ORS Frequently Asked Questions (FAQ)

1. **Question**: What do I do when ORS fails to verify my National ID?
   Answer: If during account creation you get error saying "Person[19xxxxxxxxxxxx] not found", you need to contact NIDA for activation of your National ID

2. **Question**: Can I use the same National ID to create different ORS accounts?
   Answer: Yes, you can use the same National ID but a different email address to create multiple ORS accounts

3. **Question**: What if my names on the National ID differ with the names on My TIN from TRA?
   Answer: You have to update TIN information to TRA to match the data at NIDA

4. **Question**: What do I do when company TIN fails to verify in ORS?
   Answer: You need to verify if company name and incorporation number on your certificate of incorporation given by BRELA is the same as company number and name at TRA.

5. **Question**: What if I have forgotten my password?
   Answer: On the login page you need click **Forgot Password?** Link to rest your password and you will be asked to provide your **username** and **email address** used during account creation. The ORS system will send you a temporary and further instruction on how to reset and change your password.

6. **Question**: What if I am getting "**Error while claiming task**" error?
   Answer: You need to report this to BRELA by providing the application or racking number eg, G180101-0101 to be resolved

7. **Question**: What if I am getting "**Please complete G180101-0101**" error?
   Answer: The first applicant who is requesting the service has to complete the first request before starting another same application.

8. **Question**: What do I do if I have a business name registered before this new ORS system?
   Answer: You don't have to create a new ORS account as your OBRS account you used to register your Business Name(s) has been migrated to ORS and thus you have been sent a message to your email address you used during registration and this message has the username and temporary password which you can use to log into the new ORS system

9. **Question**: Do I need to update my Business Name information registered in OBRS?
   Answer: No, all Business Names registered in OBRS have been shifted to ORS and automatically updated by the ORS system and thus you can request for other services but not data update of existing Business Names

10. **Question**: I have my OBRS account but I cannot select **service types** in the ORS, what do I do?
    Answer: You need to activate your ORS account which was migrated from OBRS by going to the profile link and then enter your National ID, **click load data from Nida** and then click **save/submit** buttons.

11. **Question**: What if the selected **person to update data in ORS** did not receive the email address with the username and password?

Answer: You will first create a new user account and activate it, then write a letter to BRELA to grant access to that account and then update data in the ORS system.