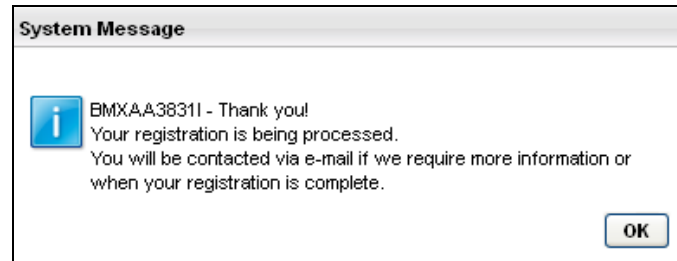
- Organisation: TEST06
- First Name: Joe
- Last Name: Bloggs
- Contact Number: 123456
- E-Mail: joe.bloggs@test06.co.uk
- Confirm E-Mail: joe.bloggs@test06.co.uk
- Password: [Redacted]
- Confirm Password: [Redacted]
- Password Hint Question: MAIDENNAME (Maiden name of mother)
- Answer: test01
- Requested User Type: USER
- Function/Department/Delivery Unit etc: Infrastructure

At the bottom right, there are two buttons: "Submit" (highlighted with a red box) and "Exit".

3.2 Confirmation

After clicking Submit you will receive a pop-up message to confirm that your user request is being processed.

Figure 8:



Please contact the CCS Support Team on closecall.enquiry@rssb.co.uk if
require any further information or advice.