



Open the App by pressing the SORC icon.

### • Adding Personal Details

The first time you use the App you will be prompted to add your personal details. The details will then be stored and you won't be required to add them again in future.

The Company field and the Client Name are look up fields. If your company or client isn't listed then contact the Incident Team to request they add it in.

Incident Team contact number: 0330 123 1092

**Company Name Info** ✕

If the required value is not found, please contact the Incident Team to request them to add it.

**Client Name Info** ✕

If the required value is not found, please contact the Incident Team to request them to add it.

**Personal Details**

Please provide your key information before proceeding

Name \*

Mobile Number \*

Company Name \* 🔍 ⓘ

Client Name \* 🔍 ⓘ

**Note:** These details will only have to be completed the first time you login to this Application.

### • Location and Time

When your details are already in the app, the first screen you see is the one below. The app uses geolocation to populate your location, as well as populates the current date and time. You will need to enter the County from the look up menu. If the county you require is not listed you will need to contact the Incident Team on 0330 123 1092.

**Select County** ✕

Hert

Hertfordshire

**County Info** ✕

If the required value is not found, please contact the Incident Team to request them to add it.

**Location & Time** 👤

**When & Where \*** ⓘ

Location  
24

Street  
High Street

Town  
Stevenage

County \* 🔍 ⓘ

Postcode  
SG1 2ST

Date  
02/08/2019

Time  
09:07

Work Reference No.\*  
111222

**Save Details**

Scroll down and enter the Works Reference Number, then click Save Details.



## • Selecting a Category

There are 6 categories to chose from:

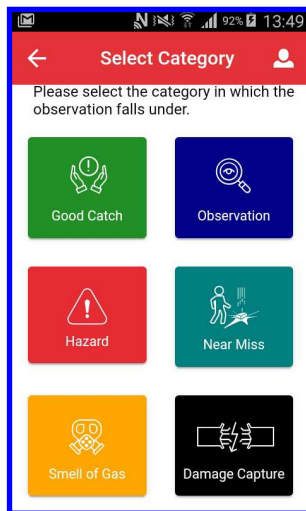
- \* Good Catch,
- \* Observation,
- \* Hazard and
- \* Near Miss.

All follow the same steps.

Smell of Gas and Damage Capture have separate steps to follow.

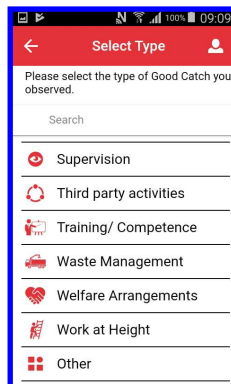
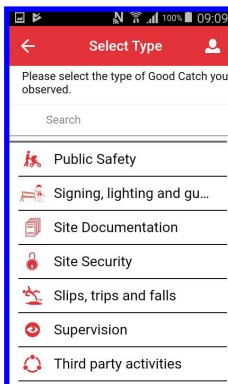
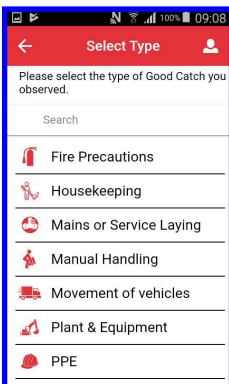
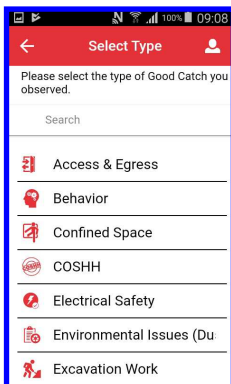
Smell of Gas steps start on page 6

Damage Capture steps start on page 8



## • Category Types

Once you have selected your category, either use the search field to locate the type of incident you need or scroll through the 4 pages of options.



The category types shown above are only for the Good Catch, Observation, Hazard and Near Miss categories.



## • Describe the Incident

Click into the incident box and write a few words describing the incident.

Then click Next.

## • Add Incident Pictures and Video

Click on the camera icon. You can either upload an already taken photograph or use the camera to take new photographs. If you want to add a video the maximum time is 5 sec. If you start video recording, the video will automatically stop recording after 5 secs.

You must attach a minimum of 2 photos, even if you have added video as well.

Click Next when ready.



## • Describe the Action Taken

Click into the comments box and write a few words describing the actions you have taken. Then click Next.

## • Add Action Taken Pictures and Video

Click on the camera icon. You can either upload an already taken photograph or use the camera to take new photographs. If you want to add a video the maximum time is 5 sec. If you start video recording, the video will automatically stop recording after 5 secs.

