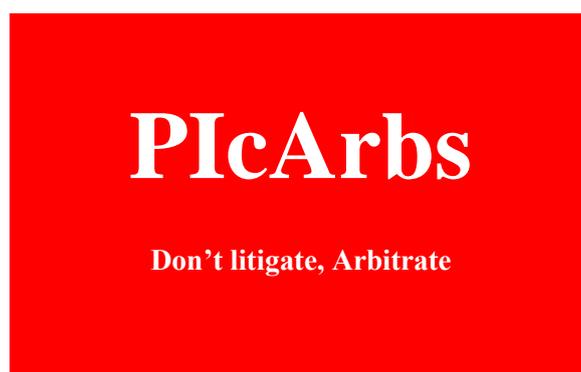


**GUIDANCE**  
**on REGISTERING**  
**and USING**  
**the e-FILING System**



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## Guidance on registering to use PlcArbs'

### e-filing System

PlcArbs uses the e-filing system provided by Disputes e-filing. To use the system you will need to register. Please go to [www.picarbs.co.uk/filing](http://www.picarbs.co.uk/filing) and click on *login*.

#### **REGISTER as the correct type of User:**

Choose the type of user you are:

- **Solicitors:** either register as the firm's or a department's administrator or as a solicitor.
- **Arbitrators/Mediators/Neutral Evaluators**
- **ADR Organisations: Arbitration/Mediation/Neutral Evaluation**
- **Barristers**
- **Defence Organisation: Insurers/NHSR/MDU etc:** 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.

Registration takes 5 minutes and involves 7 steps.

1. Click on this link: [www.picarbs.co.uk/filing](http://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](http://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/Mediators/Neutral Evaluators

### REGISTERING AS AN ARBITRATOR/Mediator/Neutral Evaluator Or an ADR Organisation

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](http://www.PlcArbs.co.uk) on the downloads page.

1. Click on this link: [www.picarbs.co.uk/filing](http://www.picarbs.co.uk/filing)
2. Click "login".
3. Click "register as an arbitrator" or mediator or Neutral Evaluator or ADR Organisation.
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 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.**

## 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](http://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 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.**

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.

## DEFENCE

## ORGANISATIONS/INSURERS/NHSR

### 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 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](http://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 PICArbs 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 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.**
  - 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](http://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 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 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 Disputes e-filing system. All registered users have a home page. Here you will find your professional profile and a list of all of your e-files.

You can: start an e-file, alter your profile, enter each e-file and look at the pleadings, evidence and documents which have been filed. You can start a new e-file or arbitration or mediation.

If you are the firm's administrator you can approve solicitors who have registered to use the system employed by your firm or department. On your own e-files you can e-file and e-serve other parties.

## Starting a new claim e-file

To start an e-file simply click the tab and provide the information. When you do a **filing cabinet is created**: the documents you file are confidential. You have the power to give permission for the party's solicitors, your barrister and others to view the file.

## Starting a new Arbitration/Mediation/Neutral Evaluation e-file

Usually the claimant's lawyers start any arbitration/mediation/Neutral Evaluation e-file 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. You must fill in your file reference.

Then complete the name of the Defendant and you must fill in the Defendants' solicitors email address and file reference.

## Insurance company details

If the Defendant's insurers want access to the file the defence solicitor will fill their details on under "Insurance company Details". Fill in the email address of the claims manager who needs access here.

### **Arbitrator/Mediator/Neutral Evaluator**

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.

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