

GUIDANCE
on REGISTERING
and USING
the PlcArbs e-FILING SYSTEM

PlcArbs

Don't litigate, Arbitrate

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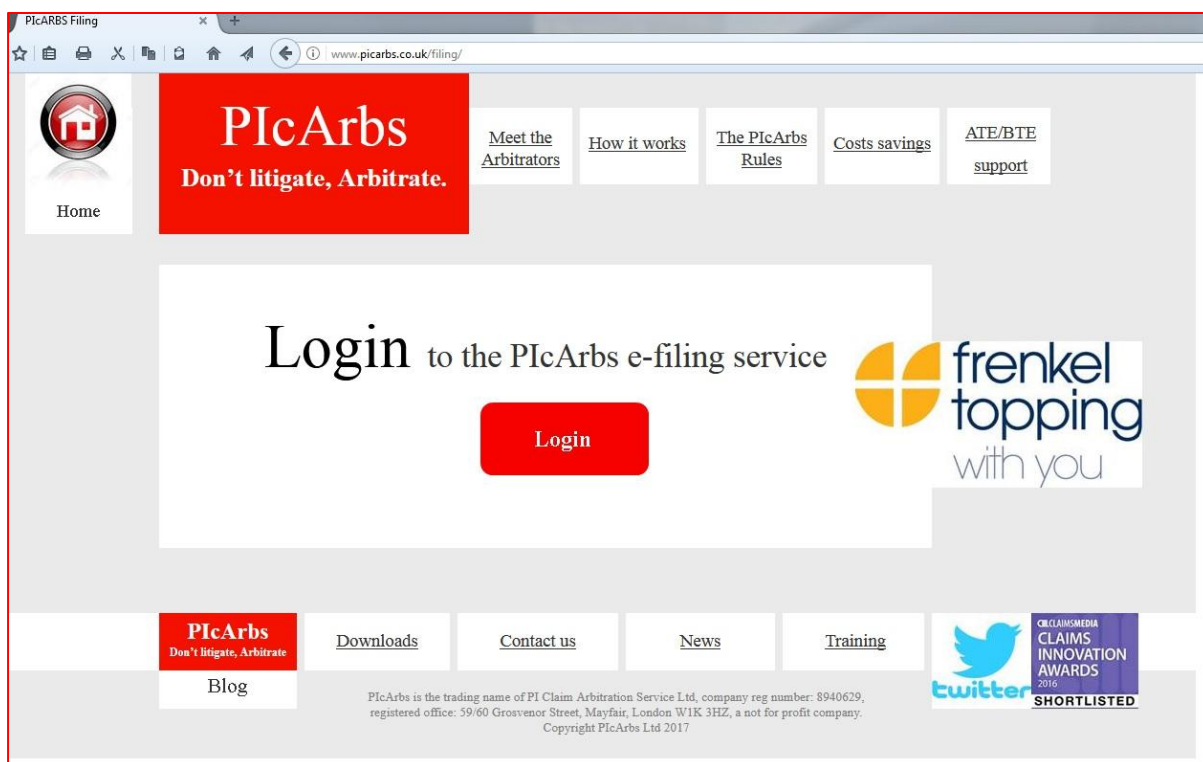
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Guidance on registering to use PicArbs' e-filing System


To use the PicArbs' e-filing system you will need to register. You are empowered to register if you are a solicitor, barrister, arbitrator or insurer. Below we take you through the simple steps. Once you register you are bound by the PicArbs user terms which are published on the website at www.picarbs.co.uk on the downloads page.

First go to www.picarbs.co.uk/filing: Click on login



Then you will see the page below. Here you either login if you are already registered, or you register.

click here for support from the PICARBS helpdesk | you are not logged in



PlcArbs Don't litigate, Arbitrate...

Login

Login or Register

LOGIN

Login here if you are already registered as a PICARBS user

Email address:

Password:

Password details

Forgotten password?

Login

REGISTER

Data use statement:

We will only use the data you provide for the arbitrations in question. We will never share that data with unauthorized third parties.

Register as Solicitor firm

All solicitor firms must have at least 1 Administrator, who has access to every arbitration in which the firm is involved, and approves applications by any other fee earner to use the PICARBS system.

Register as Solicitor

If you are a solicitor instructed in a PICARBS arbitration, then you must register here to start a PICARBS Arbitration. Once you register your application is subject to approval by the firm's PICARBS Administrator. Once approved you will gain access to any arbitration in which you are involved.

