



EDEN Web Portal

Frequently Asked Questions

Prepared by
Radiation Protection Regulation

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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 Radiation Protection Authorisation held by the EPA on its internal database. All correspondence between Radiation Protection Regulation and licensees will be facilitated through EDEN.

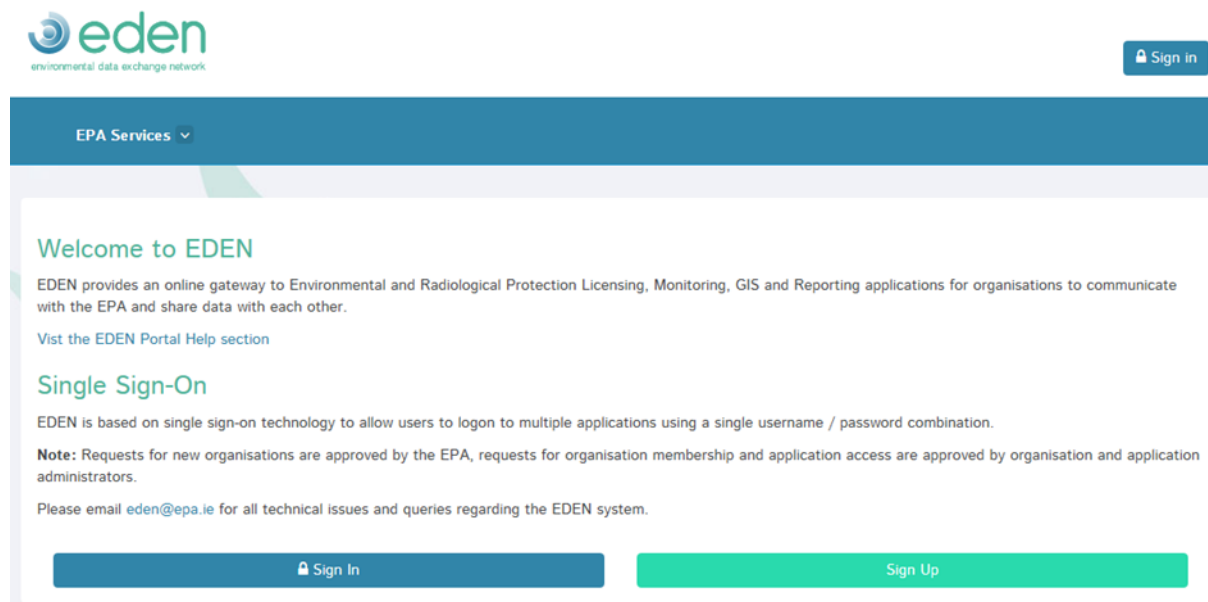
1.2 How do I access EDEN?

I have already been provided with my username and password

If you have already been provided with a username and password go to 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.



I do not have a username and password

To apply for an EPA Radiation Authorisation 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. **This link is valid for 24hours.**
- 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.
- If 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 **Radiation Protection Module** application and click **submit**.

Your access will need to be approved by the EPA and you will receive notification via email once this has been completed.

1.3 I have a Radiation Protection Authorisation – How do I access it?

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

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations	Beaches
Amend/Change Authorisation	Returns	Catchments
New Authorisation	Incidents	EPA Water Maps
Review Authorisation	Compliance	SEA GIS
Amend Radiation Authorisation	Site Visits	
Renew Radiation Authorisation	Radiation Authorisation Dashboard	
New Radiation Authorisation	Pay Fee	
	Findings and Recommendations	
	Radiation Site Visits	
	Download Certificate of Authorisation	
	Environmental Performance Report	

If your licence has been amended since the 'Full Authorisation' was issued only a copy of your most recent Licence Schedules will be available here. If you want a copy of your 'Full Authorisation' please send a request to orpedensupport@epa.ie

1.4 How do I view who has access to EDEN and my Radiation Protection Authorisation?

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 EPA Authorisation.



Responsibility for approving users so that they can have access to the details of your authorisation lies solely with the assigned 'Administrator' for your organisation and is not managed by the EPA. If there is any problem with approving users, please email orpedensupport@epa.ie

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

The rights for the EDEN Administrator and EDEN User for Radiation Protection Authorisations are the same, both can process amendments/renewals.

