National Crime Agency

How to register individual users for the Child Sexual Exploitation and Abuse Industry Reporting Portal

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Contents

Contents

How to register individual users for the Child Sexual Exploitation and Abuse Industry Reporting Portal 1
Using this guide 3
Registering a new user 4
Promoting a user to Organisation Administrator 10
Deactivating a user 11
FAQs 12

Using this guide

This guide is for Organisation Administrators of a user-to-user service who are required to use the Child Sexual Exploitation and Abuse Industry Reporting Portal (CSEA-IRP) to report child sexual exploitation and abuse (CSEA) to the National Crime Agency (NCA) under the Online Safety Act (OSA) 2023.

This guide will help you understand how to register individual users within your organisation to use the CSEA-IRP. The Organisation Administrator and any appoint Deputy Organisation Administrators have the responsibility for registering individuals' users within their organisation.

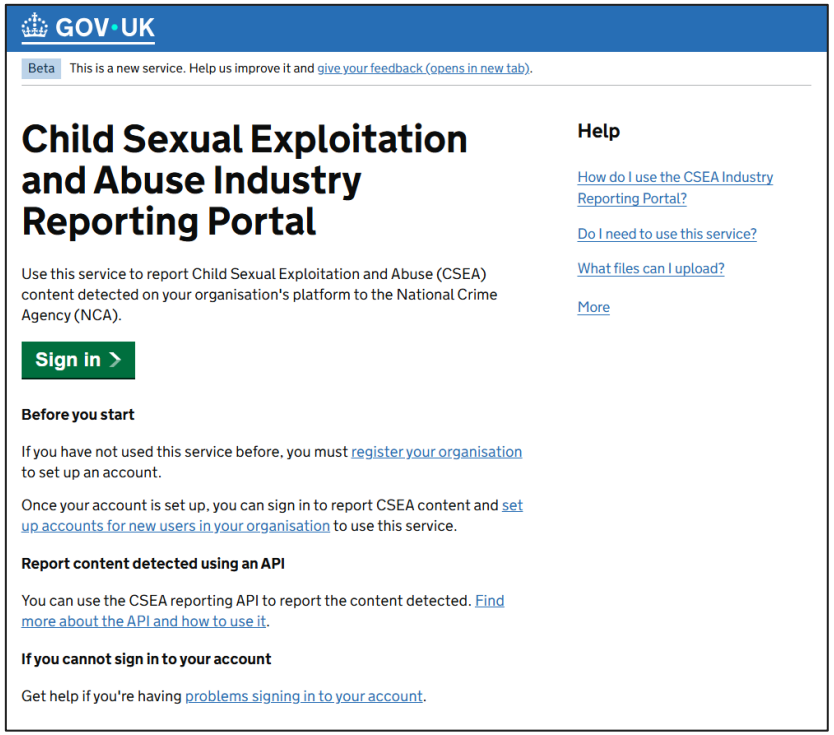
As stipulated within The Online Safety (CSEA Content Reporting by Regulated User-to-User Service Providers) Regulations 2026, registered users must be employees of your organisation.

You can only register users once you have registered your organisation, and this has been approved by the NCA. If you have not yet registered your Organisation please consult the guidance document for registering an Organisation on the NCA website.

Registering a new user (1)

