## Version History

<table>
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<th>Author</th>
<th>Revision Date</th>
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<tr>
<td>1.0</td>
<td>Calvin Gerard</td>
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<td>Initial Issue</td>
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<td>Updated content and figures</td>
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1. **Introduction**

1.1 **Overview of the NORS Application**

The FCC Network Outage Reporting System (NORS), designed in the ServiceNow platform – a cloud, workflow-based application, gives users the capability to report telecommunications outages directly to the Federal Communication Commission (FCC).

Through NORS, users can submit notifications and reports, update reports, and complete administrative actions. Users perform these core activities through the “NORS Records/Actions” and associated modules in the navigator on the left side of the ServiceNow content pane (Figure 1).

- Assign Yourself to a Company
- Report Notification
- NORS Outages
- NORS Outage History

![Figure 1, NORS Records/Actions Options](image1)

NORS also has features to facilitate the exchange of outage data through Application Program Interfaces (API) and Extensible Markup Language (XML), accessible in the NORS navigator (Figure 2).

- Simple Object Access Protocol - SOAP API
- Representational State Transfer - REST API
- XML Upload

![Figure 2, NORS API/XML Options](image2)

1.2 **Document Organization**
The User Manual is a step-by-step document to help users easily use NORS. The document organization is:

Section 1.0: Contains general description of the NORS application
Section 2.0: Describes user roles and privileges
Section 3.0: Describes how users can access the NORS
Section 4.0: Describes how users can report an outage using the NORS
Section 5.0: Describes how users can create files with groups of selected NORS Reports
2. User Roles and Privileges

NORS user roles are defined for inputters, coordinators, or Department of Homeland Security (DHS) users. Privileges are applied to each role (see Tables 1, 2, and 3).

Table 1, Inputter Administrative Privileges

<table>
<thead>
<tr>
<th>Inputter</th>
<th>Records</th>
<th>Reports</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• View and update outage reports user submitted.</td>
<td>• Search and view a collection of outage reports user submitted.</td>
<td>• Self-assignment of user to a company.</td>
</tr>
<tr>
<td></td>
<td>• View and update user profile.</td>
<td>• View a collection of outage reports user submitted that are overdue or close to deadline.</td>
<td>• Report notifications.</td>
</tr>
</tbody>
</table>

Table 2, Coordinator Administrative Privileges

<table>
<thead>
<tr>
<th>Coordinator</th>
<th>Records</th>
<th>Reports</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• View and update outage reports submitted by any member of user’s company.</td>
<td>• Search and view outage reports submitted by any member of the user’s company.</td>
<td>• Assign new users to company.¹</td>
</tr>
<tr>
<td></td>
<td>• View and update user profiles of coordinator’s assigned company.</td>
<td>• View overdue outage reports submitted by any member of the user’s company which are overdue or due within five days for updating.</td>
<td>• Report notifications.</td>
</tr>
<tr>
<td></td>
<td>• View and edit details of any company user is assigned.</td>
<td></td>
<td>• Receive e-mail confirmation of all submitted reports.</td>
</tr>
</tbody>
</table>

Table 3, DHS User Administrative Privileges

<table>
<thead>
<tr>
<th>DHS User</th>
<th>Records</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• View all outage reports.</td>
<td>• Search for and view any collection of outage reports.</td>
</tr>
<tr>
<td></td>
<td>• View and update user profile.</td>
<td></td>
</tr>
</tbody>
</table>

¹ Some interaction with FCC staff is required to do this.
3. Accessing NORS

3.1 Locating NORS

To locate the NORS application:

1. Go to the FCC homepage (https://www.fcc.gov/).
2. Click on the *Browse by Category* menu located at the top of the page (Figure 3). Note: This menu allows users to view six separate drop down menus.
3. Click on *Licensing & Database* (Figure 3, red arrow).
4. Click on *NORS* link (Figure 4).

Note: As an alternate to steps 1-4, one can also access NORS by inserting the following URL into a browser: https://www.fcc.gov/licensing-databases/fcc-user-login.

![Figure 3, FCC Homepage](Image)

![Figure 4, FCC Homepage > Licensing & Database Menu > NORS](Image)

3.2 Logging In

Selecting the FCC NORS link connects the user to the NORS FCC page, shown in Figure 5:

![Figure 5, NORS FCC Page](Image)
Click on the “NORS 3.0 Login” link, shown in Figure 5 above. The FCC User Sign-in screen, shown in Figure 6, will become available.
Click on the NORS icon on the right. The login screen will appear (Figure 7):

3.2.1 Reset Password

To change passwords in ServiceNow, insert the following URL into a browser: https://apps2.fcc.gov/fccUserReg/pages/reset-passwd-identify.htm. This will take you to the Reset Password screen (Figure 8):
Enter the email address associated with your NORS account and press the “Continue” button. Then follow instructions.

