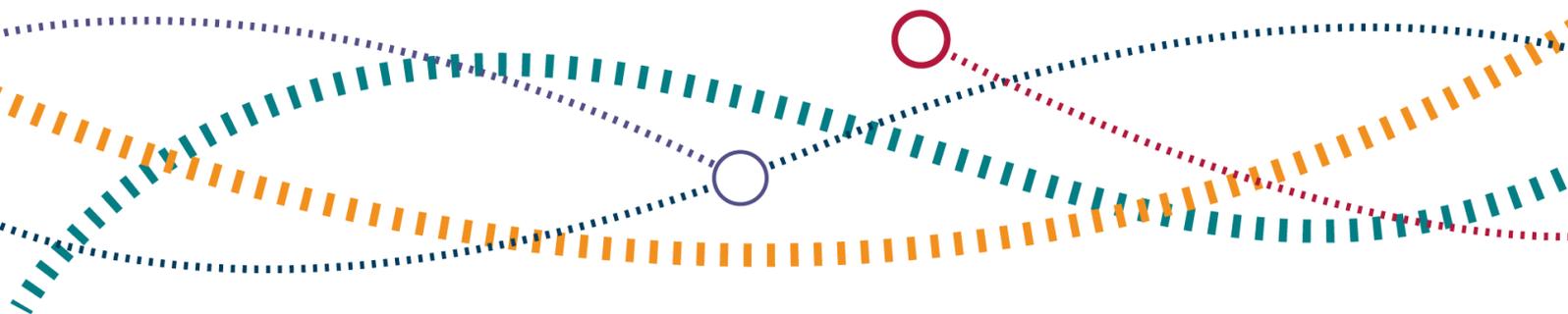




ORR Train Driving Licences System

Train Operator User Guide

09 March 2021



Contents

1. Introduction	3
2. TDL System Access	4
2.1 Membership Request	5
2.2 Password Recovery	6
3. Permissions	7
4. TDL System Overview	8
4.1 Operators Home Page	8
5. Licence Creation/Overview	10
6. Licence Update	16
7. Suspension, Reinstatements and Withdrawals	18
Appendix 1	19

1. Introduction

This user guide is intended for train operators using the ORR TDL system. The user-guide will cover the process for accessing the system, licence application upload and licence update.

For any further interaction with the TDL system please contact the ORR TDL team (TDL.Applications@orr.gov.uk).

Please take a moment to view ORRs Privacy Statement which can be found at:

<http://orr.gov.uk/about-orr/corporate-data/freedom-of-information/privacy-notice>

