



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

Version 1.0 – 07/04/2026



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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 appointed 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 need to sign.

Child Sexual Exploitation and Abuse Industry Reporting Portal

Use this service to report Child Sexual Exploitation and Abuse (CSEA) content detected on your organisation's platform to the National Crime Agency (NCA).

[Sign in >](#)

Before you start

If you have not used this service before, you must [register your organisation](#) to set up an account.

Once your account is set up, you can sign in to report CSEA content and [set up accounts for new users in your organisation](#) to use this service.

Report content detected using an API

You can use the CSEA reporting API to report the content detected. [Find more about the API and how to use it.](#)

If you cannot sign in to your account

Get help if you're having [problems signing in to your account.](#)

Help

- [How do I use the CSEA Industry Reporting Portal?](#)
- [Do I need to use this service?](#)
- [What files can I upload?](#)
- [More](#)

You will then be directed to this page



Register a new user on the Child Sexual Exploitation and Abuse Industry Reporting Portal

You'll need to sign in with your organisation's administrator account to register a new user.

Once registered a new user can report Child Sexual Exploitation and Abuse (CSEA) content detected on your organisation's platform.

[Sign in >](#)

If you cannot sign in to your account

Get help if you're having [problems signing in to your account.](#)

If you do not have an administrator account for your organisation

You must [register your organisation](#) to set up an account.

Help

- [How do I use the CSEA Industry Reporting Portal?](#)
- [Do I need to use this service?](#)
- [More](#)

Registering a new user (2)

Select “Register new user”.

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

GOV UK CSEA Industry Reporting Portal Registration

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

zebrademogiraffe@gmail.com [Sign out](#)

Demo2
Organisation Admin

Organisation admin

Register new user

Create accounts for new users in your organisation.

Pending new user registration requests

View new user registration requests, and approve or reject them.

Registered users

View all registered users in your organisation.

Submit reports through the [Child Sexual Exploitation and Abuse Industry Reporting Portal](#).

You will then be directed to this page



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[Back](#) [Home](#)

Register a new user

First name*

Last name*

Email address*

Role*

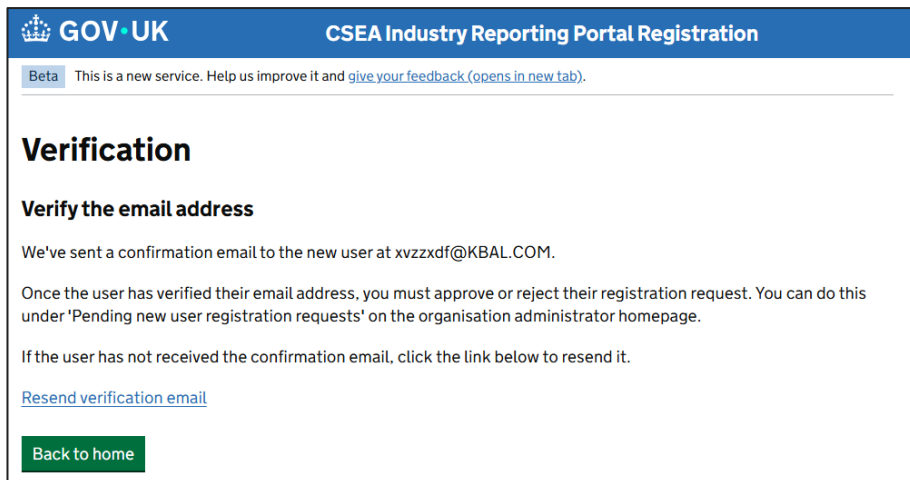
Telephone number*

[Submit](#)

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 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.



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Verification

Verify the email address

We've sent a confirmation email to the new user at xvzzxdf@KBAL.COM.

