Log into NORS
1. Go to the FCC Homepage: fcc.gov.
2. Select Browse by CATEGORY.
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 or call the FRN Help Line at 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.

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.
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

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

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

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 update before submitting as an Initial or Final Report).
3. Select the icon to open NORS Outage Report form.
4. Enter information in required fields.
5. Select Submit Final Report

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 Submit Final Report
5. Enter information in required fields.
6. Select Withdraw
7. Select Yes in “Confirm Withdraw Report” dialogue box.

Note: The request is sent to a NORS administrator for review.