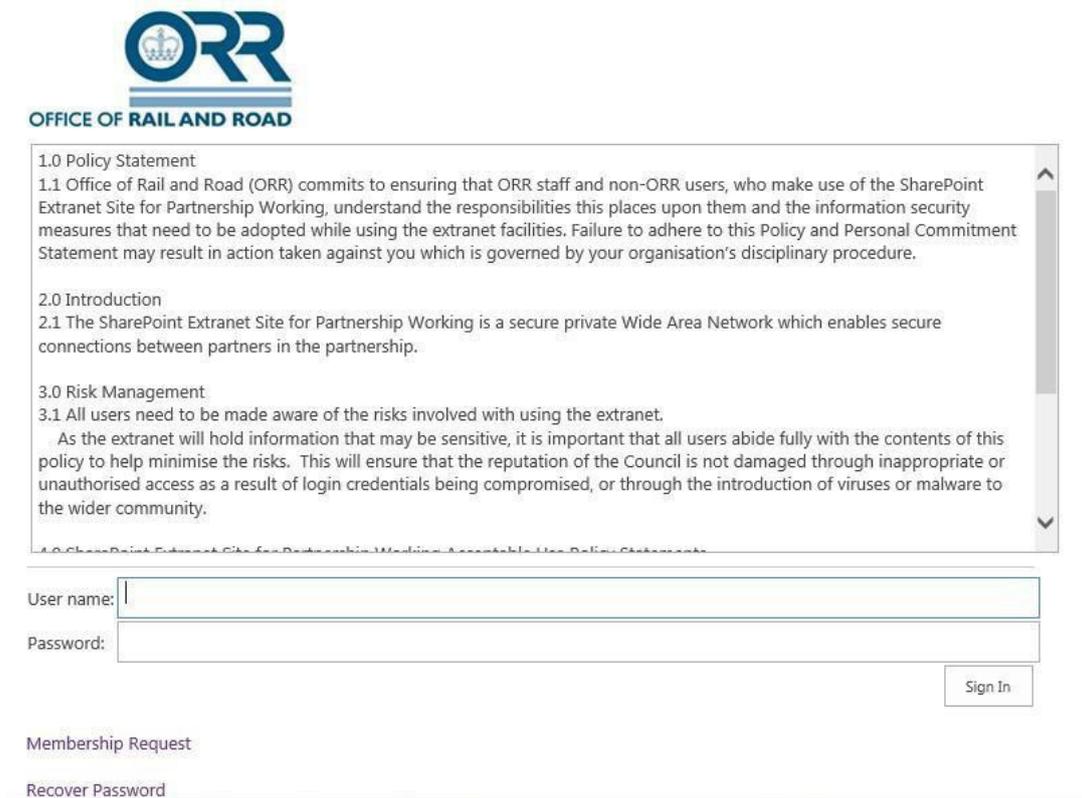
2. TDL System Access

To access the TDL system type the following address in your internet browser:

<https://tdl.orr.gov.uk>

Please note that the system is only accessible to predefined IP addresses. If you work for a train operator, are responsible for administering train driver licence applications, but are not able to access the system, please contact the ORR TDL team (TDL.Applications@orr.gov.uk) and provide them with your company's external IP address, so it can be added to the exclusions list on the ORR firewall. If you are unsure of your external IP address it can be obtained via the following URL: <http://whatismyipaddress.com/>. Please note that only 3 users from each operator will be allowed access to the system.

Once you are able to access the system you'll be presented with the following screen.



2.1 Membership Request

Select membership request and complete the details on the screen.



The screenshot shows the 'Membership Request' page. On the left, under 'Updated Pages', 'Membership Request' is selected. The main form includes fields for 'User Name:', 'First Name:', 'Last Name:', 'Email:', 'Security Question:', and 'Security Answer:'. Below these is a CAPTCHA image with the text 'tQhU2R' and the instruction 'Type the characters in the picture below.' A text box for 'Characters:' contains the input 'tQhU2R', with a note 'The picture contains 6 characters.' and a link 'Can't see the word?'. A 'Create User' button is at the bottom right.

Once you've submitted the request you will receive an automated email as follows confirming the request.

 Mon 30/11/2015 16:17
TDL@orr.gsi.gov.uk
Membership Pending
To Hodder, Verica (IT Enterprise Services)

Thank you for requesting a Membership on <https://tdl.orr.gov.uk>

You will receive an email with a temporary password once your request has been approved.

If you have any additional questions or require assistance, please contact the ORR administrator.

We cannot accept any liability for any loss or damage sustained as a result of software viruses. You must carry out such virus checking as is necessary before opening any attachment to this message. The information in this email and any files transmitted with it may be of privileged and/or confidential nature and is solely for the addressee(s). If you are not intended addressee please notify us immediately, and note that any disclosure, copying or distribution by you is prohibited and may be unlawful. The views expressed in this email are not necessarily the views of the Office of Rail and Road

Once the request has been approved, you will receive the following email. If you do not receive this notification in a reasonable amount of time please contact the ORR TDL team (TDL.Applications@orr.gov.uk).

 Mon 30/11/2015 16:18
TDL@orr.gsi.gov.uk
Membership Approved
To Hodder, Verica (IT Enterprise Services)

Your request for an account on Train Driver Licences has been approved and you have been granted access.

Your user name is: XXXXXXXX

Your temporary password is: XXXXXXXXXX

Your temporary password can be changed immediately by logging onto <https://tdl.orr.gov.uk>

If you need additional access please contact the ORR site administrator..

Thank you.

We cannot accept any liability for any loss or damage sustained as a result of software viruses. You must carry out such virus checking as is necessary before opening any attachment to this message. The information in this email and any files transmitted with it may be of privileged and/or confidential nature and is solely for the addressee(s). If you are not intended addressee please notify us immediately, and note that any disclosure, copying or distribution by you is prohibited and may be unlawful. The views expressed in this email are not necessarily the views of the Office of Rail and Road

The format of passwords should be a minimum of 7 characters (mixed lower and upper case and numbers) with at least one non-alphanumeric character.