However, only an EDEN Administrator can grant access to the details of your authorisation 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 authorisation.

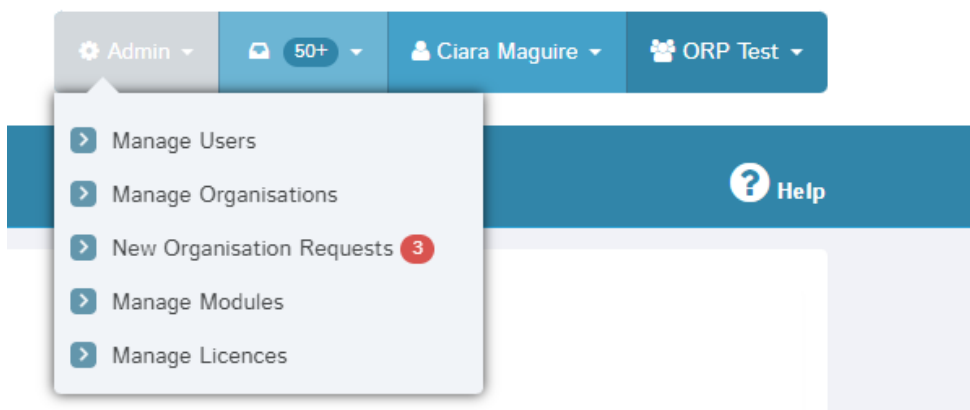


You can then select 'Manage Access' across from the relevant user and click 'Change Role', selecting Administrator/User as appropriate before saving your changes.

1.7 How do I approve another users' access to my organisation's authorisation details?

Anyone wishing to access your organisation's authorisation 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 authorisation lies solely with the assigned 'Administrator' for your organisation and is not managed by the EPA. If there is any problem with approving users, please email orpedensupport@epa.ie

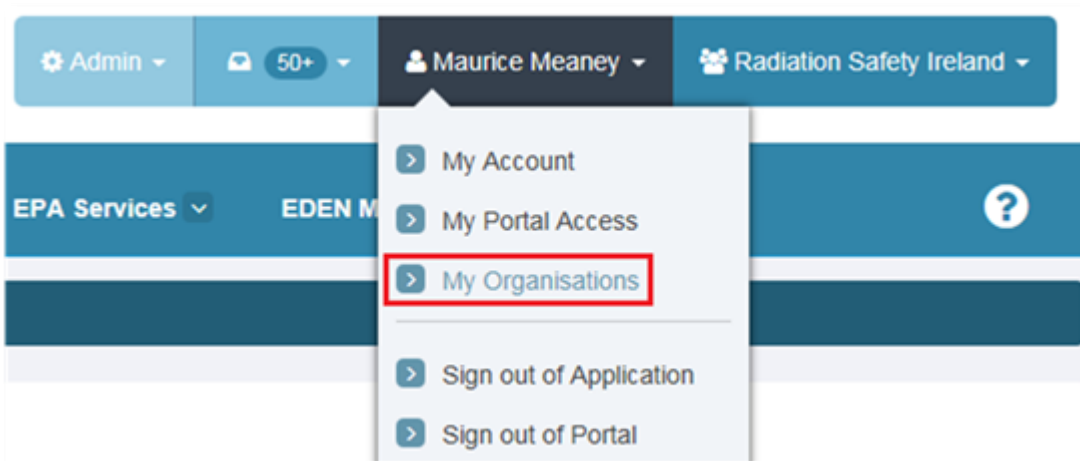


The administrator of your EDEN account will receive email notification when another user has requested access and will need to log into EDEN and select **'Admin'**:

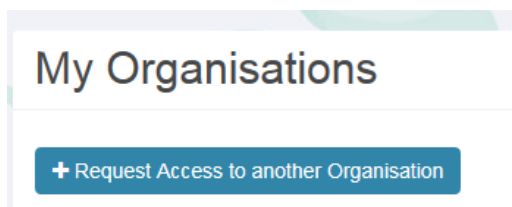
- **'Manage Users'** to approve the membership request to the user
- **'Manage Modules'** and approve module access (Radiation Protection Module)
- **'Manage Licences'** and grant access to the relevant authorisation

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



Select Private Organisation from the organisation type drop down list



Type the name of the organisation in the box. If the organisation does not exist in EDEN the option **'Click to create new'** will appear, please see below

EDEN Portal Access Request - Step 1

Organisation

During the registration process you will be asked to provide information about the organisation or private company that you are associated with. This is **required information** and must be provided to proceed with account registration.

