

## NETWORK OUTAGE REPORTING SYSTEM (NORS) QUICK REFERENCE GUIDE

### Log into NORS

1. Go to the FCC Homepage: [fcc.gov](http://fcc.gov).
2. Select **Browse by CATEGORY**.
3. Select **Licensing & Databases**.
4. Select **NORS** (opens NORS Homepage).
5. Select NORS link.  
Note: Alternate to Steps 1-5: insert <https://www.fcc.gov/network-outage-reporting-system-nors> in browser to navigate to the NORS Homepage.
6. Sign-in using the NORS login link.

### Change Password in FCC User Registration for NORS Password

1. Navigate to [FCC User Registration Page](#).
2. Select [Forgot or/Reset your Password](#).
3. Enter your e-mail address and click **Continue**.
4. An e-mail will be sent from FCC Registration. Click on the link in e-mail.
5. Answer your security question and click **Continue**.
6. Create a new password. Click **Continue**.

Note: Update security Question by clicking on the 'Update Password and Security Questions' link. An answer to the security question is required for every password reset request.

If assistance is needed for password / security questions, submit an inquiry to [CORES@fcc.gov](mailto:CORES@fcc.gov) or call the FRN Help Line at [877-480-3201](tel:877-480-3201) (Mon.- Fri. 8 a.m. - 6 p.m. ET).

### Create New Users (Inputter Account)

1. Go to the [FCC User Registration System](#).
2. Select **Create New Account**.
3. Enter information in required fields.
4. Login to [NORS](#) using the newly created account  
Note: If coordinator privileges are required, send request to NORS administrators: [FCCOutage@fcc.gov](mailto:FCCOutage@fcc.gov).

### Assign User to an Existing Company

1. Select **Assign yourself to a company** from the left navigation links.
2. Select **Register with an Existing Company? (Yes)**.
3. Search for the company to join as an inputter.
4. Enter the Company Security Code.  
Note: Contact the company coordinator if the security code is not known.
5. Select **Submit**.
6. Logout and log back in for the new changes to take effect.

### Create a New Company

1. Select **Assign yourself to a company** from the left navigation link
2. Select **No, Create a New Company**.
3. Enter the required information.
4. Click **Yes** to confirm the company details.
5. The company is created; outages can now be filed for this company.

### Logout of NORS

1. Select the User's name.
2. Select **Logout**.



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### Submit Report Notification

1. Select **Report Notification** from the left navigation links.
2. Select the company for which you are filing a notification if you belong to more than one company.
3. Enter information in required fields
4. Select **Submit Notification**.
5. Select **Yes** in “Confirm Submission of Notification Report” dialogue box.

### Submit Initial Report

1. Select **NORS Outages** from the left navigation links.
2. Search and identify the applicable Notification from the List View (the Notification to update and submit as an Initial Report).
3. Click the ⓘ icon to open NORS Outage Report form.
4. Enter information in required fields.
5. Select **Submit Initial Report**.
6. Select **Yes** in “Confirm Submission of Initial Report” dialogue box.

### Submit Final Report

1. Select **NORS Outages** from the left navigation links.
2. Search and identify the applicable Report from the List View (the Initial Report to update and submit as a Final Report).
3. Click the ⓘ icon to open NORS Outage Report form.
4. Enter information in required fields.
5. Select **Submit Final Report**.
6. Select **Yes** in “Confirm Submission of Final Report” dialogue box.

### Save Report as a Draft

Note: Initial and Final Reports can be saved as Drafts until the reports are complete and ready to submit.

1. Select **NORS Outages** from the left navigation links.
2. Select **Update NORS Outages**.
3. Search and identify the applicable Report from the List View (the Report to update before submitting as an Initial or Final Report).
4. Select the ⓘ icon to open NORS Outage Report form.
5. Enter information in required fields.
6. Select **Save Draft**.
7. Select **OK** in “Saved as Draft” dialogue box.

### Submit a Reopen Report Request for Final Notifications

1. Select **NORS Outages** from the left navigation links.
2. Search and identify the applicable Report from the List View (the Report to reopen).
3. Select the ⓘ icon to open NORS Outage Report form.
4. Select **Reopen Report**.
5. Enter information in required fields.
6. Select **OK** in “Request to Reopen Report” dialogue box.  
Note: The request is sent to a NORS administrator for review.

### Withdraw Report

1. Select **NORS Outages** from the left navigation links.
2. Search and identify the applicable Report from the List View (the Report to Withdraw).
3. Select the ⓘ icon to open NORS Outage Report form.
4. Select **Withdraw Report**.
5. Enter information in required fields.
6. Select **Withdraw**.
7. Select **Yes** in “Confirm Withdraw Report” dialogue box.