2.2 Password Recovery



The screenshot shows the ORR logo (Office of Rail and Road) and the title "Password Recovery". On the left, there is a "Updated Pages" menu with "Password Recovery" and "Membership Request" listed. The main content area is titled "Password Recovery" and "Forgot Your Password?". It contains the instruction "Enter your User Name or Email Address to receive your password." followed by a text input field labeled "User Name or Email Address:" and a "Submit" button.

For security purposes, if you receive any unexpected password reset notifications please inform the ORR TDL team (TDL.Applications@orr.gov.uk) immediately.

3. Permissions

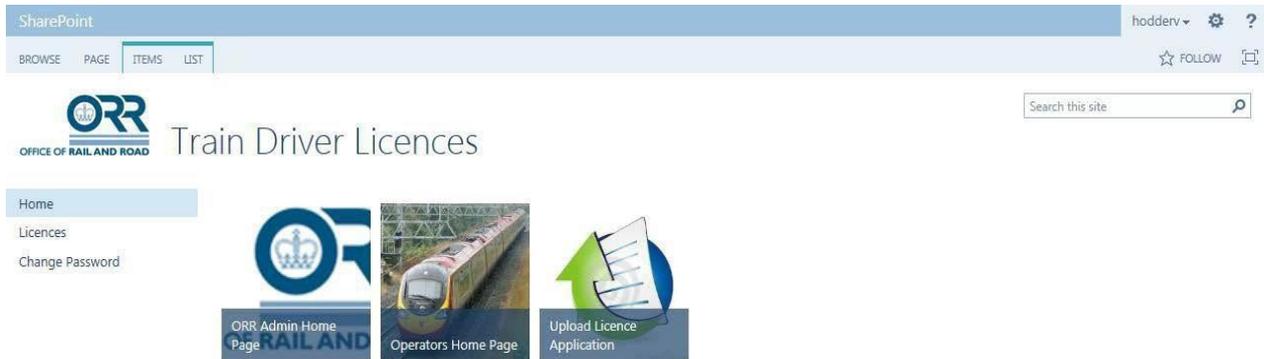
The permissions on the TDL application are managed with SharePoint groups. There is a group for each operator with contribute access and ORR groups with contribute or full access.

These permissions will ensure that licence records can only be viewed by the train operator against which they are allocated.

4. TDL System Overview

When logged in you will be presented with the following screen.

You should not be able to access any information via the 'ORR Admin Home Page'.



4.1 Operators Home Page

To enter new applications or view all operator licences select the Operators Home Page.

Please note: As no photographs or signatures were migrated from the old TDL register (because they were not stored on the database in the same way as they will be on this system) any updates to older records will require the addition of a photograph and signature. This may result the reissue of a licence that is not required.

To mitigate this, and until an automated solution is added to the system functionality, **operators are requested not to edit any records on the database, but to submit requests for updates to the ORR TDL team (TDL.Applications@orr.gov.uk) (See Section 6)**. ORR will advise operators when a solution has been implemented to address this issue.

Operators Home Page

Licences



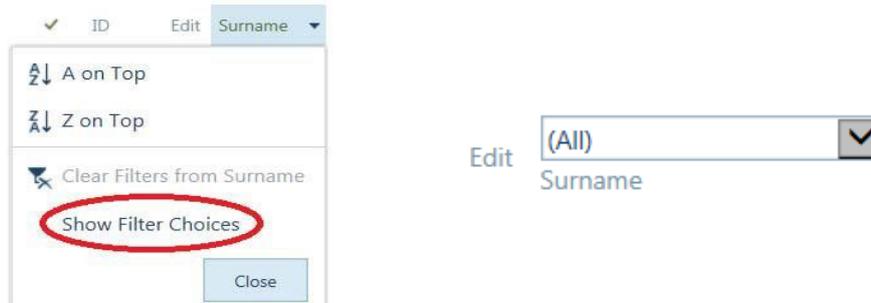
To view all the licences that belong to your operator please select the 'Current Licences' button.

This will display all the licences assigned to your operator. Please note that new applications will only appear on this register once they have been validated and printed by ORR.

If operators have any questions about whether an application has been made for a driver but not processed, please contact the ORR TDL team (TDL.Applications@orr.gov.uk) rather than re-enter a new (potentially duplicate) application.

5. Licence Creation/Overview

Before entering a new application please check the database to see whether a licence already exists. You can do this by clicking on the surname 'Show Filter Choices' and searching or typing the name into the 'Surname' box.