Please note: your organisation cannot be modified on this system without manual intervention by the EPA. Please contact the EPA if you wish to amend or update this information after registration.

Organisation Type:

Private Organisation

Private Company

Mrs Firstname Lastname

No company found [click to create new](#)

Search for company name or registration number


- Enter the organisation details.
- Click the 'Next Page' button.
- Enter your contact details on step 2.
- Click the 'Next Page' button.
- Select the application you wish to access.
- Click the 'Submit' button.

1.9 I forgot my password.

Navigate to <https://www.edenireland.ie> and click the 'Sign In' button. Click 'EDEN Sign In' on the sign in page.



Click on 'Forgot Password' link



environmental data exchange network

Sign in with your EDEN account

someone@example.com

Password

Sign In [Forgot Password](#)

Use your EDEN username or email address to Sign In.

Enter your email address and enter the captcha. Captcha is a technique used by computers to differentiate between real users and automated users. A captcha can be text or imaged based.

Password Reset

Please fix all validation errors

- Empty or incorrect captcha answer

New Password

Password

Your password should be a minimum of 8 characters with at least one upper case letter, one lower case letter, one number and one special character

Confirm password


Confirm Password

Prove you're not a robot

I'm not a robot

Reset Password

Click the 'Reset Password' button. An email will be sent to the email address used to create your EDEN account (please ensure to check your spam email). Click on the link in the email from EDEN. This will open a webpage where you can enter a new password.



environmental data exchange network

Home Recover Password EPA Services

Home / Password Reset

Password Reset

New Password

Password

Your password should be a minimum of 8 characters with at least one upper case letter, one lower case letter, one number and one special character

Confirm password

Confirm Password

Prove you're not a robot

(Type the text)

Privacy & Terms

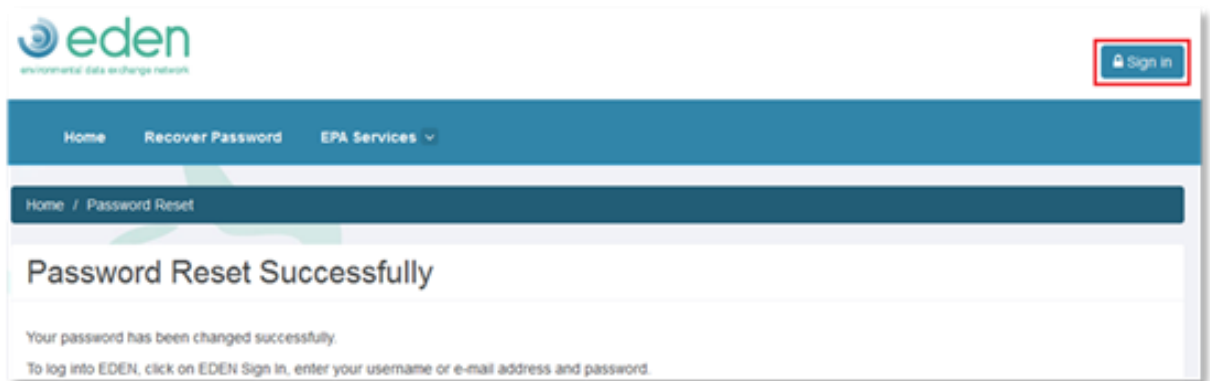
Reset Password

Enter your new password. Confirm your new password. Enter the captcha. Click the Reset Password button. Once you have updated your password please click 'Sign In' in the top right corner using the updated password.

Password requirements:

- At least 8 characters in length
- Contain at least one upper case character
- Contain at least one lower case character
- Contain at least one number
- Contain one of the following special characters: %, & *, _

Please note the following \$, !, ?, etc are not classed as special characters only those listed above can be used (%, &, *, _).



