



EDEN Web Portal

Frequently Asked Questions

Prepared by
The Radiation Protection Regulation Programme

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ACCESSING EDEN

1.1 What is EDEN?

EDEN is a web based portal that allows licensees to access information relating to their sources and activities held by the EPA on its internal database. All correspondence between The Office of Radiological Protection and licensees will be facilitated through EDEN.

1.2 How do I access EDEN?

I have already been provided with my username and password

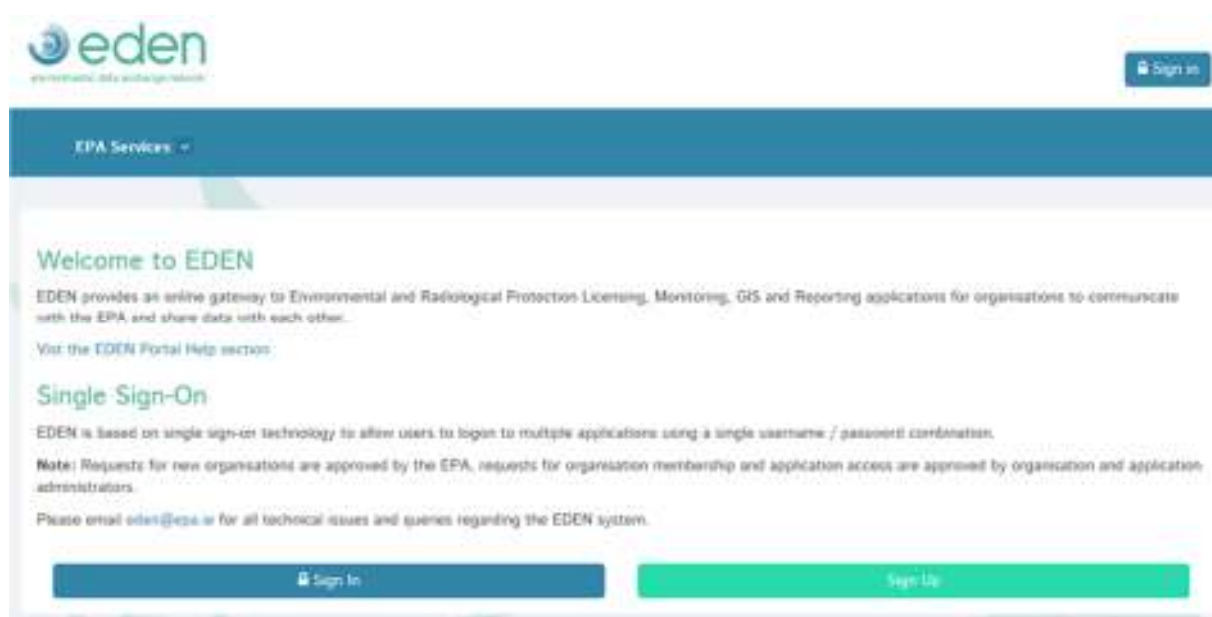
If you have already been provided with a username and password go to <https://www.edenireland.ie/> click on the 'Sign In' button and choose



EDEN Sign In

Sign into your EDEN account with your Username and Password which has been provided to you by email.

Please note that EDEN is not compatible with older versions of Internet Explorer (version 8 and earlier versions). If you are running Windows XP, the highest version of Internet Explorer that will work on your computer is version 8. However, this is not compatible with EDEN and if this is the case you will need to download Google Chrome in order to have access to EDEN.



I do not have a username and password

In order to set up your licence on the EDEN system you will need to '**Sign up**' for **EDEN** and create an account for your organisation.