This check will only apply to drivers registered against your own operator account. For other drivers, **particularly those transferring from another operator**, please contact the ORR TDL team (TDL.Applications@orr.gov.uk)

To add a new licence go to 'Add New Licence' in the 'Operator's Home Page'. You will see the following form.

A screenshot of a web form titled 'Licences - New Item'. At the top left is an 'EDIT' button. Below it is a toolbar with icons for 'Save', 'Cancel', 'Paste', 'Copy', 'Attach File', and 'Spelling'. The form fields include: 'Application Type *' with a dropdown set to 'British'; 'Photograph *' with a placeholder image and buttons for 'Upload Picture', 'Browse', and 'Remove'; 'Signature *' with a placeholder image and buttons for 'Upload Picture', 'Browse', and 'Remove'; 'Issuing Authority *' with a dropdown set to 'ORR'; and 'Submitted By *' with a dropdown set to 'Employer'. A vertical scrollbar is on the right side of the form.

Application Status	Valid First Issue ▼
Surname *	<input type="text"/>
Forenames *	<input type="text"/>
Applicant Address House Number or Name *	<input type="text"/>
Applicant Address Street Name *	<input type="text"/>
Applicant Address Town or City *	<input type="text"/>
Applicant Address County *	<input type="text"/>
Applicant Address Postcode *	<input type="text"/>
Applicant Address Country *	<input type="text"/>
Email Address	<input type="text"/>
Date of Birth *	<input type="text"/>  Please enter in DD/MM/YYYY
Place of Birth *	<input type="text"/>
Nationality *	<input type="text"/>
Gender *	<input type="text"/>
Native Languages	English ▼
Train Operator Name *	(Please select, this is a mandatory fi... ▼
Train Operator Address *	<input type="text"/>
Education Highest Level	<input checked="" type="radio"/> Train operator application - Not required <input type="radio"/> Specify your own value: <input type="text"/>
Medical Provider *	(Please Select, this is a mandatory field) ▼
Medical Passed Date *	<input type="text"/>  Please enter in DD/MM/YYYY
Psychologist Name	(Please Select, this is a mandatory field) ▼
Passed Psychological Test Date *	<input type="text"/>  Please enter in DD/MM/YYYY
Mandatory use of Glasses *	<input type="text"/>
Mandatory use of Hearing Aid *	<input type="text"/>
Training Provider *	(Please Select, this is a mandatory field) ▼
Passed Training Test Date *	<input type="text"/>  Please enter in DD/MM/YYYY
Awaiting Correction	<input type="checkbox"/>
Have you ever had a licence suspended or withdrawn	No ▼

ApplicationType:

- British (default)
- NI

Photograph: Upload photo from a file location, please note that this needs to be in a .jpg format

Signature: Upload signature image from a file location, please note that the signature needs to be in a .tiff format

Issuing authority: ORR (default)

Submitted by:

- Applicant,
- Employer(default),
- Other

ApplicationStatus:

- Valid First Issue (default),
- Valid Re-issue Reinstated,
- Suspended Decision Pending,
- Withdrawn

Surname

Forename

Applicant Address House Number or Name

Applicant Address Street Name

Applicant Address Town or City

Applicant Address County: please select from the dropdown list

Applicant Address Postcode

Applicant Address Country: please select from the dropdown list

Email Address

Date of Birth (please use the date picker icon to ensure that the correct date format is selected DD/MM/YYYY). Please Note that the applicant needs to be 20 or over. If you don't meet the criteria i.e. the applicant is younger than 20 the application will display an error and you will need to go back to the site and fill in the form again.

Place of Birth

Nationality: please select from the dropdown list

Gender:

- Female
- Male

Native Language:

- English(default),
- other options

Train Operator Name: Please select from the dropdown list your train operator

Train Operator Address: Please note that this field will autofill the address for the train operator selected above. Please select correct address if there is more than one option

Education Highest Level:

- Train Operator Application – Not required (default),
- Specify your own value

Medical Provider: Please select from the dropdown list of providers

Medical Passed Date: (please use the date picker icon to ensure that the correct date format is selected DD/MM/YYYY).

- Please note that if the applicant is over 55 the medical passed date will need to be within the last year. **Do not use the (Qualified driver already (pre October 2013)) option;**

- if the applicant is 55 or younger the medical passed date will need to be within the last three years. **After 29 October 2016 the (Qualified driver already (pre October 2013)) option will not be valid.**

Psychologist Name: please select from the dropdown list

Passed Psychological Test Date: (please use the date picker icon to ensure that the correct date format is selected DD/MM/YYYY).

