

SVR Online Database – Individual’s Personal Portal

A step by step guide on how to register for access

The SVR online staff database, which stores information relating to competencies and memberships, now has a new facility enabling individuals (members, volunteers and paid staff) to register for access to their own personal details.

This level of access allows Users to view their own personal data, check it’s accuracy and request that it be corrected or amended, view and amend contact preferences and to undertake (as appropriate) online courses and exams.

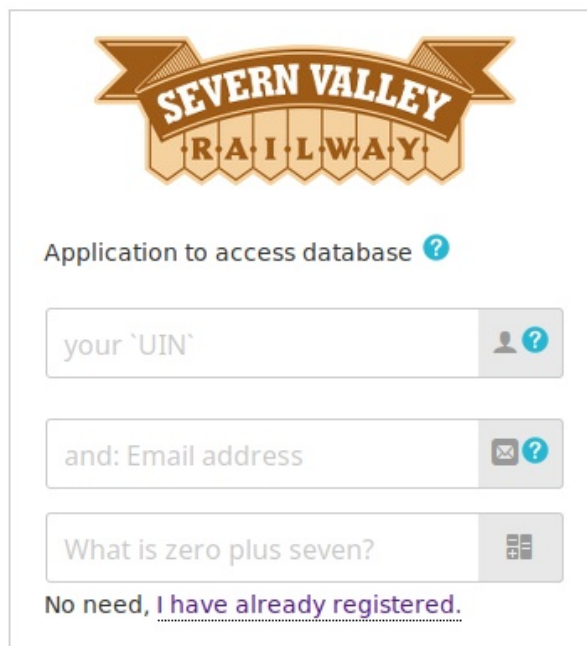
The database is designed to be available through all major web browsers, however please see the note at the end regarding possible issues for those users of Microsoft Edge.

The process for registration is free, and is designed to be simple and straightforward. Please follow the following instructions, step by step:-

1. Users will need their `UIN` (a six digit number starting with a `one` and which can be found on their 2020 car park pass - to the right of the Department name), together with the email address that is currently recorded for them on the database.

If neither is known, please contact membership@svrlive.com and include, as a minimum, your full name, postcode and date of birth. They will then supply the necessary two items of information to enable registration to go ahead.

2. With the two items above at hand, go to <https://database.svr.co.uk/selfregister> which will display the following screen:

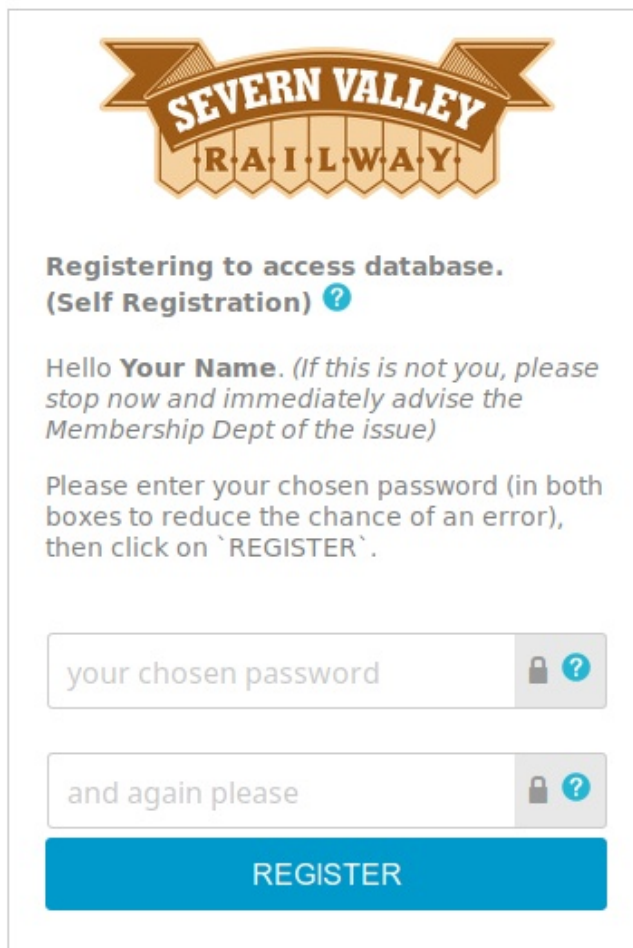


The screenshot shows the registration interface for the Severn Valley Railway. At the top is the railway's logo, which consists of a banner with 'SEVERN VALLEY' and 'RAILWAY' below it. Below the logo, the text 'Application to access database' is followed by a question mark icon. There are three input fields: the first is labeled 'your `UIN`' with a user icon and question mark; the second is labeled 'and: Email address' with an envelope icon and question mark; the third is a security question 'What is zero plus seven?' with a calculator icon. At the bottom, there is a link that says 'No need, I have already registered.'