- To register please go to www.edenireland.ie



- Select the **Sign Up** option and create your EDEN Account.
- You will then receive an email to the email address you registered, which includes a link to validate your email address.
- When you click on the link your email address will be validated and you will need to click on the **Sign In** option and sign in with your email address and password you have just created.
- The first step you will need to do is identify your organisation, by selecting the organisation type **as Private Organisation** (regardless of whether you operate in the private or public sector) and then searching for your organisation.
- In the event that your organisation is not found you will have an option to add it to the EDEN list. If your organisation exists on EDEN the system will automatically populate your company information for you. If you have to add your organisation you will be prompted to enter the required information. Once you have identified/added your organisation select **Next** at the bottom of the screen.

You will then need to complete your user profile and request access to the correct EDEN Application, in this case please select the **Authorisation Module** application and click **submit**.

1.3 I have a radiological licence – How do I access it?

Log into EDEN (www.edenireland.ie), select '**My Authorisations (Licences)**' under the '**Notify/Manage**' section.

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations(Licences)	Beaches
Amend/Change Authorisation(Licence)	Licensee Returns	Catchments
Renew Authorisation(Licence)	Incidents	
New Authorisation(Licence)	Compliance	
Review Authorisation(Licence)	Site Visits	

Select the licence number you wish to view and click '**Download Licence**' on the top left corner.



A pop up box will then appear that will allow you to open or save your licence in a pdf format.

1.4 How do I view who has access to EDEN and my ORP Radiological Licence?

Sign into EDEN (www.edenireland.ie) and click 'Admin' and 'Manage Users' where you will be able to view all users who have access to your licence.



Responsibility for approving users so that they can have access to the details of your licence lies solely with the assigned 'Administrator' for your organisation and is not managed by ORP.

1.5 What is the difference between an Administrator and User on EDEN?

The rights for the EDEN Administrator and EDEN User for ORP licences are the same, both can process amendments/renewals.

However, only an EDEN Administrator can grant access to the details of your licence to other individuals.

1.6 How do I change my EDEN administrator?

Sign into EDEN (www.edenireland.ie) and click '**Admin**' and '**Manage Users**' where you will be able to view all users who have access to your licence.



You can then select '**Manage Access**' across from the relevant user and click '**Change Role**', selecting Administrator /User as appropriate before saving your changes.

If your new administrator is not already a user on EDEN please see Question 1.

1.7 How do I approve other users access to my organisation's licensing details?

Anyone wishing to access your organisation's licensing details will need to sign up (see FAQ 1) to EDEN and be approved by the licensee EDEN Admin user.

Responsibility for approving users so that they can have access to the details of your licence lies solely with the assigned 'Administrator' for your organisation and is not managed by ORP.



The administrator of your EDEN account will receive email notification when another user has requested access and will need to log into EDEN and select '**Admin**':

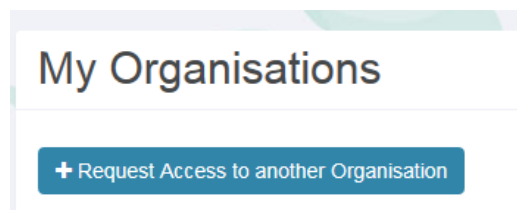
- '**Manage Users**' to approve the membership request to the user

- 'Manage Modules' and approve module access (AM Module)
- 'Manage Licences' and grant access to the relevant licence

1.8 I am an existing user on EDEN, how do I access a different organisation?

Go to www.edenireland.ie and 'Sign In'. Click on your name on the top right of the page and select 'My Organisations'.