LICENCE/REGISTRATION APPLICATION and AMENDMENT

1.10 I don't have a Radiation Protection Authorisation – how do I apply?

Log into EDEN (www.edenireland.ie), click on "New Radiation Authorisation" under the 'Apply' section to commence the application process.

Apply

My Applications
Amend/Change Authorisation
New Authorisation
Review Authorisation
Amend Radiation Authorisation
Renew Radiation Authorisation
New Radiation Authorisation

Notify/Manage

My Authorisations
Returns
Incidents
Compliance
Site Visits
Radiation Authorisation Dashboard
Pay Fee
Findings and Recommendations
Radiation Site Visits
Download Certificate of Authorisation
Environmental Performance Report

EPA Services

Beaches
Catchments
EPA Water Maps
SEA GIS

New Application

+ Apply For New Radiological Protection Authorisation

+ Apply For New IE, IPC or Waste Authorisation Application

Apply / New Authorisation Review / Confirmation

New Radiation Protection Authorisation

PLEASE NOTE:

1. If you wish to amend an existing authorisation (eg. update details or, add a new practice or activity), please click here:

+Amend Existing Licence or Registration

2. If you do not currently have an authorisation and wish to apply for one, please click here to complete your new application.

+Apply for new Licence or Registration

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

Radiological Protection Authorisation

Please note that your radiological authorisation application will not be forwarded to the EPA for approval until you navigate to the COMPLETE step and select the SUBMIT button. Please refer to [How to Apply for a Radiological Protection Authorisation](#) to aid you in submitting a complete application.

Details Premises Personnel Inventory Documents **Complete**

Details for ORP Test

Welcome to the Radiological Protection Authorisation process.

Sector:

Please select all practices for which an authorisation is being requested:

Proposed date of commencement of practice(s):

Your approved dosimetry service provider:

Your VAT Reference:

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

Details of practices and associated fees are available on <http://www.epa.ie/radiation/regulation/>.

Save

Premises >

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

Details Premises Personnel Inventory Documents **Complete**

Complete Submission for ORP Test

Please give a short summary of your request in the Background Information box below:
(1947 characters remaining)

A short summary of your licence application/amendment

You will be notified by email of the fee that applies to this application following its review.
Please ensure that you have uploaded in the 'Documents' tab your self-declaration form if your application includes registered practices.
By selecting the 'Submit' button below you are:

Applying for ORP Test to be licensed to undertake the following practices: Nuclear Medicine giving rise to a medical exposure in a medical radiological installation, Radiotherapy using a LINAC in a medical radiological installation.

Declaring to the best of your knowledge, the particulars given in this application and true
Confirming that you are duly authorised to make this application on behalf of ORP Test .

Once your application has been granted and the relevant fee has been received, your Certificate of Authorisation will be sent to the email address of the contact(s) for correspondence and senior management contact.

< Documents Submit

- Licence applications are forwarded to the EPA where an inspector will review your application. Once your application has been approved you will receive an email with a link to pay the Application Fee. Once this fee is paid your licence will be issued. You will receive your licence via email and a copy of your licence will be attached to this email as a PDF file.
- Certificates of Registration are issued automatically via EDEN