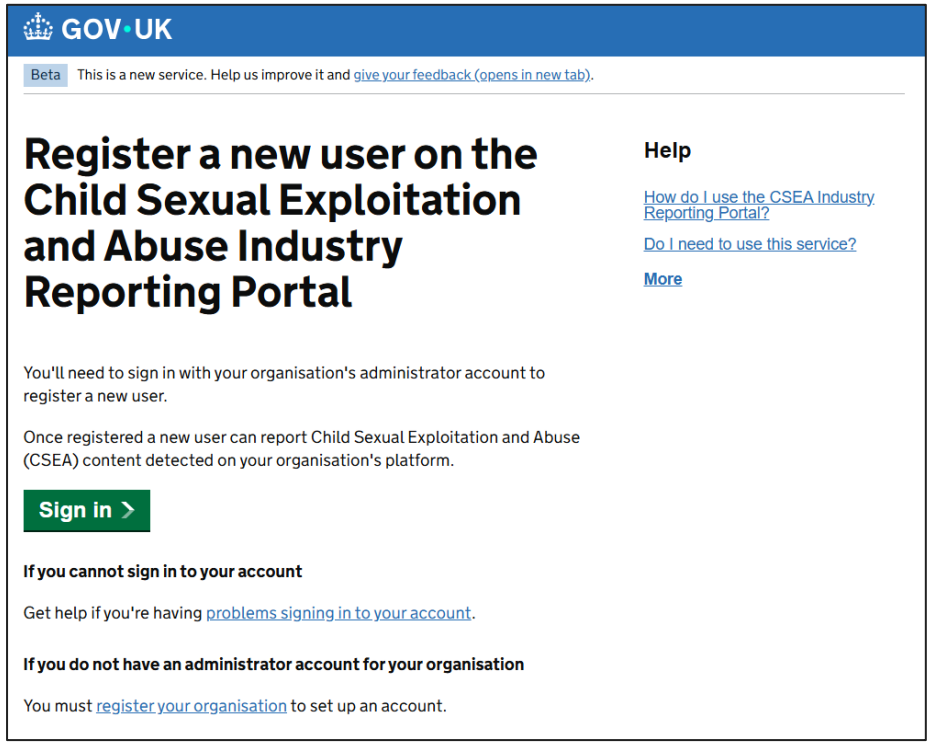
The Organisation Administrator is responsible for inviting users to sign up to use the portal. Your organisation can add as many users as required, but an individual cannot sign up unless they have been invited by you, as the Organisation Administrator.

On the portal homepage, select “Set up accounts for new users in your organisation”.



You will then be directed to this page

You will then need to sign.



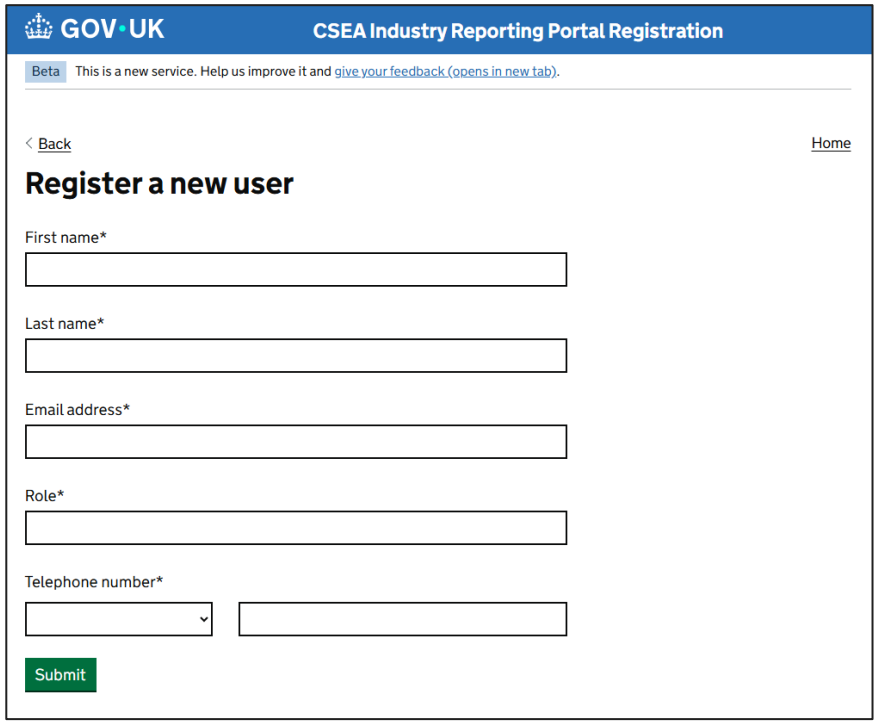
Registering a new user (2)

Select “Register new user”.