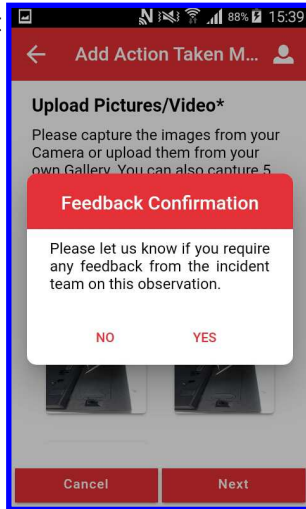
You must attach a minimum of 2 photos, even if you have added video as well.

Click Next when ready.



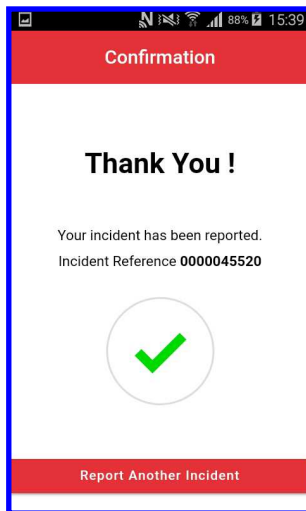
- Feedback Confirmation**

Confirm if you would like feedback about the incident by selecting either No or Yes.



- Confirmation**

You get a Thank You screen and a message advising you of your Incident Reference number,



Select Report Another Incident to start the process again for other incidents you need to report, or else, close down the app.



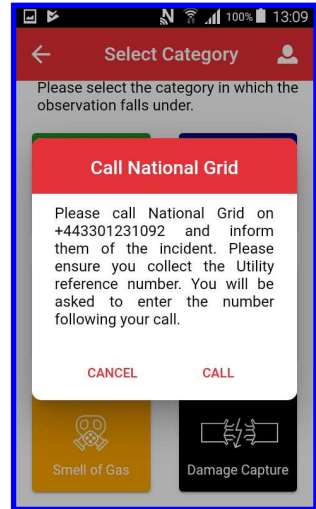
- Smell of Gas**

Open the SORC app, complete the location details, then choose the category Smell of Gas (as per Pages 1 & 2)

You will be prompted to call National Grid.

Select CANCEL if pressed the category by mistake.

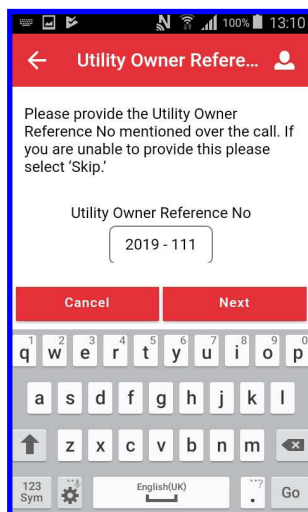
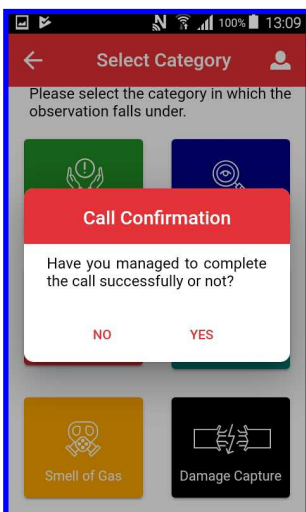
Select CALL to be connected to National Grid via your phone, signal permitting.



- Call Confirmation**

Selecting NO will take you back to the select category screen.

Selecting YES will prompt you to enter the Utility Owner Reference No you obtained from the phone call.





- Describe Action Taken**

Enter the actions you have taken in the comments box.

Complete this with as much information as possible,

- Feedback Confirmation**

Confirm YES or NO if you would like to receive any feedback from the incident team in relation this incident.

YES or NO will give you a confirmation screen displaying the incident reference.

Select Report Another Incident to start the process again for other incidents you need to report, or else, close down the app.

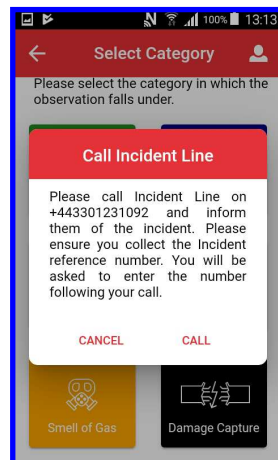
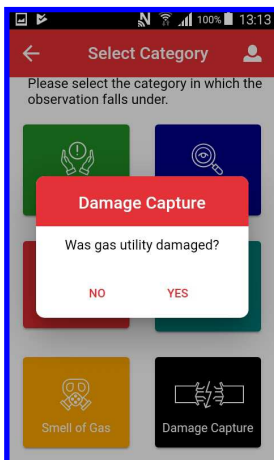


- Damage Capture - NO damage to gas utility**

Open the SORC app, complete the location details, then choose the category Damage Capture (as per Pages 1 & 2)

Selecting Damage Capture will prompt a message asking if the gas utility was damaged.