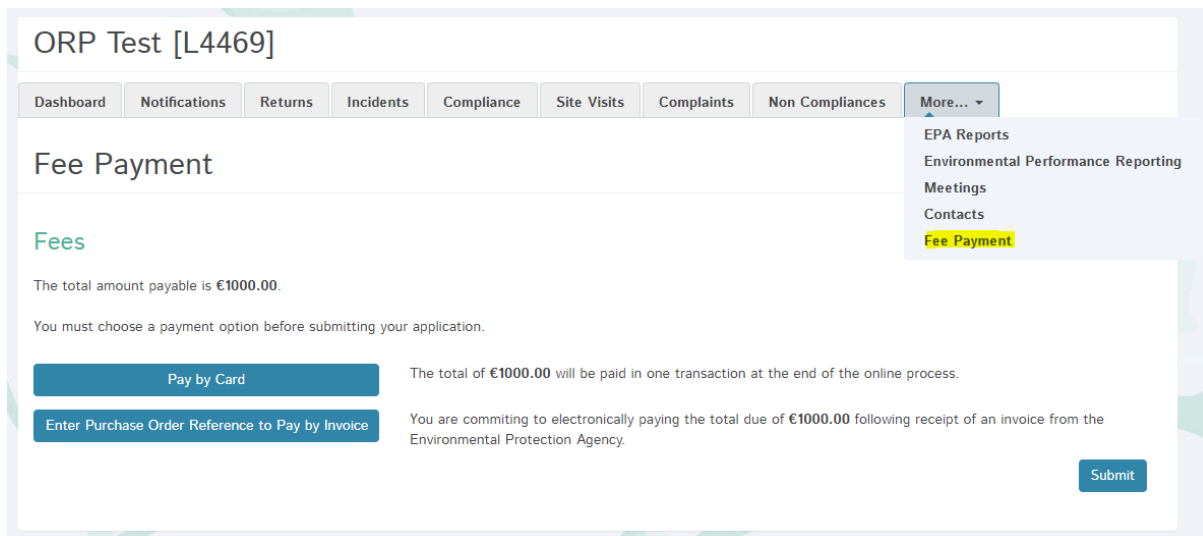
Please keep a copy of this email with the PDF attachment of the EPA licence. If this licence is subsequently amended only updated schedules will be issued. The front cover, Table 1 and the licence conditions are only issued when the licence is first issued, or when a radiological practice is added or removed. Please email orpedensupport@epa.ie if a copy of the Full Authorisation is required.

1.11 How do I pay the Application Fee?

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

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations	Beaches
Amend/Change Authorisation	Returns	Catchments
New Authorisation	Incidents	EPA Water Maps
Review Authorisation	Compliance	SEA GIS
Amend Radiation Authorisation	Site Visits	
Renew Radiation Authorisation	Radiation Authorisation Dashboard	
New Radiation Authorisation	Pay Fee	
	Findings and Recommendations	
	Radiation Site Visits	
	Download Certificate of Authorisation	
	Environmental Performance Report	

In the dropdown menu in 'More', select 'Fee Payment'. You then have the option to pay via credit card or enter a purchase order number and an invoice will be sent.



1.12 How am I notified that a site visit report has been issued by the EPA

An email is sent from a No Reply email address to the EDEN contacts. There is a link in the email to the Site Visit Report.

1.13 How do I respond to a Site Visit Finding

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

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations	Beaches
Amend/Change Authorisation	Returns	Catchments
New Authorisation	Incidents	EPA Water Maps
Review Authorisation	Compliance	SEA GIS
Amend Radiation Authorisation	Site Visits	
Renew Radiation Authorisation	Radiation Authorisation Dashboard	
New Radiation Authorisation	Pay Fee	
	Findings and Recommendations	
	Radiation Site Visits	
	Download Certificate of Authorisation	
	Environmental Performance Report	

In the 'Notifications' tab the site visit findings are listed. Select the title of the site finding to respond to the EPA.

ORP Test [L4469]

Dashboard **Notifications** Returns Incidents Compliance Site Visits Complaints Non Compliances More...

Notifications

Show 10 entries

Title	Regarding	Type	Issue Date	Due Date	Status
Update Radiation Safety Procedures	L4469-01	Site Visit Findings	09/01/2023	06/02/2023	Action Required
Schedule 3 and Schedule 4 to be amended	L4469-01	Site Visit Findings	09/01/2023	06/02/2023	Action Required

Update Radiation Safety Procedures

Authorisation Name: ORP Test **Reg No:** L4469-01
Type: SV Finding **Status:** Open
Due Date: 06/02/2023

Details:

A mechanism for ensuring that the RSP's are distributed to and read by all relevant staff shall be developed and records maintained. A copy of the current records shall be uploaded to EDEN, providing evidence that the updated RSPs have been brought to the attention of, and made available to the relevant workers concerned.

Messages

Show 5 entries

From	Subject	Date Sent	Actions
No Messages were found			

Showing 0 to 0 of 0 entries.

[Reply to EPA](#)

Supporting documentation can be uploaded with the reply along with any other required information.