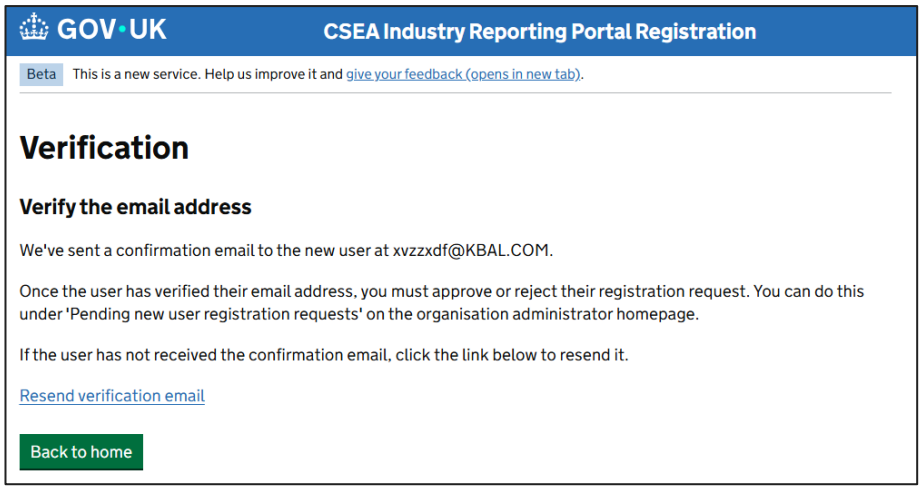
You will then be directed to this page

To register a user, you will need to submit their name, email address, role and telephone number, as per the screenshot below.



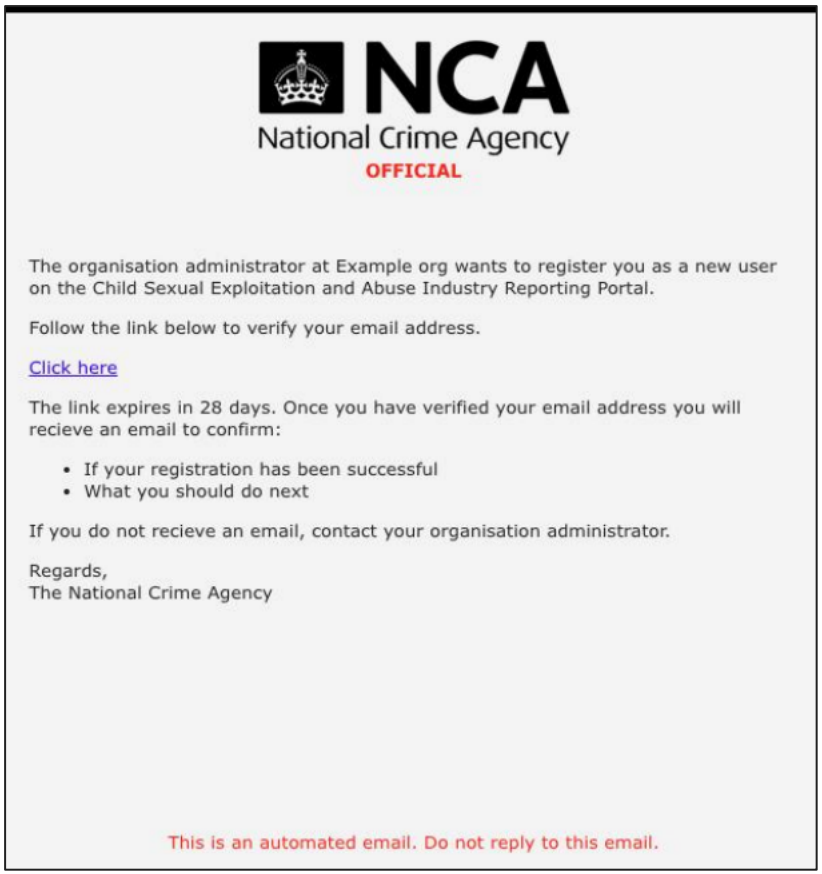
Registering a new user (3)

Once you have submitted the user's application, the new user will be sent a confirmation email requesting that they verify the email address that was provided for them.



The user will then receive an email...

The new user will then receive an email stating that the Organisation Administrator has invited them to register to use the portal. The email will ask them to follow a link to verify their email address. The link will expire after 28 days.