Click 'Request Access to another Organisation' as below

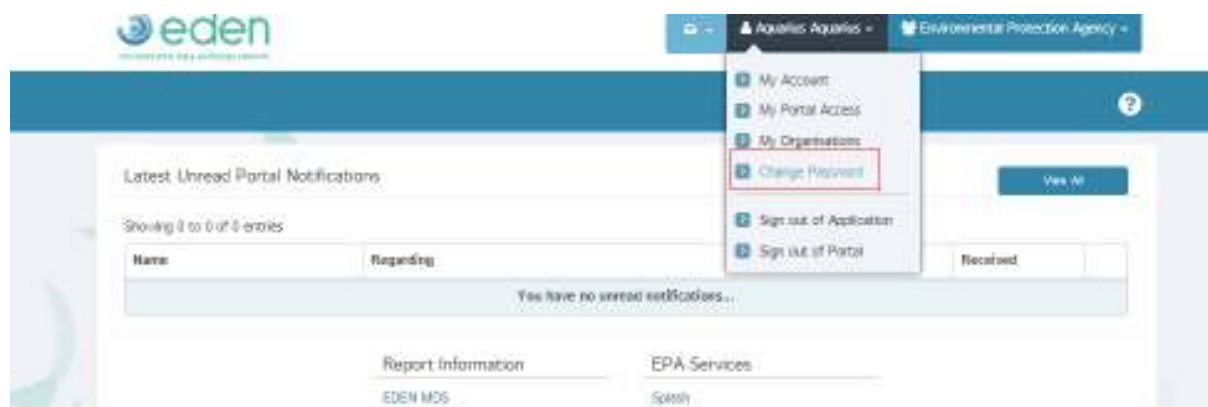


The first step you will need to do is identify your organisation, by selecting the organisation type **as Private Organisation** (regardless of whether you operate in the private or public sector) and then searching for your organisation.

In the event that your organisation is not found you will have an option to add it to the EDEN organisation list. If your organisation exists on EDEN the system will automatically populate your company information for you. If you have to add your organisation you will be prompted to enter the required information. Once you have identified/added your organisation select **Next** at the bottom of the screen.

1.9 How do I change my password?

The option to change your password appears in the menu when you click on your user name.



1.10 How do I logout?

Click on your name in the top left (as above) and select **'Sign out of Application / Portal'**.

LICENCE APPLICATION / RENEWAL / AMENDMENT

1.11 I don't have a licence – how do I apply?

Log into EDEN (www.edenireland.ie), click on “New Authorisation (Licence)” under the ‘Apply’ section to commence the application process.

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations(Licences)	Beaches
Amend/Change Authorisation(Licence)	Licensee Returns	Catchments
Renew Authorisation(Licence)	Incidents	
New Authorisation(Licence)	Compliance	
Review Authorisation(Licence)	Site Visits	

You will then see various forms (*Licence Details; Premises; Personnel; Inventory; Documents*) which you need to work through providing the requested information.

The screenshot shows the 'Radiological Protection Licence' application interface. At the top, there's a navigation bar with tabs: 'Licence Details', 'Premises', 'Personnel', 'Inventory', 'Documents', and 'Complete'. The 'Licence Details' tab is selected. Below the tabs, the title 'Licence Details for ORP Test' is displayed. A welcome message states: 'Welcome to the Radiological Protection licence amendment process. Any changes to the nature of activities or licensed practices detailed below should be included in the Background Information box on the Complete step.' The form contains several input fields: 'Type of radiological practice:', 'Nature of activities:', 'Licensed practices:', and 'Your approved dosimetry service provider:'. The 'Your approved dosimetry service provider:' field has a dropdown menu with 'Choose...' and a selection icon. At the bottom, there's a 'Save' button on the left and 'Go to Complete' and 'Premises >' buttons on the right. A note at the bottom left states: 'Details of approved dosimetry service providers are available on <http://www.epa.ie/radiation/lic/dosimetry/>.'

Once you have finished entering all of the details required you must navigate to the **COMPLETE** tab where you are required to complete the background information text box and payment information before selecting the **SUBMIT** button.

Please note: In some cases your fee information will not be available when submitting your application. You will receive a separate email with a link to payment once your licence category has been selected.

Your licence application will then be forwarded to the EPA where an inspector will review your application. Once your application has been approved your licence will receive an email which will notify you that your licence has been uploaded to your EDEN account and will allow you to access your

licence as a PDF file. A hard copy of the front cover of the licence will be posted out to you as it will be a condition of your licence that the licence cover must be displayed in a public place on your premises.