Register as Solicitors Company Administrator

All Insurance Companies must have at least 1 Administrator, who has access to every arbitration in which the firm is involved, and approves applications by any colleague to use the PICARBS system.

Register as Solicitors Company Claims Manager

If you are a claims manager instructed in a PICARBS arbitration, then you must register here to start a PICARBS arbitration. Once you register your application is subject to approval by the company's PICARBS administrator. Once approved you will gain access to any arbitration in which you are involved.

Register as an Arbitrator

If you are a personal injuries and/or clinical negligence QC register here so that you can start to act as a PICARBS Arbitrator or gain access to the filed papers for any arbitration in which you are involved.

REGISTER as the correct type of User:

On this page choose the type of user you are:

- **Solicitors:** either register as the firm's or a department's administrator or as a solicitor.
- **Arbitrators:**
- **Barristers:**
- **Insurers:** either register as your insurance company's administrator or a department's administrator as a claims manager.

SOLICITORS:

REGISTERING AS A SOLICITOR FIRM'S ADMINISTRATOR OR DEPARTMENT'S ADMINISTRATOR

Every solicitors firm must have at least one administrator who authorises the registration of all other users in the firm and can access every arbitration file for the firm.

Alternatively each department can have an administrator who registers the solicitors in the department and who can access every arbitration file for the department. You can have one administrator for each department but you will need to make clear to the system that the administrator is for that department so please name the department:

So: Slater & Gordon could either have one overall administrator for the whole firm or on administrator for each department. So please chose a name and fill in the **SOLICITOR FIRM NAME** correctly. For instance **"Slater and Gordon Travel"**; **"Slater and Gordon PI"** etc.

Make sure you fill in the **SOLICITOR FIRM DETAILS** correctly and ensure that you name the department and the firm and you tell your staff of the registered name. See the form below

SOLICITOR FIRM DETAILS	
Solicitor firm name	<input type="text"/>
Solicitor firm address line 1	<input type="text"/>
Solicitor firm address line 2	<input type="text"/>
Solicitor firm address city	<input type="text"/>
Solicitor firm postcode	<input type="text"/>
Solicitor firm phone	<input type="text"/>

Registration takes 5 minutes and involves 7 steps.

1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as a solicitor firm administrator".
4. Fill in the online form as prompted, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too. **Fill in the firm's name or the name of the department.** Make a note of the registered name. Tell your staff who are going to register that you are their administrator.
5. Tick the box in the red panel to confirm your agreement.
6. Click "register".
7. **Security checks before you can use the system:**

- 7.1 PICArbs will send you – the administrator - an email straight away. Check you have received the email. If you don't receive the email within a short time (2 minutes) please check your junk email or talk to your IT department to ensure PICArbs' emails are expressly permitted.

To avoid delay in receiving communications from our e-filing system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net; and the IP addresses: 81.29.93.247 and 5.153.73.108.**

- 7.2 Now click the link in the email to confirm your email address is valid.
- 7.3 Once you have confirmed your email is valid you will receive an email confirming that you have been registered as a Solicitor Firm Administrator. As such you are responsible for approving the registration of those seeking to register as solicitor users for your firm. The authority is specific to the firm name or department name given. So you can be the administrator for the whole firm or for a department, which must be given a name for the system to understand.
- 7.4 PICArbs will then research your firm to ensure that you are a real solicitors firm. Phone calls will also be made. Once this is confirmed you will gain access to the system. This may take 2 days.

REGISTERING AS A SOLICITOR (not an administrator)

Registration takes 5 minutes and involves 7 steps.

1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as a solicitor".
4. Fill in the online form as prompted, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too. **Make sure you use the correct administrator email address** within the firm so the right administrator is alerted to your registration.
5. Tick the box in the red panel to confirm your agreement.
6. Click "register".
7. **Security checks before you can use the system:**
 - 7.1 PICArbs will send you and your administrator an email straight away. If you do not receive the email within a short time (2 minutes) please check your junk email or talk to your IT department to ensure PICArbs' emails are expressly white listed.

To avoid delay in receiving communications from our e-filing system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net; and the IP addresses: 81.29.93.247 and 5.153.73.108.**

- 7.2 Now click the link in the email sent to you to confirm your email address is valid.

- 7.3 Now your administrator has to login and approve your registration. Check that he/she has received the notification email and ask him to check his junk email box if he has not.
- 7.4 You can access to the system once your administrator has approved your registration.