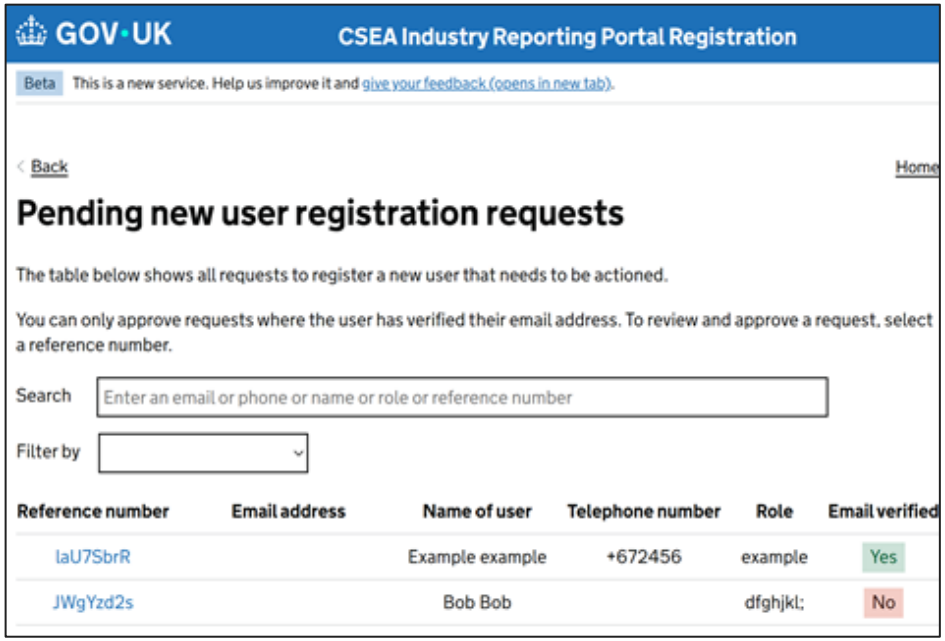


Registering a new user (4)

Once the new user has verified their email address, you need to approve this request by selecting “Pending new user registration requests” on the homepage.

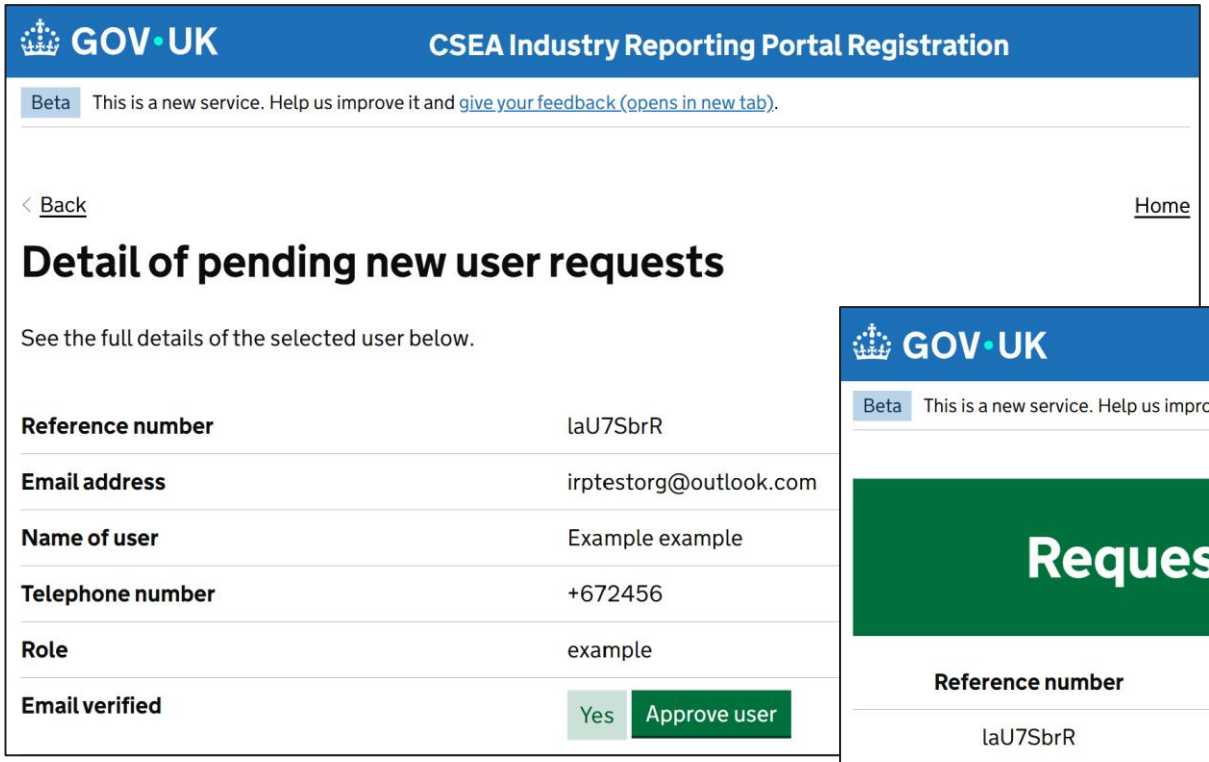
You will be able to see all of your organisation’s users and whether the new users you have invited have verified their email addresses. Once verification is complete, select the user you want to approve.