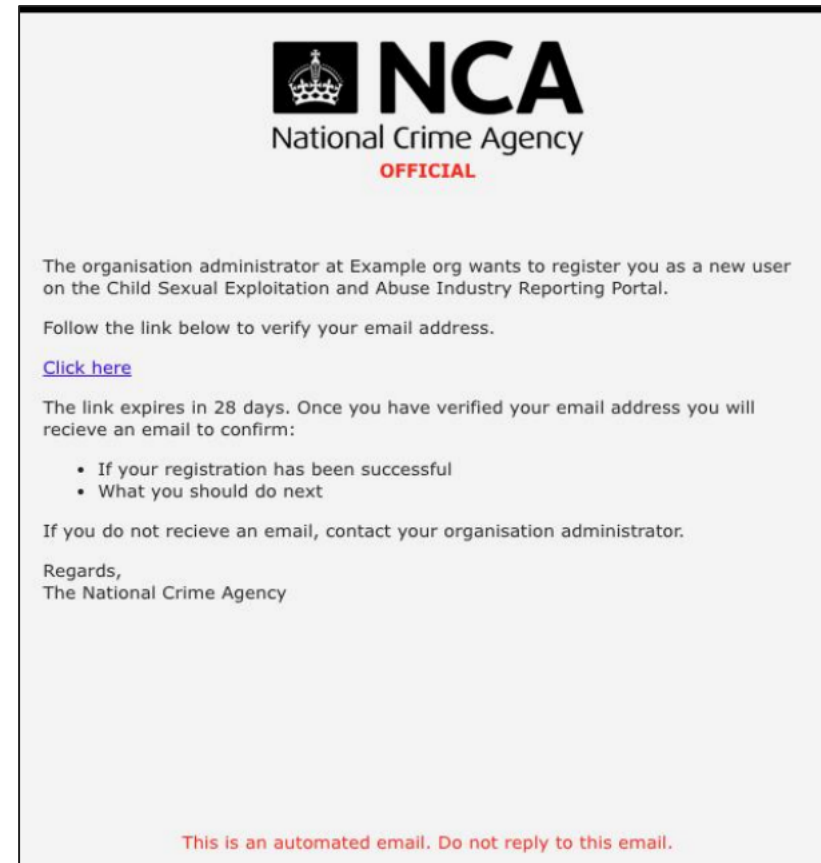
Once the user has verified their email address, you must approve or reject their registration request. You can do this under 'Pending new user registration requests' on the organisation administrator homepage.

If the user has not received the confirmation email, click the link below to resend it.

[Resend verification email](#)

[Back to home](#)

The user will then receive an email...

NCA
National Crime Agency
OFFICIAL

The organisation administrator at Example org wants to register you as a new user on the Child Sexual Exploitation and Abuse Industry Reporting Portal.

Follow the link below to verify your email address.

[Click here](#)

The link expires in 28 days. Once you have verified your email address you will receive an email to confirm:

- If your registration has been successful
- What you should do next

If you do not receive an email, contact your organisation administrator.

Regards,
The National Crime Agency

This is an automated email. Do not reply to this email.

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.

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Demo2
Organisation Admin

Organisation admin

- Register new user**
Create accounts for new users in your organisation.
- Pending new user registration requests**
View new user registration requests, and approve or reject them.
- Registered users**
View all registered users in your organisation.

Submit reports through the [Child Sexual Exploitation and Abuse Industry Reporting Portal](#).

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[Back](#) [Home](#)

Pending new user registration requests

The table below shows all requests to register a new user that needs to be actioned.

You can only approve requests where the user has verified their email address. To review and approve a request, select a reference number.

Search

Filter by

Reference number	Email address	Name of user	Telephone number	Role	Email verified
laU7SbrR		Example example	+672456	example	Yes
JWgYzd2s		Bob Bob		dfghjkl;	No

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.

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[Back](#) [Home](#)

Detail of pending new user requests

See the full details of the selected user below.

Reference number	laU7SbrR
Email address	irptestorg@outlook.com
Name of user	Example example
Telephone number	+672456
Role	example
Email verified	Yes Approve user

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Request successfully approved

Reference number	Email address	Name of user
laU7SbrR	irptestorg@outlook.com	Example example


What happens next

We'll send the new registered user an email with instructions on what they should do next.

[Back to home](#)

☰ Registering a new user (6)

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



NCA
National Crime Agency
OFFICIAL

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.

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zebrademogiraffe@gmail.com [Sign out](#)

Demo2
Organisation Admin

Organisation admin

[Register new user](#)
Create accounts for new users in your organisation.

[Pending new user registration requests](#)
View new user registration requests, and approve or reject them.

[Registered users](#)
View all registered users in your organisation.

Submit reports through the [Child Sexual Exploitation and Abuse Industry Reporting Portal](#).