ARBITRATORS

REGISTERING AS AN ARBITRATOR

Registration takes 5 minutes and involves 9 steps. You will need your chambers *website cv link* and your *signed application form* to become a PlcArbs arbitrator (in word or pdf). Application forms are found at www.PlcArbs.co.uk on the downloads page.

1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as an arbitrator".
4. Fill in the online form, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too.
5. Browse your computer and upload your signed PlcArbs application form to become an arbitrator.
6. Open another internet window and find your chambers website cv online. Cut and paste your cv's web address (not the cv itself) into the box in the form and the confirmation box below it.
7. Click "register".
8. Store your password in your phone and in your chambers computer.
9. **Security checks before you can use the system:**
 - 9.1 PlcArbs will send you an email. Check you have received the email so that you know your spam filter is not binning these. Now click the link in the email to confirm your email address is valid. If you don't receive the email check your junk email box or talk to your administrator to ensure PlcArbs emails are expressly permitted.
 - 9.2 Then the Registrar filters your application and approves it for security purposes. This may take 2 days.

To avoid delay in receiving communications from our efilings system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net; and the IP addresses: 81.29.93.247 and 5.153.73.108.**

Accepting an appointment as a PlcArbs Panel arbitrator for an arbitration:

PlcArbs email you and ask if you want one or more personal injury /clinical negligence arbitrations. If you agree then the system will send you an email inviting you to login and accept the arbitration online using your home page. You must complete the consent to act as an arbitrator for and disclose any conflicts of interest.

If you say no PlcArbs will ask the next arbitrator on the list alphabetically.

BARRISTERS

REGISTERING AS A BARRISTER

Note: All arbitrators who have registered are automatically also registered as barristers.

If you are a barrister instructed in a PicArbs arbitration register in this way.

Registration has 7 steps and takes 5 minutes.

1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as a barrister".
4. Fill in the online form, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too.
5. Click "register".
6. Store your password in your phone and in your chambers computer.
7. **Security checks before you can use the system:**
The PicArbs system will send you an email. Check you have received the email so that you know your spam filter is not binning these. Now click the link in the email to confirm your email address is valid. If you don't receive the email check your junk email box or talk to your administrator to ensure PicArbs emails are expressly permitted.

To avoid delay in receiving communications from our efilng system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net; and the IP addresses: 81.29.93.247 and 5.153.73.108.**

You will then be given access to arbitrations in which you are instructed **when** your instructing solicitors enter your email address on the arbitration file.

INSURERS

REGISTERING AS AN INSURANCE COMPANY ADMINISTRATOR

As an Insurer you can register and gain access to the system for cases in which you are a party or in which you have a subrogated right to defend on the defendant's behalf. Insurers can then use the system to start arbitrations and then stay them and negotiate and settle claims before instructing lawyers. Bear in mind that lawyers must be used to plead out cases and run arbitrations in accordance with the Rules.

Departments

To use the system your insurance company simply registers as an Insurance company user. Then when an arbitration is started ensure the company is listed in the arbitration file as either Defendant 2 or the Insurer.

Every insurance company must have at least one administrator who controls the registration of all other users. You can have one administrator for the whole company or one for each department. **If you have an administrator for a department make sure you inform the system by filling in the name of the insurance company department clearly and making a note of it for your claims managers who will register from that department.**

So the administrator for Axa would name the insurance company as Axa. But for Axa's Occupation Health department the insurer could be called **Axa OH** etc. Administrators can access every arbitration file for their company or their department.

Registration takes 5 minutes and involves 7 steps.

1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as an insurance company administrator".
4. Fill in the online form as prompted, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too.
5. Tick the box in the red panel to confirm your agreement.
6. Click "register".
7. **Security checks before you can use the system:**
 - 7.1 PlcArbs will send you an email straight away. Check you have received the email. If you don't receive the email within a short time (2 minutes) please check your junk email and if it is not there talk to your IT department to ensure PlcArbs' emails are expressly permitted.

To avoid delay in receiving communications from our efilng system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net;** and the IP addresses: **81.29.93.247 and 5.153.73.108.**

- 7.2 Now click the link in the email to confirm your email address is valid.
- 7.3 Once you have confirmed your email is valid you will receive an email confirming that you have been registered as an “Insurance company administrator”. As such you are responsible for approving the registration of your staff as claims manager users.
- 7.4 PicArbs will then research your company to ensure that you are a real Insurance company. Phone calls will also be made. Once this is confirmed you will gain access to the system. This may take 2 days.

REGISTERING AS AN INSURANCE CLAIMS MANAGER

Registration takes 5 minutes and involves 7 steps.