New Message ✕

Message

Subject:

Message:

Message Documents

There are no documents available

[Upload file](#)

[Send](#) [Cancel](#)

1.14 How do I amend my Radiation Protection Authorisation?

Log into EDEN (www.edenireland.ie), select 'Amend/Change Authorisation' under the 'Apply' section to Amend/Change.

Apply	Notify/Manage	EPA Services
My Applications	My Authorisations	Beaches
Amend/Change Authorisation	Returns	Catchments
New Authorisation	Incidents	EPA Water Maps
Review Authorisation	Compliance	SEA GIS
Amend Radiation Authorisation	Site Visits	
Renew Radiation Authorisation	Radiation Authorisation Dashboard	
New Radiation Authorisation	Pay Fee	
	Findings and Recommendations	
	Radiation Site Visits	
	Download Certificate of Authorisation	
	Environmental Performance Report	

Within the Radiation Protection Authorisation page, you can make changes to your Authorisation Details, Premises, Personnel, Inventory by selecting the relevant tab. When you have made the required changes, you **must** navigate to the **COMPLETE** tab 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 authorisation will then be forwarded to EPA for approval.

Radiation Protection Authorisation

Please note that changes made to any records on your Authorisation (Authorisation 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.

[Details](#) [Premises](#) [Personnel](#) [Inventory](#) [Documents](#) [Complete](#)

Details for ORP Test

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

Sector:

Practices: (please select any additional practices being requested)

- Product inspection/sterilisation/industrial radiography
- Use of laboratory equipment incorporating sealed sources
- Use of sealed sources in industry

Your approved dosimetry service provider:

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

Details of practices and associated fees are available on <http://www.epa.ie/radiation/regulation/>.

1.15 How do I amend Contact Details

Radiation Protection Authorisation

Please note that changes made to any records on your Authorisation (Authorisation 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.

Details Premise **Personnel** Inventory Documents **Complete**

Personnel for ORP Test

List the individuals associated with the roles below. One individual may be assigned to multiple roles.

Personnel	Role	Actions
Ciara Maguire	Contact for Correspondence	Edit Remove
Joe Bloggs	Senior Management Contact	Edit Remove
Joe Bloggs	RPO	Edit Remove

Total Items: 3

+ Add Senior Management Contact + Add Contact for Correspondence

+ Add Radiation Protection Officer + Add Radiation Protection Adviser

Details of approved Radiation Protection Advisers are available on <http://www.epa.ie/radiation/regulation/rpa/rparegister/>

< Premises **Go to Complete** Inventory >

In the Personnel tab you can edit or remove existing contacts.

If you are adding a new Senior Management contact, please remove the existing one first. There can only be one Senior Management contact associated with your Authorisation.

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.

1.16 Can I edit a licence change request / amendment once submitted?

Once an individual change request has been submitted it is not possible to make any changes to that particular change request as it has been submitted to the Radiation Protection team 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 you have submitted.

1.17 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 submitted in each relevant tab however, the changes will not appear on your licence schedules until they are approved by an inspector and the amended licence schedules are issued.

1.18 How do add/remove licensed items

Remove an item

To remove an item from your inventory, 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.

If there is background information already recorded against the item from a previous amendment, please delete it and record only the text associated with the new amendment.

Details Premises Personnel **Inventory** Documents Complete


Inventory for ORP Test

Please add to, remove from and/or update existing items in your inventory, as required.

X-rays and radiation sources for the following registerable activities should not be listed in the Inventory: Product inspection/sterilisation/industrial radiography using X-ray cabinets, Use of laboratory equipment incorporating sealed sources.

X-rays and radiation sources for the following licensable activities should be listed in the Inventory: Use of sealed sources in industry.

Search: [+ Add Item](#)

Premises ...	Location	Type	Practice	Details	Action
ORP Test (The Street, Town Square)					
ORP Test (...	Test	Sealed Source	Product irra...	Cobalt-60 500.00 TBq xxx	View Amend Remove 

Total Items: 1

Remove Source ×

Please, tell us some information in relation to the removal.

Sources will only be removed from the licence once evidence has been provided that the source has been received at its end destination.

Date of Removal

Background Information (1980 chars. left)

Product irradiation |

Disposal Method

[Save](#) [Close](#)

Add an item

Radiation Protection Authorisation

Please note that changes made to any records on your Authorisation (Authorisation 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 EPA when the request is submitted.