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< Back Home

Registered users

The table below shows all registered users in your organisation. To view further user details and promote, demote, or deactivate, click on the corresponding name.

Your organisation currently has 1 active admins. The maximum allowed is 2 admins.

Search

Filter by status Filter by user type

Name	Email address	User ID	Role	User type	Status
		2780e5ae-1699-42fc-af2f-5b21c950a7d8	Analyst	User	Active
		6b952d5c-e820-410d-a070-5253bcb97411	Analyst	User	Active
		769d7b9a-54aa-4163-b596-8a5f6039b932	Admin	Organisation admin	Active
		79b41d4c-c367-4c97-bc74-80579fee068c	Analyst	User	Active
		7ad34caf-8498-47d2-b8d6-1b4aa0be166b	Analyst	User	Active

Select “Promote user”

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< Back Home

Details of user

See the full details of the selected user below.

ACTIVE

User ID 2780e5ae-1699-42fc-af2f-5b21c950a7d8

Email address

Name

Telephone number +4400000000

Role Analyst

User type User

[Deactivate user](#) [Promote user](#)

If you need to reactivate a user, you must raise a service request to do this.

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

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.



Registered users

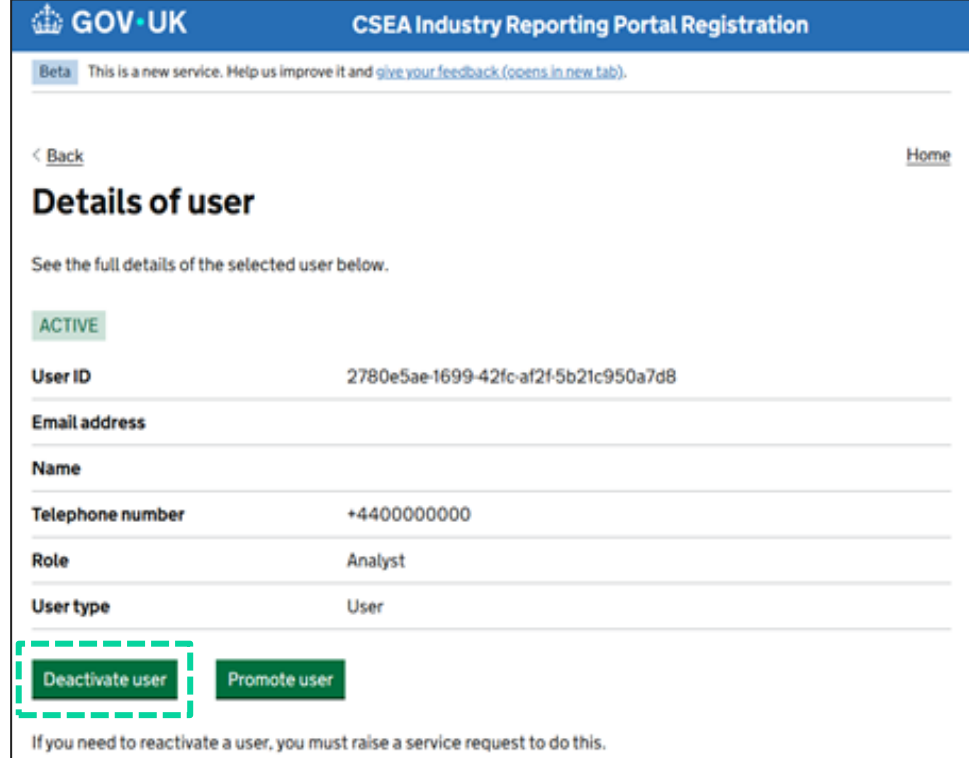
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		6b952d5c-e820-410d-a070-5253bcb97411	Analyst	User	Active
		769d7b9a-54aa-4163-b596-8a5f6039b932	Admin	Organisation admin	Active
		79b41d4c-c367-4c97-bc74-80579fee068c	Analyst	User	Active
		7ad34caf-8498-47d2-b8d6-1b4aa0be166b	Analyst	User	Active

Details of user

See the full details of the selected user below.

ACTIVE

User ID: 2780e5ae-1699-42fc-af2f-5b21c950a7d8

Email address: _____

Name: _____

Telephone number: +4400000000

Role: Analyst

User type: User

Deactivate user **Promote user**

If you need to reactivate a user, you must raise a service request to do this.

 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).