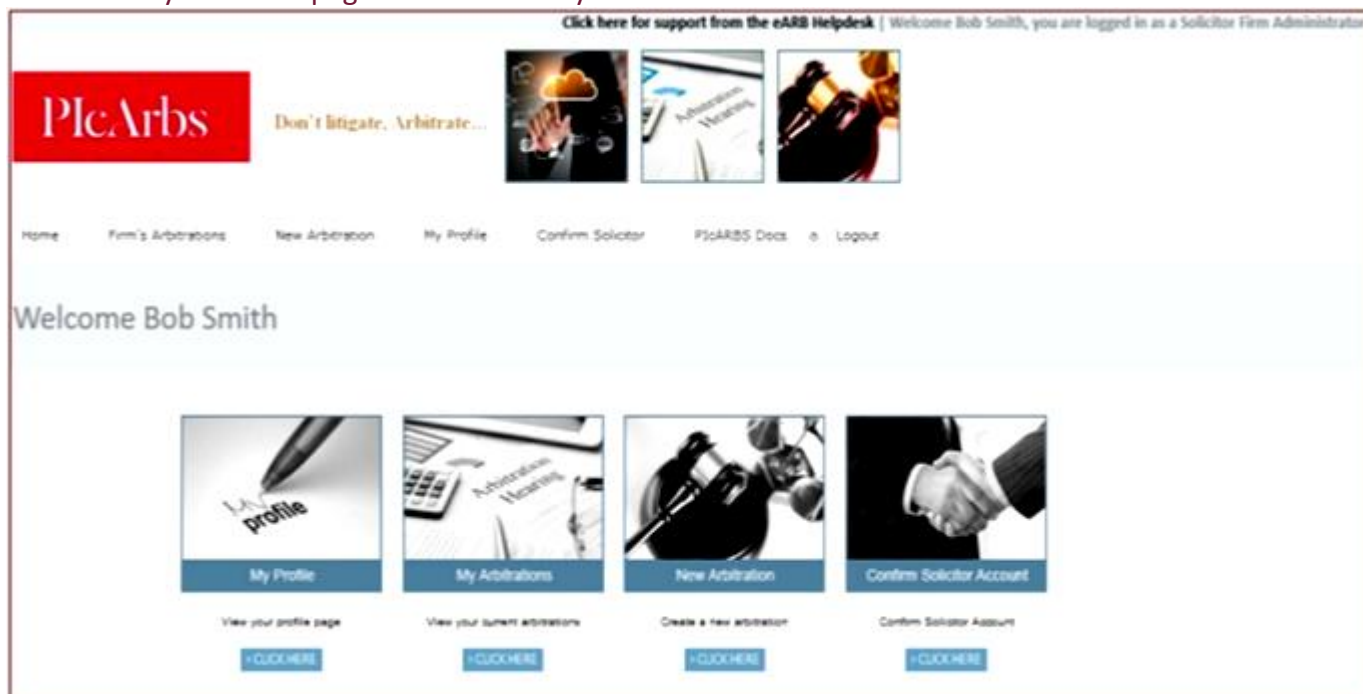
1. Click on this link: www.picarbs.co.uk/filing
2. Click "login".
3. Click "register as a Claims Manager".
4. Fill in the online form as prompted, make sure you use your work email address and a password with 8 characters containing at least: one number, one capital, and lower case letters too. **Make sure you use the right email address for your company's or department's administrator.**
5. Tick the box in the red panel to confirm your agreement.
6. Click "register".
7. **Security checks before you can use the system:**
 - 7.1 PicArbs will send you and your administrator an email straight away. If you do not receive the email within a short time (2 minutes) please check your junk email or talk to your IT department to ensure PicArbs' emails are expressly white listed.
To avoid delay in receiving communications from our e-filing system please ask your IT department to White List our domains: **picarbs.co.uk; earb.net; and the IP addresses: 81.29.93.247 and 5.153.73.108.**
 - 7.2 Now click the link in the email sent to you to confirm your email address is valid.
 - 7.3 Now your administrator has to login and approve your registration. Check that he/she has received the notification email and ask him to check his junk email box if he has not.
 - 7.4 You can access to the system once your administrator has approved your registration.

GUIDANCE ON USING THE e-FILING SYSTEM

Home Page

Once you have registered and been through security you can use the e-filing system. All registered users have a home page. Here you will find your professional profile and a list of all of your arbitrations and here you can Start an Arbitration.

