VIII. Questions and Answers

1) How can I get access to OPS?

You need to register online at http://ors.ocharowca.info/
Download the User Guide and follow the instructions.

2) I forgot my password, do I need to-register again?

Go to ORS, click on **Log on** and select "**I forgot my password**" link next to the password box on the log in page.

3) I cannot find my organization in the organizations list.

If your organization name does not appear, click on the link "click here to inform us". This will not complete the registration, but will enable our administrators to verify and add your organization to the search. Fill out the form and wait for an e-mail with further guidance.

4) I filled the form providing information about my organization but cannot access the database.

You have filled out the form, but that is not the same as completing the registration. You need to wait until you get an e-mail confirming that your organization has been uploaded in the organization list before proceeding with the on-line registration process.

5) Who can register in ORS from my organization?

ORS is flexible so you can decide. You can have one registration for your organization with one password that you can share internally as appropriate, or you can have your colleagues registering with individual e-mails and passwords. Just be careful in selecting the correct roles in your profile. If you are based in the field it is UN/NGO field programme officer, and if you are based in the organization headquarters (which are outside the plan country), you should register as HQs agencies/NGOs.

6) How many times can we report?

You can report as many times as possible per month.

7) How do I know that my data has been approved?

You will be notified when you submit data and when the Cluster Coordinator approves the data.