Registering to be a Close Call User

Version 1

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1 Registering to be a Close Call User

You can register to become a close call user from the sign in screen. This will send an email to your Organisation Administrator, who will set you up with a username and password to access the system.

1.1 Click on the **Register Now** hyperlink on the log in screen

Figure 1:

1.2 Find your Organisation by clicking on the spy glass next to the Organisation field.
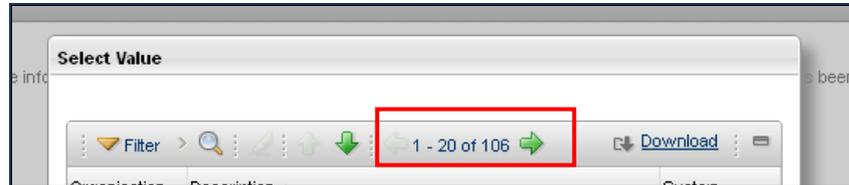
Figure 2:

Key Learning Point

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

1.2.1 The organisations are listed in alphabetical order

Figure 3:

Scroll through the Organisation names using the green arrows

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

Figure 4:

1.3 Enter your details in the fields provided

Figure 5:

Figure 6:

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 a user type 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. *(See guidance note: 'Responsible Manager –Processing & Completing Close Calls')*

Function/Department/Delivery Unit etc: By informing the Organisation Administrator which 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.

1.4 Click the **Submit** button.

This will send notification to your Organisation Administrator, who will verify the information and provide you with access to the system.

Figure 7:

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

Figure 8:
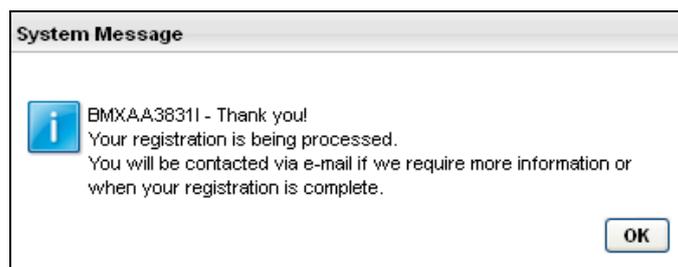
You will be sent two emails. The first email will be sent to confirm that your details have been sent to the Organisation Administrator.

The second email will be sent to inform you of your log in details once the Organisation Administrator has processed your request.

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