This is what your home page will look like if you are the firm's solicitor administrator:



From this home page you can: alter your profile, enter each arbitration e-file for your firm or department and look at pleadings, evidence and documents which have been filed. You can start a new arbitration. If you are the firm's administrator you can approve solicitors who have registered to use the system employed by your firm or department.

You can e-file and e-serve other parties for your own arbitration files but for those arbitration files run by your staff all you can do is look at them.

Starting an arbitration

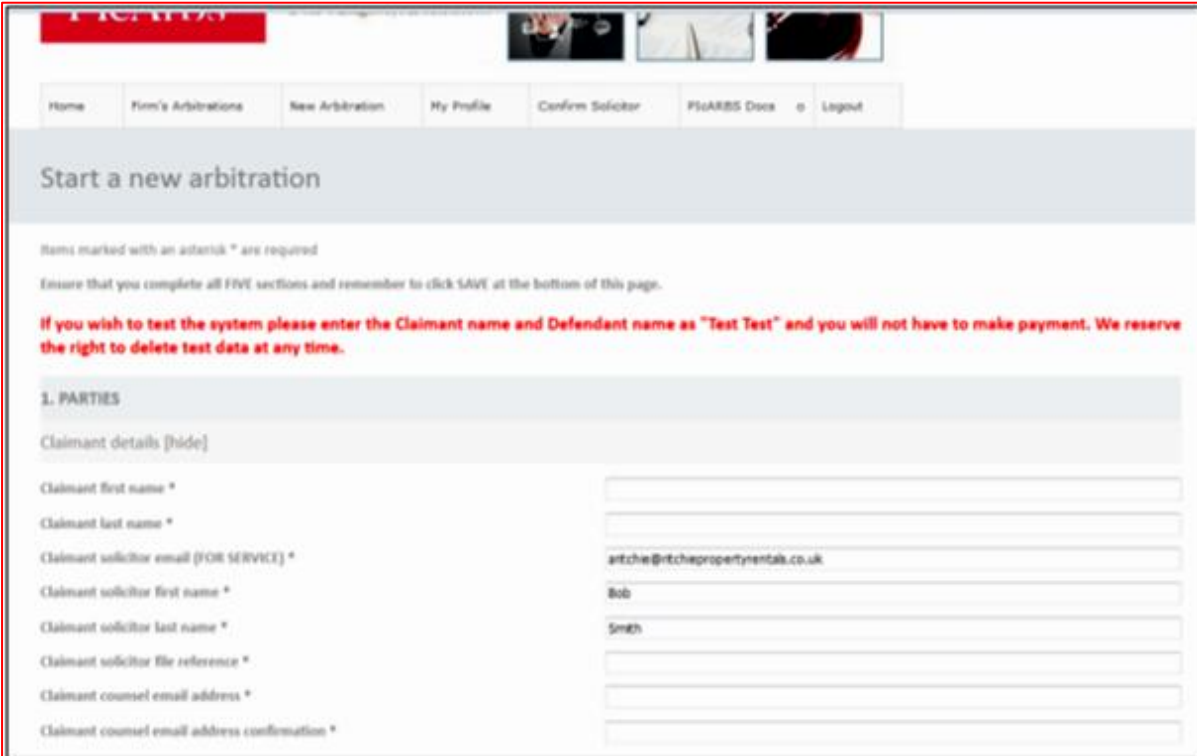
Usually the claimant's lawyers start any arbitration but the defendant's lawyer can too and so can an insurance company who is a defendant or has subrogated rights to defend.

You will need to have stored on your computer ready to upload, a copy of the *arbitration agreement* signed by both parties and the *Summary of the Claim*.

To start an arbitration **you** simply click the “New Arbitration” button on your home page. Then fill in the form.

Parties and Lawyers

Set out the name of the claimant and when you are filling in the details of the claimant’s lawyers please make sure you get their email addresses right. These email addresses permit Users to access the file so if they are wrong no access can be gained. If you know the name of your barrister fill that in too. If you don’t, leave it blank.



The screenshot shows the 'Start a new arbitration' form on the PlcArbs website. The form is titled 'Start a new arbitration' and includes a navigation menu with options: Home, Firm's Arbitrations, New Arbitration, My Profile, Confirm Solicitor, PlcArbs Docs, and Logout. Below the title, there is a note: 'Items marked with an asterisk * are required. Ensure that you complete all FIVE sections and remember to click SAVE at the bottom of this page.' A red warning message states: 'If you wish to test the system please enter the Claimant name and Defendant name as "Test Test" and you will not have to make payment. We reserve the right to delete test data at any time.' The form is divided into sections, with the first section titled '1. PARTIES'. Under this section, there is a sub-section 'Claimant details [hide]'. The form fields include: Claimant first name *, Claimant last name *, Claimant solicitor email (FOR SERVICE) * (with the example email 'artche@rtchepropertyrentals.co.uk'), Claimant solicitor first name * (with the example 'Bob'), Claimant solicitor last name * (with the example 'Smith'), Claimant solicitor file reference *, Claimant counsel email address *, and Claimant counsel email address confirmation *.