3.2.2 New Users

An inputter account must be created prior to logging into NORS.

1. Go to the FCC User Registration System link https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm. The Create Account screen (shown in Figure 9) should appear.

2. Enter all required information and select Create Account at bottom of screen (not shown in Figure 9).

Note: If coordinator privileges are required, send a request to the NORS administrators: FCC-Outage@fcc.gov.
3.2.3 Assign Yourself to a Company

A person must have an association with a company to access the NORS Records/Actions, most importantly to file an outage. Employees can gain access to their company’s database through the following steps.

1. Click the NORS Records/Actions tab in the NORS navigator (Figure 10).
2. Click on Assign Yourself to a Company link (Figure 10, red arrow).

3. If the company is registered with the NORS, click on Yes, choose from a list (Figure 11, red arrow) under the Register with an Existing Company.
4. Enter the Company and the Company Security Code (Figure 11, starred, mandatory fields) and click on **Submit**. If this information is unknown, contact the company NORS coordinator.

![Figure 11, Register with an Existing Company, “Yes”](image)

5. After the company and security code information is submitted, a dialogue box, “Confirm Company Details” with the question, “Are you sure you want to join this company?” will appear. If the company details are correct and you want to proceed with the association select **Yes**. Figure 12).

![Figure 12, Confirm Company Details, Existing Company](image)

6. After selecting **Yes**, the following screen alert is displayed (Figure 13).

![Figure 13, Alert Message: Added as Inputter to an Existing Company](image)

7. If there is not an existing company, click on **No, create a new company** (Figure 14, red arrow) under the **Register with an Existing Company**.
8. Enter the New Company Name and the New Company Security Code (Figure 14, starred, mandatory fields) per Company Security Code Guidelines and click on **Submit**.

![Figure 14, Register with an Existing Company, “No”](image)

9. After the company and security code information is submitted, a dialogue box, “Confirm Company Details” with the question, “Please confirm new company details”. If the company details are correct select **Yes** (Figure 15).

![Figure 15, Confirm Company Details, New Company](image)

10. After selecting **Yes**, the following screen alert is displayed (Figure 16).

![Figure 16, Alert Message: Added as Inputter to a New Company](image)

### 3.3 Updating Profile

To update your profile in the ServiceNow system, click the username located in the top right-hand corner of the screen, and select the **Profile** link (Figure 17). The subsequent screen is self-explanatory. It permits changes to name, business phone, mobile phone, position title, email address, preferred date format, and preferred time zone.

### 3.4 Logging Out

To log out of the ServiceNow system (i.e., end the session and log out), click the username located in the top right-hand corner of the screen, and select the **Log Out** link (Figure 17).
Figure 17, Logging Out
4. Reporting an Outage

Once the user has registered as an Inputter (existing or new company), the user will have the ability to file an outage, update their outages that were filed, and review or withdraw the report.

4.1 Report Notification

To submit a notification report:

1. Click on NORS Records/Actions (Figure 18).
2. Click on Report Notification (Figure 18, red arrow). The NORS Outage Report form is available to record outage information.

3. The blank NORS Outage notification screen shows fields to be filled in (Figure 19). If you are a member of only one company, the “Company” field will default to that company’s name.
4. Populate the fields in each expandable section (Figure 19 above, mandatory fields with red asterisks). Note: This is an example for the first expandable section, Incident Information.

5. After populating the mandatory fields, click on **Submit Notification** located in the lower left hand corner of the screen (Figure 19) and also directly above the upper right hand corner of the screen (not shown in Figure 19).

6. Once **Submit Notification** is selected, NORS displays a confirmation page, “Confirm Submission of Notification Report”. Click on **Yes** to confirm submission (Figure 20).

7. When the submission of the notification report is confirmed, NORS generates a report number that is displayed in the header of the outage report as well as in the “Outage Number” field on the report (Figure 21).
8. NORS Coordinators receive confirmation e-mails from “IT Service Desk” verifying the submission of notification reports. Coordinators should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received.

4.2 Submit Initial Report

To submit an Initial Report:

1. Click on NORS Records/Actions (Figure 22).
2. Click on NORS Outages (Figure 22, red arrow). The notification List View is available.