Mandatory use of Glasses:

- Yes
- No

Mandatory use of Hearing Aid:

- Yes
- No

Training Provider: Please select from the dropdown list

Passed Training Test Date: (please use the date picker icon to ensure that the correct date format is selected DD/MM/YYYY).

If you discover any errors in any of the drop down lists, please inform the ORR TDL team (TDL.Applications@orr.gov.uk).

Further information about the requirements for a Train Driving Licence can be found on the ORR website at <http://orr.gov.uk/what-and-how-we-regulate/licensing/train-driving-licences-and-certificates>.

In particular, please ensure that you follow the following specification for photographs:

2.23. Add a photograph of the applicant, preferably a digital photo (preferred format: jpeg;.bmp;.tiff) which allows good definition for the small size. For renewal applications, the photograph shall be updated.

While countries requirements on photo sizes for official documents may differ, there are specification for the quality of portraits, referred to in EU policy, in Appendix 11 to Section IV of the ICAO document 9303 'Machine Readable Travel Documents' (ed.2006). It contains detailed guidelines, that can be summarised as follows:

- photo shall include a full face, front view and open eyes,
- photo shall present full head from top of hair to shoulders,
- photo shall be taken against a plain white or off-white background,
- avoid shadows on the face or background,
- face in photo shall have a natural expression (closed mouth),
- face in photo shall not include sunglasses with coloured lenses or glasses with a thick frame, no light shall be reflected on the lenses,
- the subject shall not wear a hat, except those who are accepted by the State authorities, and
- the contrast and lighting in the photo shall be normal.

Once an application has been completed and the record saved, you will not be able to see it in the 'Current Licenses' view until ORR has validated the licence and sent it for printing. It is at this stage that the licence number and validity periods will be added to the licence record. Please be careful not to enter duplicate entries of licence applications.

The status of the licence will be 'Valid First Issue' when the application has been validated and licence printed.

6. Licence Update

Operators are requested not to edit any records on the database, but to submit requests for updates to the ORR TDL team (TDL.Applications@orr.gov.uk) (see section 4.1 above).

- Update requests should identify:
- the name of the affected driver;
- their current licence number;
- the change required; and
- the reason for the change.

Any update that requires the reissue of a licence (including lost, stolen, defaced or destroyed licences) must be accompanied by an appropriate reissue form. If it is not, then the change will not be processed.

A copy of this amendment form can be found here;

Word - <https://www.orr.gov.uk/media/22036>

ODT - <https://www.orr.gov.uk/media/22037>

Please inform ORR in writing of any existing licensed drivers that transfer to you from another operator, providing details of their revised employee reference number if appropriate.

The following licence updates will trigger a licence reissue:

- Surname;
- Forename;
- Date of Birth;
- Place of Birth;
- Native Language;
- Signature;

- Photograph;
- Licence expiry date
- Wearing glasses or using hearing aids.

If any of the above fields changes the status of the licence will change to 'Valid Reissue Reinstated' when the change has been validated and licence reprinted.

7. Suspension, Reinstatements and Withdrawals

Only ORR can administer licence suspensions, reinstatements and withdrawals. If these are being requested, please write to the ORR TDL team (TDL.Applications@orr.gov.uk) explaining why this action is necessary. A copy of this communication will be retained on the TDL system for audit purposes.

For suspensions, please also provide details of when the suspension is likely to be lifted (if that is known).

Once ORR has taken action to update the records, the status of the licence will change to 'Suspended', 'Reinstated' or 'Withdrawn'. If a licence is reported as being withdrawn, the licence should be returned to ORR by the operator.

You can find more information regarding the suspensions and withdrawals of licences in our guidance: <https://www.orr.gov.uk/sites/default/files/om/tdl-guide-to-the-suspension-and-withdrawal-of-train-driving-licences.pdf>.

Appendix 1

Below is a list of validation messages that may occur during XML licence upload. It can be used to assist identification of the cause of upload failure.

Messages are given as examples. It should be straightforward to find the message that is similar to the message encountered, and thus deduce the root cause and resolution. Key words within the message are highlighted in bold - this is for presentation only – the messages produced by the TDL system will not highlight these words.

