

# New SAR Portal Guidance Signpost

Last Update 14/09/2023

The SARs Programme team are pleased to announce that the new SAR Portal is now open to all reporting organisations. Register now via the [\*\*New SAR Portal\*\*](#).

## Guides



- [\*\*New SAR Portal Overview \(Guide A\)\*\*](#): Overview of the new SAR Portal for individuals and organisations that use the Portal.
- [\*\*New SAR Portal – How to Register \(Guide B\)\*\*](#): Guidance for organisations and individuals on how to register to the new SAR Portal.
- [\*\*Role of the First Registrant\*\*](#): Guidance for how an organisation's first registrant should access the Portal and onboard their colleagues.

## FAQs



- [\*\*New SAR Portal FAQs\*\*](#): Frequently asked questions for organisations and individuals that submit SARs.

## Videos



- [\*\*How to register and sign in \(Video 1\)\*\*](#): Video guidance for individuals and organisations on how to register and 'sign in' to the new SAR Portal.
- [\*\*How to submit a SAR using the new SAR Portal \(Video 2\)\*\*](#): Video guidance on how to submit a SAR using the new SAR Portal.
- [\*\*First Registrant Guidance Video\*\*](#): Video guidance on the new SAR Portal registration process and a demonstration of the important role played by the first registrant of a multi-user SAR making organisation.

## Webinar



- [\*\*New Sar Portal Webinar\*\*](#): Video demonstration on the new SAR Portal in action, as well as a summary of the transition plan from the SAR Online System to the new SAR Portal.

## Further Support



- For **further support** on using the new SAR Portal, please refer to the published guidance on the [NCA Website](#).
- For any **technical queries**, please fill out the technical issue report template overleaf and send to: [ukfiusars@nca.gov.uk](mailto:ukfiusars@nca.gov.uk).
- For any additional queries or support with the new SAR Portal, please contact the Programme team: [sarsittransformation@nca.gov.uk](mailto:sarsittransformation@nca.gov.uk)

# Technical Issue Report Form

Please return to [ukfiusars@nca.gov.uk](mailto:ukfiusars@nca.gov.uk).

Information Required	Please write your response here. If the answer is unknown, please put N/A
Please provide a description of the issue. We ask that you avoid including any SAR data that is personal or otherwise sensitive and use secure email where possible.	
Is this an issue only you are experiencing or are colleagues in your organisation experiencing the same issue?	
Have you been able to repeat the issue or was it an isolated incident?	
If you are blocked from making a SAR, are you able to find a workaround?	
Are there any other urgent factors that you think we should be made aware of?	
What date and time did the issue occur?	
Please attach a screenshot of any error messages, or any other screenshots that you think would help us resolve this issue. Please crop out any personal or sensitive data.	
What browser did you use? E.g. Microsoft Edge, Google Chrome etc. Please include browser version. To find the browser version, in the browser's toolbar, click on "Help" or the Settings icon. Click the menu option that begins "About" and you'll see what type and version of browser you are using.	
What type of SAR was being made? E.g. DAML, TACT, or Vulnerable Person SARs	
What is the best email to contact regarding this issue?	
What is the best contact number to call you on about the issue? (optional)	