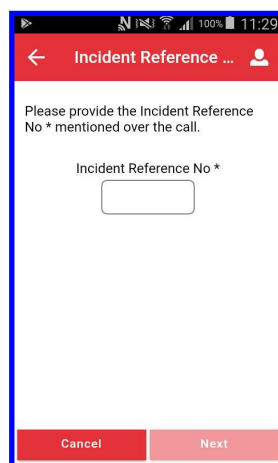
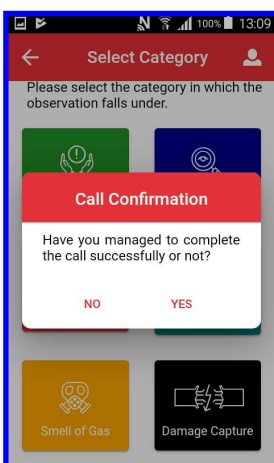
NO will prompt you to ring the Incident Line.



- Call Confirmation**

Selecting NO will take you back to the Select Category screen.

Selecting YES will prompt you to enter the Incident Reference No given to you by the Incident Line. The Incident Reference No is a 10 digit number, you will need to include any leading zero's - 0000012345



Jump to page 11 for the next steps relating to adding the action you have taken and how to add photos and/or video.



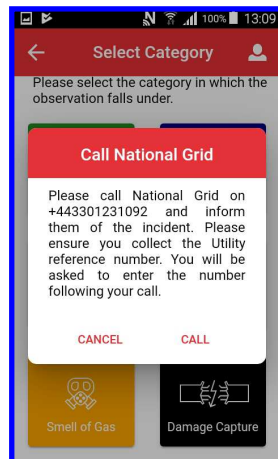
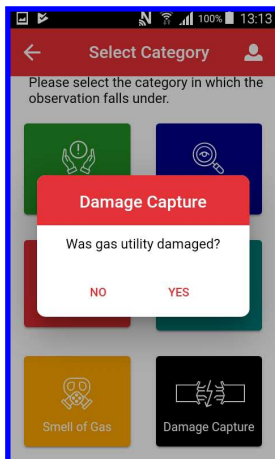


- Damage Capture - YES damage to gas utility**

Open the SORC app, complete the location details, then choose the category Damage Capture (as per Pages 1 & 2)

Selecting Damage Capture will prompt a message asking if the gas utility was damaged.

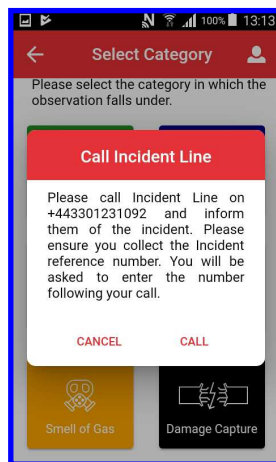
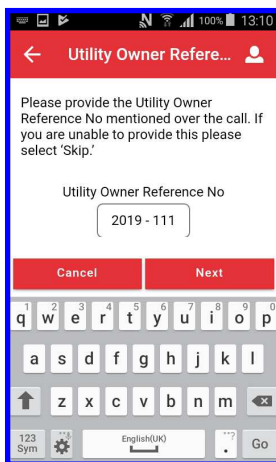
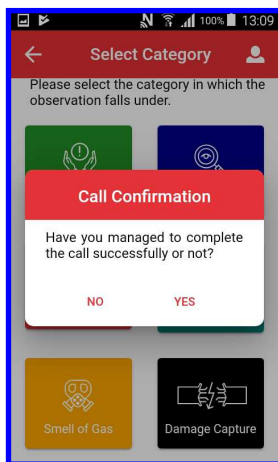
YES will prompt you to ring the Incident Line.



- National Grid Call Confirmation**

Selecting NO will take you back to the Select Category screen.

Selecting YES will prompt you to enter the Utility Owner Reference No given to you by National Grid. Click Next to be prompted to call the Incident Line





- Incident Line Call Confirmation**

Selecting NO will take you back to the Select Category screen.

Selecting YES will prompt you to enter the Incident Reference No given to you by the Incident Line.

The Incident Reference No is a 10 digit number, you will need to include any leading zero's - 0000012345

The screenshot shows the 'Select Category' screen of the app. At the top, there is a red header with a back arrow, the title 'Select Category', and a user icon. Below the header, a message says 'Please select the category in which the observation falls under.' There are four category buttons: 'Call Confirmation' (red), 'Smell of Gas' (yellow), 'Damage Capture' (black), and another blue button. A white dialog box with a red header 'Call Confirmation' is overlaid on the screen. It asks 'Have you managed to complete the call successfully or not?' and has two buttons: 'NO' and 'YES'.