Due to the nature of XML, there are many different errors that can occur but are not listed. The listed errors are the most likely to be encountered. Some error messages provide line and position (column) numbers – these are often helpful in locating the part of the file that is in error.

Example	Cause / Resolution
Medical must be within 3 years of application if driver is aged 55 or younger at time of application	Self-explanatory
Medical must be within 1 year of application if driver is aged 56 or older at time of application	Self-explanatory
User must be a minimum of 20 years old	Self-explanatory
This Applicant already exists , see Licence ID - 12345; Name – Driver Sam	A licence already exists for this driver. To be precise, the licences list contains a record with matching forename, surname, date of birth, and place of birth.
List Doctors does not contain 'ORRDOC01 Dr Zhivago'	The Doctors lookup list does not contain an entry for the specified doctor
List Psychologists does not contain 'ORRPP01 Sigmund Freud'	The Psychologists lookup list does not contain an entry for the specified psychologist

Example	Cause / Resolution
<p>List Training does not contain 'ORRTEC01 Sodor University'</p>	<p>The Training lookup list does not contain an entry for the specified training provider</p>
<p>List OperatorName does not contain 'Sodor Rail'</p>	<p>The OperatorName lookup list does not contain an entry for the specified employer</p>
<p>The 'Applicant_Photograph' element is invalid - The value " is invalid according to its datatype 'Base64Binary' - The actual length is less than the MinLength value.</p>	<p>Indicates that the photograph or signature is absent from the XML.</p>
<p>The 'DateofBirth' element is invalid - The value '11 September 1978' is invalid according to its datatype 'http://www.w3.org/2001/XMLSchema:date' - The string '11 September 1978' is not a valid Date value.</p>	<p>Indicates that a date is not in the correct format. Dates must be presented as yyyy-MM-dd. In the example given, the DateOfBirth should have been provided as '1978-09-11'.</p>
<p>The 'Surname' element is invalid - The value " is invalid according to its datatype 'String' - The Pattern constraint failed.</p>	<p>Indicates that a text value has not been provided. In the example to the left, the surname is missing from the XML.</p>
<p>The 'Applicant_PhographFileName' element is invalid - The value '8.gif' is invalid according to its datatype 'String' - The Pattern constraint failed.</p>	<p>Indicates that a photograph or signature filename has an extension that is not accepted by the system. Photographs must be JPEG files with extension .jpg or .jpeg Signatures must be TIFF files with extension .tif or .tiff</p>
<p>The 'Nationality' element is invalid - The value 'Jedi' is invalid according to its datatype 'String' - The Enumeration constraint failed.</p>	<p>Certain fields are constrained to one of a fixed set of values. For example, the gender field must be set to either Male or Female. This message indicates that the value is not allowed.</p>

Example	Cause / Resolution
<p>The element 'TrainDriverLicence' has invalid child element 'NativeLanguages'. List of possible elements expected: 'Gender'.</p>	<p>Indicates that an element is missing or out of order. The XML elements must be in the correct order to pass validation.</p> <p>The example states that the Gender element was expected, but instead NativeLanguages was found in its place. Thus it can be deduced that the Gender element is missing or in the wrong part of the file.</p>
<p>Unexpected end of file has occurred. The following elements are not closed: FullLicenceApplication. Line 57, position 1.</p>	<p>Unexpected end of file will occur when the XML is missing a closing tag.</p> <p>In this case the opening <FullLicenceApplication> tag was not closed with a corresponding </FullLicenceApplication> tag.</p>
<p>The 'Gender' start tag on line 22 position 2 does not match the end tag of 'Gend'. Line 22, position 15.</p>	<p>The XML contains mismatched start and end tags.</p> <p>In this case the end tag is incorrectly typed as </Gend>.</p>
<p>An error occurred while parsing EntityName. Line 26, position 37.</p>	<p>This will be produced if an un-escaped & is present in the file. As & is a special character in XML, it cannot be used directly. Instead replace & with &amp;</p> <p>For example, the value “Training & Standards Manager” should be specified as “Training &amp; Standards Manager”</p>
<p>There are multiple root elements. Line 58, position 2.</p>	<p>An XML file can only have a single root element. This message will be produced if more than one root element is present. This could occur if a file contains more than one licence (i.e. multiple <FullLicenceApplication> elements), or if the <FullLicenceApplication> is absent (in which case all the other elements become root elements).</p>



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