Enter your `UIN` and email address. Answer the simple maths question (this stage is employed to try to prevent multiple automatic attempts to register by web robots) and then click the button to Apply..

3. The system will then send an email with further instructions including a link that must be used. **If you do not appear to receive that email, check your spam/trash box.**

4. Having gone to the link in 3 above, follow the instructions displayed on the screen and choose a suitable password.



SEVERN VALLEY
RAILWAY

Registering to access database.
(Self Registration) ?

Hello **Your Name**. *(If this is not you, please stop now and immediately advise the Membership Dept of the issue)*

Please enter your chosen password (in both boxes to reduce the chance of an error), then click on `REGISTER` .

your chosen password

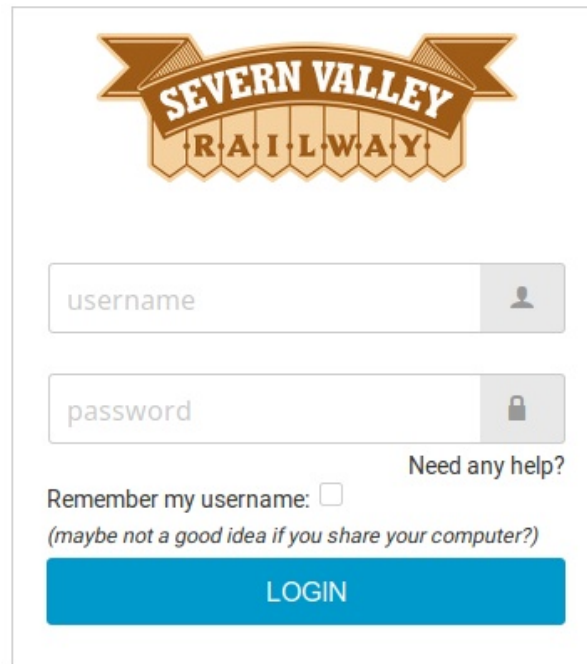
and again please

REGISTER

If all is well, you will see a screen which says you have successfully registered and can now log in.

The system will also send a confirmatory email.

5. To log in, go to <https://database.svr.co.uk/> and **enter your `UIN` as your username** and your chosen password (the one from stage 4).



The image shows a login form for the Severn Valley Railway. At the top is the railway's logo, which consists of a banner with 'SEVERN VALLEY' and 'RAILWAY' below it. Below the logo are two input fields: 'username' and 'password'. The 'password' field has a lock icon on the right. Below the 'password' field is a link that says 'Need any help?'. Below that is a checkbox labeled 'Remember my username:' with the text '(maybe not a good idea if you share your computer?)' underneath. At the bottom is a blue button with the word 'LOGIN' in white capital letters.

Please note that if you already have a username to access the database for administration purposes, or to read departmental reports, **you will need to log out** of that process in order to log in using your UIN.

Although the same database is being accessed via the same log-in screen, each method of logging-in is a separate process.

Microsoft Edge users. The system has been tested and proved to work successfully on the four major web browsers: Firefox, Google Chrome, Microsoft Edge (which ships with Windows 10) and Waterfox Classic.

However, there have been numerous reports on the internet of Edge preventing users signing into their accounts (eg on Ebay, Facebook etc). The symptoms are that having entered their correct usernames and passwords, they are again presented with the login screen. This issue may also be encountered by some SVR database users.

There are various suggestions from Microsoft support as to a solution to this known, intermittent problem (sometimes it's there and sometimes it's not) which include clearing the browser cache. If you have an issue, a more permanent solution is to ditch Edge in favour of an alternative, more compatible and reliable browser. Neither Firefox, Google Chrome nor Waterfox have had any issues reported.

Problems registering: If having followed each stage of this step by step process, you are still not able to register, please send an email to dbaseadmin@svrlive.com giving as much detail as to what errors or messages have been encountered. Appropriate assistance will be provided.