1.12 How do I renew my radiological licence?

Log into EDEN (www.edenireland.ie), select '**Renew Authorisation (Licence)**' under the '**Apply**' section to view your current Radiological Licence details.

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations(Licences)	Beaches
Amend/Change Authorisation(Licence)	Licensee Returns	Catchments
Renew Authorisation(Licence)	Incidents	
New Authorisation(Licence)	Compliance	
Review Authorisation(Licence)	Site Visits	

As you work through the Licence Renewal tabs you will be able to amend and make changes to your licence details which will be processed as your renewal application is reviewed. When you have made the changes required you must navigate to the **COMPLETE** step where you are required to complete the background information text box and payment information before selecting the **SUBMIT** button.

Changes made to any records on your licence will then be forwarded to ORP for approval. If you need to make any changes to your licence details you should do so during the renewal process. However, if you do not need to make any changes you should go directly to the **COMPLETE** step and click the **SUBMIT** button.

Please note the renewal option is only available once The Office of Radiological Protection has initiated the renewal process. At this time, you will be invited by email to log into EDEN to commence the renewal of your licence.

1.13 How do I amend my radiological licence?

Log into EDEN (www.edenireland.ie), select '**Amend/Change Authorisation (Licence)**' under the '**Apply**' section to view your current Radiological Licence details.

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations(Licences)	Beaches
Amend/Change Authorisation(Licence)	Licensee Returns	Catchments
Renew Authorisation(Licence)	Incidents	
New Authorisation(Licence)	Compliance	
Review Authorisation(Licence)	Site Visits	

Within the Radiological Protection Licence page you can make changes to your Licence Details, Premises, Personnel, Inventory by selecting the relevant tab. When you have made the required changes you must navigate to the **COMPLETE** step where you are required to complete the background information text box to include a summary of your request before selecting the **SUBMIT** button.

Changes made to any records on your licence will then be forwarded to ORP for approval.

Radiological Protection Licence

Please note that changes made to any records on your licence (Licence Details, Premises, Personnel, Inventory) will not be forwarded to the EPA for approval until you navigate to the COMPLETE step and select the SUBMIT button. Documents to support any changes may be uploaded in the DOCUMENTS step and will only be forwarded to the EPA when the request is submitted.

Licence Details Premises Personnel Inventory Documents **Complete**

Licence Details for ORP Test

Welcome to the Radiological Protection licence amendment process. Any changes to the nature of activities or licensed practices detailed below should be included in the Background Information box on the Complete step.

Type of radiological practice:
Nature of activities:
Licensed practices:
Your approved dosimetry service provider:

Details of approved dosimetry service providers are available on <http://www.epa.ie/radiation/tic/dosimetry/>.

1.14 Can I edit a licence change / amendment once submitted?

Once an individual change request is submitted it is not possible to make any changes to that particular change request as it has been submitted to ORP and is now in read only mode. Please note an error message will be displayed on the top of the screen in this circumstance. However, additional change requests can be made to other sources or premises/personnel details.

Please contact ORPedensupport@epa.ie should you wish to amend a change request that is in progress.

1.15 Will I receive any confirmation that my licence change request has been submitted?

Yes, an email will be forwarded confirming the change request. However as it will be an email generated from a 'no reply' system please check all your email trash/spam folders. You will be also able to see a list of the change requests in the **INVENTORY** tab however the changes will not appear on your licence schedules until they are approved and the amended licence is reissued by ORP.

1.16 How do I replace a licensed item with a similar item?

Replacing a licensed item with a similar item is a two-step process.

Firstly, select the '**Remove**' button opposite the unit you are replacing, and enter required information regarding the date of disposal, disposal method and any relevant background information.

Secondly, select '**Add Item**' and enter the requested details in respect of the new unit you wish to add.

Please note: You should not amend the existing item by simply changing its serial number to that of the new item.

Finally, go to the **'Complete'** tab and click the **'Submit'** button.