Registering a new user (5)

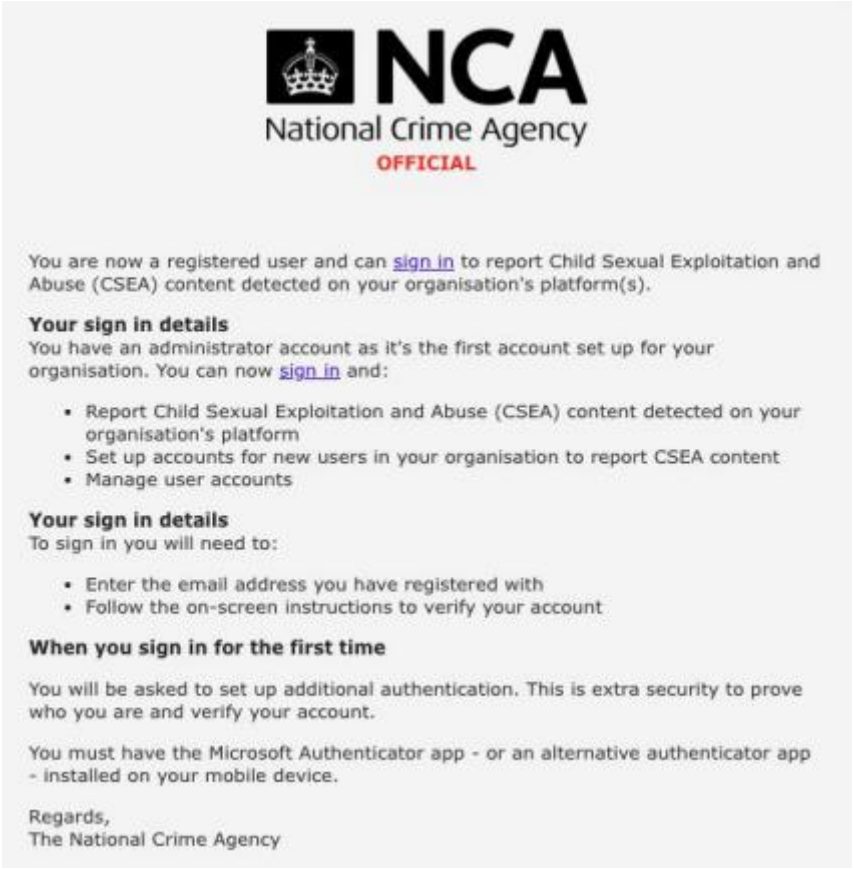
After you have selected the user, select “Approve user”. You will then be notified if the request has been successfully approved.





Registering a new user (6)

The new user will receive an email with instructions on how to sign in.



NCA
National Crime Agency
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You are now a registered user and can sign in to report Child Sexual Exploitation and Abuse (CSEA) content detected on your organisation's platform(s).

Your sign in details
You have an administrator account as it's the first account set up for your organisation. You can now sign in and:

- Report Child Sexual Exploitation and Abuse (CSEA) content detected on your organisation's platform
- Set up accounts for new users in your organisation to report CSEA content
- Manage user accounts

Your sign in details
To sign in you will need to:

- Enter the email address you have registered with
- Follow the on-screen instructions to verify your account

When you sign in for the first time

You will be asked to set up additional authentication. This is extra security to prove who you are and verify your account.

You must have the Microsoft Authenticator app - or an alternative authenticator app - installed on your mobile device.