You must fill in your file reference.

Then complete the name of the 1st Defendant and you must fill in the Defendants’ solicitors email address and file reference. If there is a 2nd Defendant fill this in.

Insurance company details

If the Defendant’s insurers want access to the file fill their details on under “Defendant 2 or Insurance company Details”. Fill in the email address of the claims manager who needs access here. Or you can leave this to the defence solicitors to complete.

Defendant 1 details [hide]

Defendant 1 first name *

Defendant 1 last name *

Defendant 1 solicitor email address (FOR SERVICE) *

Defendant 1 solicitor email address confirmation *

Defendant 1 solicitor file reference *

Defendant 1 counsel email address *

Defendant 1 counsel email address confirmation *

Defendant 2 details [hide]

Defendant 2 first name

Defendant 2 last name

Defendant 2 solicitor email address (FOR SERVICE)

Defendant 2 solicitor email address confirmation

Defendant 2 solicitor file reference

Defendant 2 counsel email address

Defendant 2 counsel email address confirmation

Arbitrator

Then state whether you and the other party have chosen a PlcArbs panel arbitrator (we recommend this) and tick the red box, or state then name of your agreed arbitrator if you have chosen one. Then upload the arbitration agreement signed by both Parties.

2. ARBITRATOR

PlcARBS arbitrator details [hide]

You do not need to have chosen an arbitrator, PlcARBS can appoint one from the QC panel.

Tick this box to ask PlcARBS to appoint a Panel Arbitrator (who will be a personal injury or clinical negligence QJ).

OR

The parties have agreed who their arbitrator will be and the arbitrator has signed the arbitration agreement.

Arbitrator's email address

Arbitrator's email address confirmation

3. DOCUMENTS

Arbitration agreement

To start a PlcARBS arbitration you must file and serve a PlcARBS Arbitration Agreement signed by all parties (you are allowed to amend the standard form).
If both have NOT signed you cannot start the Arbitration.

3. Please click here to download PlcARBS Arbitration agreement

3. Print, complete and scan the agreement to your computer.

3. Tick this box to confirm that both parties have signed the agreement *

4. Upload your signed arbitration agreement.

No file selected.

Please ensure your computer is protected by an appropriate anti-virus program which is up to date. PlcARBS takes no responsibility to check your uploads are virus free. Please read clause 6(h) of the User Terms, thank you.

If you are an insurer starting the arbitration please provide all the details for the parties and the lawyers but for yourself fill your details in the box for “Defendant 2 or Insurance Company”.

Email addresses of the users who can access the arbitration file

It is very important that you provide the email address of the lawyers correctly to permit access to the lawyers for each party.

Summary of Claim

Finally upload the Summary of Claim (similar to a general endorsement on a claim form – *“this is a claim arising from a road traffic accident on * and the Claimant seeks damages of over £200,000 for a broken neck”*) and click the “Start the arbitration” button.

Invoice

An invoice will be sent to you and your administrator. Please settle it straight away.

Altering the Users who can access the arbitration file

If you change the fee earner handling the arbitration during the claim simply go to the arbitration e-file and enter the drawer called "Update Individual Arbitration Details." There you can swop the Users details from the old solicitor to the new one. If you choose a barrister simply go to the same drawer: "Update Individual Arbitration Details" and type in the barrister's professional email address. Inform him/her because he will need to register,

INSURERS: - HANDING OVER THE ARBITRATION TO YOUR LAWYERS

As an Insurer if you have managed to settle the claim through issuing the arbitration, staying the arbitration and using the e-filing system there is no need to read further.

If you have not settled the claim and need to plead it out then, when you instruct your defence lawyers, simply go to the arbitration e-file and enter the drawer called "Update Individual Arbitration details." There you can add your solicitors professional email address and details. Please ask your solicitors to register on the system.

HELP

Any difficulties please click on the support link at the top right hand corner of the e-filing system web pages and you will gain access to our support services including FAQs, an email address to send queries and a telephone helpdesk.

END