1.17 How do I enter a make or model of an item that does not appear in the dropdown menu?

Please include the details in the 'background information' box which is located on the **'item details'** page. Once approved the ORP staff will add the make and model details to the master make and model tables so that they are available for future amendments.

1.18 What is meant by 'premises'?

A premise of the organisation is the site where licensed items are located. It is possible to have multiple premises on one licence.

In order to add a new unit to a new location, the location must first be added in the **'Premises'** tab.

1.19 How do I know what documentation to submit in support of my change request?

In the **DOCUMENTS** tab please click on **'Document Guidance'** link for detailed information. Documents may be uploaded in the **DOCUMENTS** step and will be forwarded to the EPA only when the request is submitted on the **COMPLETE** page.

If additional information is required, the Office of Radiological Protection will contact you by email.

The screenshot shows a web browser window displaying the 'Radiological Protection Licence' application form. The form has a blue header with navigation links: 'Home', 'My Account', and 'Other Applications'. Below the header, there's a section titled 'Radiological Protection Licence' with a sub-header 'Apply For / Amend'. A note states: 'Please note that changes made to any details on your licence (Licence Details, Premises, Personnel, Inventory) will not be forwarded to the EPA for approval until you navigate to the COMPLETE step and click the [SUBMIT] button. Documents to support any changes may be uploaded in the DOCUMENTS step and will only be forwarded to the EPA when the request is submitted.' Below this note is a tabbed interface with tabs: 'Licence Details', 'Premises', 'Personnel', 'Inventory', 'Documents', and 'Complete'. The 'Documents' tab is currently selected. Under the 'Documents' tab, there's a section titled 'Documents for ORP Test'. Below this, there's a text input field labeled 'Document Type' and a dropdown menu labeled 'Changes'. A red circle highlights the 'Document Guidance' link in the text input field. At the bottom of the form, there are two buttons: 'Cancel' and 'Complete'.

1.20 Where can I add new / additional contacts?

Log into EDEN (www.edenireland.ie), select '**Amend/Change Authorisation (Licence)**' under the '**Apply**' section to view your current Radiological Licence details.

Navigate to the 'Personnel' tab where there is the option to add four types of contacts to your licence.



- **Senior Management Contact** – the person with overall legal responsibility for the unit
- **Contact for Correspondence** – this contact will be copied on all correspondence (more than one individual can be added).
- **Radiation Protection Officer (RPO)** – this contact, internal to the organisation, has responsibility for radiation safety matters.
- **Radiation Protection Advisor (RPA)** – this is an approved, independent expert who you appoint to advise on the safe and compliant use of ionising radiation.

Once details of your contact have been added go to the '**Complete**' tab and click '**Submit**'.

TECHNICAL ISSUES

1.21 I am getting an error message when logging in or the page is not opening correctly

Since April 2014 Microsoft no longer support either the Windows XP operating system or Internet Explorer versions 8 or earlier.

<http://windows.microsoft.com/en-IE/windows/end-support-help>

This means that users using Internet Explorer 8 on Windows XP will not be able to access all the feature of EDEN. EDEN is however fully compatible with Internet Explorer 9 and 10.

In order to access EDEN on computer running Windows XP you will need to use an alternative browser such as Google Chrome.

1.22 Is there technical support accessing EDEN available?

EDEN users can access EDEN HELP on the Home Page, as per the following

If you have any technical issues with EDEN please email eden@epa.ie for all technical issues regarding the EDEN portal system.

<https://www.edenireland.ie/Help/EDEN%20Portal/EDEN%20Portal.html>

1.23 Is there support for radiological licensees using EDEN?

EDEN users can fill out an online query form with a link located at the bottom of the page on www.edenireland.ie

EDEN - EPA, Johnstown Castle, Co. Wexford
[Contact Us](#) | [Disclaimer](#)

You can also contact us directly at ORPedensupport@epa.ie or 01-2680100.