3. Find the Notification from the list view in the “Notification” status that you want to update (Figure 23, red rectangle).
4. Select the icon on the list view to open the NORS Outage Report form (Figure 21, red arrow).

![Figure 23, Notification List View](image)

5. Once the NORS Outage Report form is displayed, fill in the required information (expanding tabs as necessary) and click on **Submit Initial Report** (Figure 24).

![Figure 24, Submit Initial Report](image)

4.3 **Update Report (Initial, Final, or Withdrawn)**

To update a report:

1. Follow Steps 1-2, Section 4.2, **Submit Initial Report**.
2. Find the file that you wish to update, finalize, or withdraw.
3. Select the icon on the list view to open the NORS Outage Report form.
4. Once the NORS Outage Report form is displayed, update the report, as needed.

3. After updates are made to a draft report, as shown in Figure 24 above, it can be submitted as an Initial Report or a Final Report or Withdrawn by clicking on the respective buttons.

4. If **Submit Initial Report** was selected, NORS displays a confirmation page, “Confirm Submission of Initial Report”. Click on **Yes** to confirm submission (Figure 25).

![Figure 25, Submission of Initial Report Confirmation](image)

5. If **Submit Final Report** was selected, NORS displays a confirmation page, “Confirm Submission of Final Report”. Click on **Yes** to confirm submission (Figure 26).

![Figure 26, Submission of Final Report Confirmation](image)
6. If **Withdraw Report** was selected, NORS displays the “Withdraw Report” dialogue box (Figure 27).

![Withdraw Report Screen](image)

**Figure 27, Withdraw Report Screen**

7. Enter the reason for withdrawal and select **Withdraw** (Figure 27).
8. Once the request to withdraw a report is submitted, the user is asked to confirm the withdrawal of report; click on **Yes** in response to “Are you sure you want to withdraw this report?”
9. To verify the updated or current report type (i.e., the change from “Notification” to “Initial” or “Final” or “Withdrawn”) click on **NORS Outage History** (Figure 28).

![NORS Outage History](image)

**Figure 28, NORS Outage History**
10. Once **NORS Outage History** is selected, the history for a record is listed (Figure 29).

![Outage History List](image)

**Figure 29, Outage History List**

11. NORS Coordinators receive confirmation e-mails from “IT Service Desk” verifying the submission an initial, final, or withdrawn reports. Users should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received.

4.4 Reopen an Outage Report

1. To reopen a Final Report, click the **Reopen Report** (Figure 30).

![Reopen Report](image)

**Figure 30, Reopen Report**

2. Once **Reopen Report** is selected, NORS displays “Request to Reopen Report” dialogue box opens (Figure 31).

![Request to Reopen Report](image)

**Figure 31, Request to Reopen Report**

3. Enter the company security code and the reason to reopen (Figure 31, starred, mandatory fields) and select **Ok**.
4. Once the request to reopen a report is submitted, NORS displays “Request Submitted” dialogue box; click on **OK** (Figure 31).

![Request Submitted](image)

Figure 32, Request to Reopen Notification

Notes:

1. After a final outage report has been submitted, or a report has been withdrawn; users must reopen the report to make any changes.

2. After the request is received and approved, NORS Admin will send an email notification with the approval. The header of the notification report will state, “A request to reopen this report is in progress”.²

5. Files of Groups of NORS Reports

5.1 Create a File of NORS Reports

All reporting and queries of NORS Outages can be performed from the NORS Outages and the NORS Outage History.

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² This feature has not yet been implemented in NORS 3.
1. Click **NORS Outages** or **NORS Outage History** (Figure 33).

![Figure 33, NORS Outage Reports](image)

2. Filter search results according to options (Figure 34).
3. Enter the search criteria of interest. To include additional criteria in the filter, press “AND” or “OR” to your filter query. Click “Run” after you have built the query. (Figure 34, red arrows).

![Figure 34, NORS Outage Report Criteria](image)

The user can now view a list of outage reports that meet the search criteria.
4. Right click the label at the top of any column, or the icon to the left of the label; select

*Export*, and select the desired format (Excel, CSV, PDF) for the exported file (Figure 35).

*Figure 35, NORS Outage Report Formats*

5.2 Obtain List of Overdue Outage Reports

1. Click the *Overdue Initial Reports, Overdue Final Reports, or Final Reports Due in 5 Days* module in the application navigator (Figure 35).

*Figure 36, NORS Reports*

The requested list of reports will be displayed.