[Details](#) [Premises](#) [Personnel](#) [Inventory](#) [Documents](#) [Complete](#)

Inventory for ORP Test

Please add to, remove from and/or update existing items in your inventory, as required.

X-rays and radiation sources for the following registerable activities should not be listed in the Inventory: Product inspection/sterilisation/industrial radiography using X-ray or cabinets, Use of laboratory equipment incorporating sealed sources.

X-rays and radiation sources for the following licensable activities should be listed in the Inventory: Use of sealed sources in industry.

Search: [+ Add Item](#)

Premises ...	Location	Type	Practice	Details	Action
ORP Test (The Street, Town Square)					
ORP Test (...	Test	Sealed Source	Product irra...	Cobalt-60 500.00 TBq xxx	View Amend Remove

Total Items: 1

Sealed sources acquired from another EU country require a 1493/93 authorisation form and those acquired outside the EU require an import authorisation.

Premises

Source Location

Date of Acquisition

Acquired From

Purpose ⓘ

Practice undertaken with item

Background Information (2000 chars. left)

Source Type

Sealed Source ▼

Sealed Details

Manufacturer

Model

Radionuclide

Source Activity

Unit of Measure

Serial No. of Source

Device/Housing ID ⓘ

HASS

Premises	Can only choose from an existing premises on your licence
Source Location	Free text box
Date of Acquisition	Choose a date
Acquired from	Free text box

Finally, go to the **‘Complete’** tab give a short summary of the change request and click the **‘Submit’** button.

1.19 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 Radiation Protection staff will add the make and model details to the master make and model tables so that they are available for future amendments.

1.20 What is meant by ‘premises’?

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

To add a new unit to a new location, the location must first be added in the **‘Premises’** tab.

1.21 How do I upload documents?

Documents may be uploaded in the **DOCUMENTS** tab and will be forwarded to the Radiation Protection team only when the request is submitted on the **COMPLETE** page.

If additional information is required, the Radiation Protection inspector assigned to your amendment will contact you.

The screenshot shows the 'Radiation Protection Authorisation' interface. At the top, there is a navigation bar with tabs: Details, Premises, Personnel, Inventory, Documents (highlighted in yellow), and Complete. Below the navigation bar, the page title is 'Documents for ORP Test'. A note states: 'Please read [Document Guidance](#) to see the documentation required to support your application and attach the documents below.' Below this note is a 'Document Type' dropdown menu with 'Choose...' selected. At the bottom left, there is a '< Inventory' button, and at the bottom right, there is a 'Complete >' button (highlighted in yellow).

1.22 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** – This person has overall legal responsibility for the unit (**can only be one**)
- **Contact for Correspondence** – This contact will be copied on all correspondence (more than one individual can be added).
- **Radiation Protection Officer (RPO)** – The RPO is responsible for the implementation of the radiation protection arrangements in the workplace.
- **Radiation Protection Adviser (RPA)** – The RPA is responsible for the provision of professional advice on radiation protection covering both the setting up and the on-going operation of radiological practices to comply with IRR19 and licence conditions.

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

1.23 How do I report an incident?

During office hours phone EPA on 053 9160600 and asked to be transferred to the Radiological Protection Regulation Team.

All reportable incidents require a follow up email within either 24 hours or 3 working days depending on the type of incident to RadiationIncidents@epa.ie Please see Section 8 of the IRR19 Guidance for details of reportable incidents.

TECHNICAL ISSUES

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

Microsoft no longer support either the Windows XP operating system or Microsoft Internet Explorer.

The EPA recommend using Microsoft Edge or Google Chrome to access EDEN. These can be run on either Windows 7 (end of life), Windows 8, Windows 10 and Windows 11.

1.25 Is there technical support accessing EDEN available?

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

Contact Us


Firstname * Lastname *

Email *

Area *

Type of Query *
Select...

Login / Sign In
Forgot Password
Edit Profile
Organisation Membership
Module Access

I'm not a robot 

1.26 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

Contact Us

Firstname * Lastname *


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Area *

Type of Query *
Select...

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You can also contact us directly at ORPedensupport@epa.ie