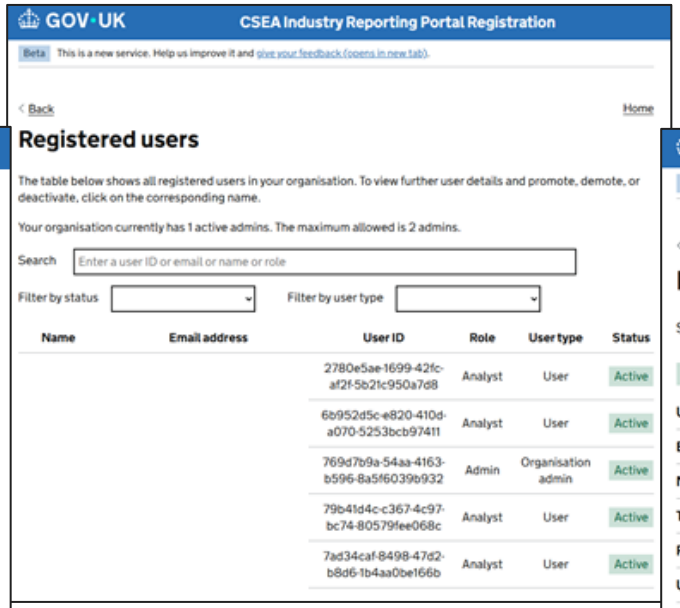
Regards,
The National Crime Agency

Promoting a user to Organisation Administrator (1)

We ask organisations to appoint a deputy Organisation Administrator to ensure continuity of administrative responsibilities during periods of absence, such as sickness, annual leave, or if the primary Organisation Administrator leaves the organisation.

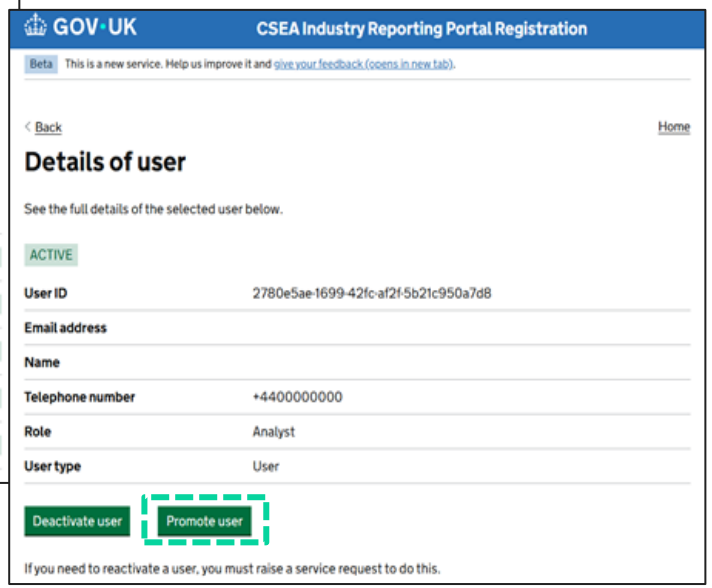
To appoint another Organisation Administrator, select “Registered users” on the homepage.





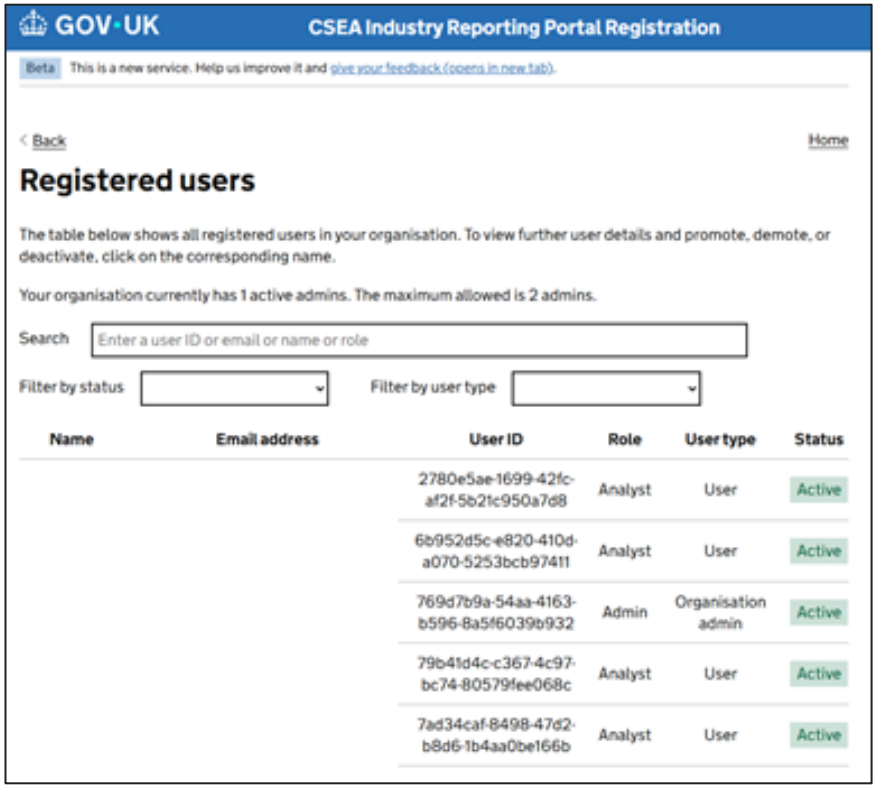
Here you will be able to see all of your organisation’s users. Select the user you want to appoint as Organisation Administrator.