The screenshot shows the 'Incident Reference' screen of the app. At the top, there is a red header with a back arrow, the title 'Incident Reference ...', and a user icon. Below the header, a message says 'Please provide the Incident Reference No \* mentioned over the call.' There is a text input field for the 'Incident Reference No \*'. At the bottom, there are two buttons: 'Cancel' and 'Next'.

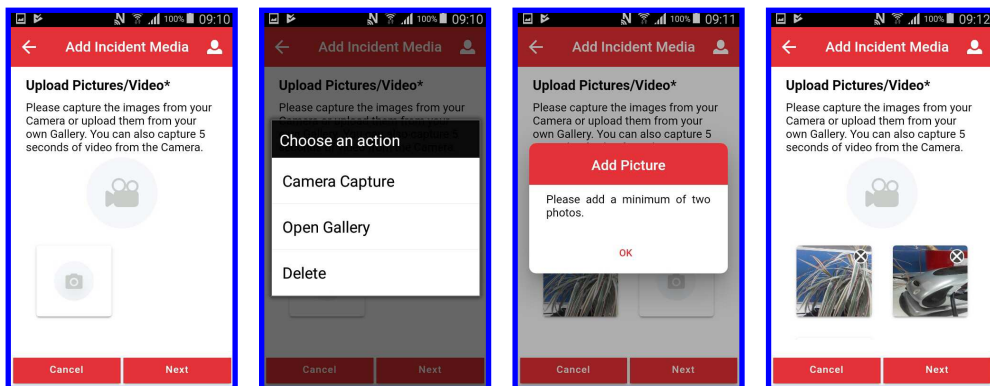


## • Add Action Taken Pictures and Video

Click on the camera icon. You can either upload an already taken photograph or use the camera to take new photographs. If you want to add a video the maximum time is 5 sec. If you start video recording, the video will automatically stop recording after 5 secs.

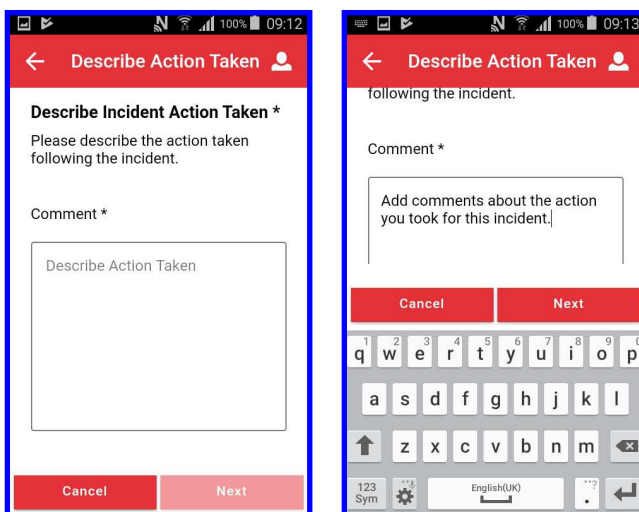
You must attach a minimum of 2 photos, even if you have added video as well.

Click Next when ready.



## • Describe the Action Taken

Click into the comments box and write a few words describing the actions you have taken. Then click Next.





- **Feedback Confirmation**

Confirm YES or NO if you would like to receive any feedback from the incident team in relation this incident.

YES or NO will give you a confirmation screen displaying the incident reference.

The screenshot shows a mobile app interface. At the top, there's a status bar with icons for signal, Wi-Fi, and battery at 100%, and the time 13:11. Below that is a red header bar with a back arrow, the text 'Describe Action Taken', and a user icon. The main content area has a title 'Describe Incident Action Taken \*' and a subtitle 'Please describe the action taken following the incident.' Below this is a red modal box titled 'Feedback Confirmation' with the text 'Please let us know if you require any feedback from the incident team on this observation.' and two buttons: 'NO' and 'YES'. At the bottom of the screen are two red buttons: 'Cancel' and 'Next'.

The screenshot shows a mobile app interface. At the top, there's a status bar with icons for signal, Wi-Fi, and battery at 100%, and the time 13:11. Below that is a red header bar with the text 'Confirmation'. The main content area has a large 'Thank You !' message, followed by the text 'Your incident has been reported.' and 'Incident Reference 0000045517'. Below this is a large green checkmark inside a white circle. At the bottom is a red bar with the text 'Report Another Incident'.

Select Report Another Incident to start the process again for other incidents you need to report, or else, close down the app.