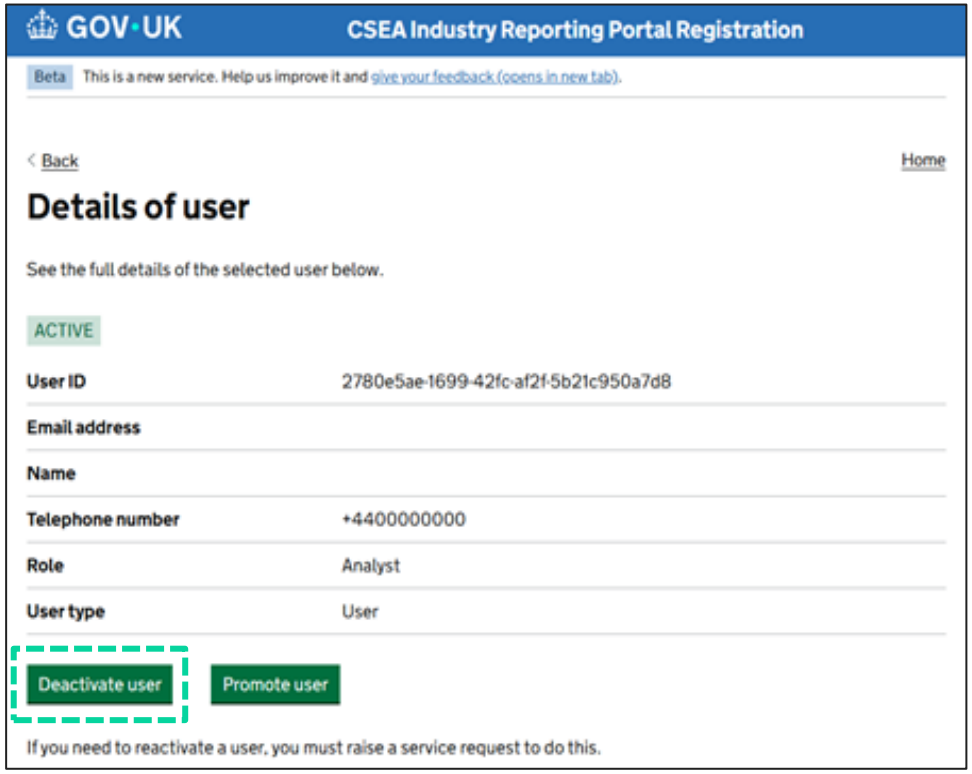
Select “Promote user”



Deactivating a user

To deactivate a user's access to the portal, such as when they leave the organisation or their role no longer requires access, navigate to the "Registered users" section on the homepage. Locate and select the user you wish to deactivate (following the same steps outlined previously for promoting a user). Then, choose the "Deactivate user" option to complete the process.





FAQs

What to do if the verification email has not been received by 'new user'?

The Organisation Administrator can resend the verification email by selecting the user found on the "Pending new user registration request" page. If this doesn't work, please contact the Service and Support desk on 0330 111 5047 (7 days a week, including UK bank holidays between 07:00 and 18:00).