

# **Claimant Representative**

## **Registration - Quick Reference Guide**

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## 1 Introduction

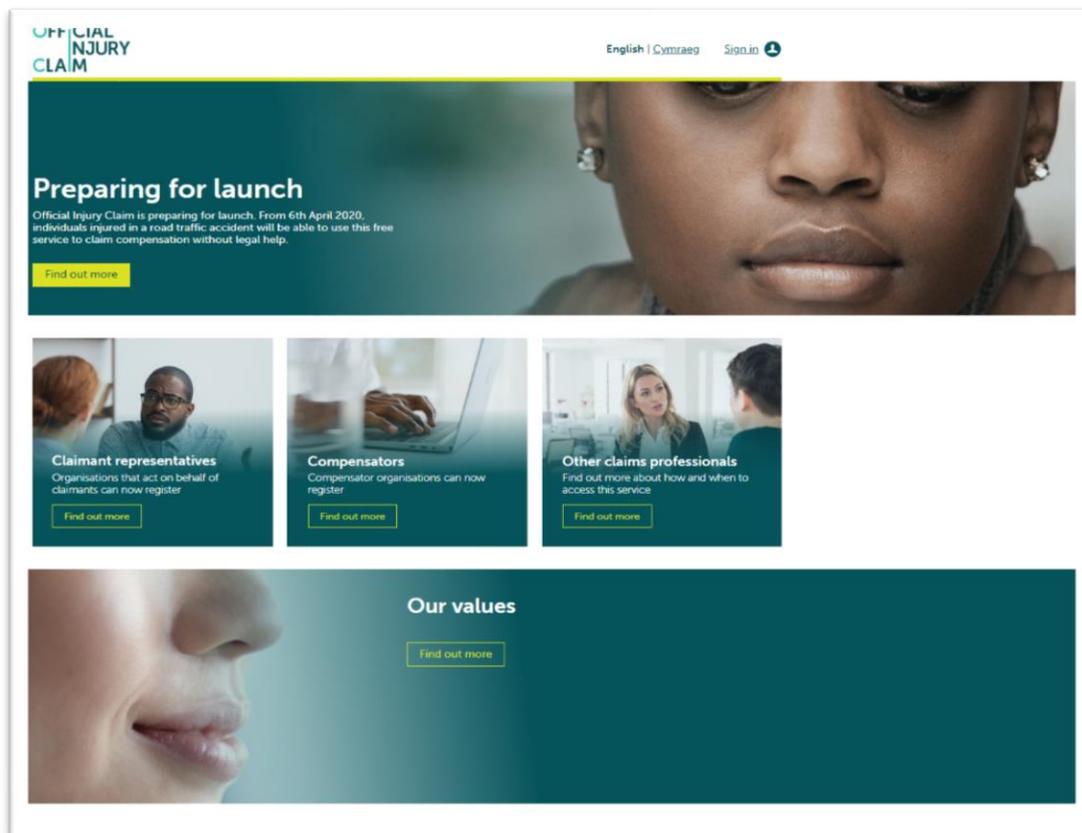
The aim of this document is to provide clear, unambiguous guidance for Claimant representatives when creating a registration request for using the on-line service portal. Once registration has been successfully completed and a request approved, a Claimant representative will be able to create personal injury claims caused by a road traffic accident on behalf of their clients (effective from 6 April 2020).

## 2 Creating a registration user account

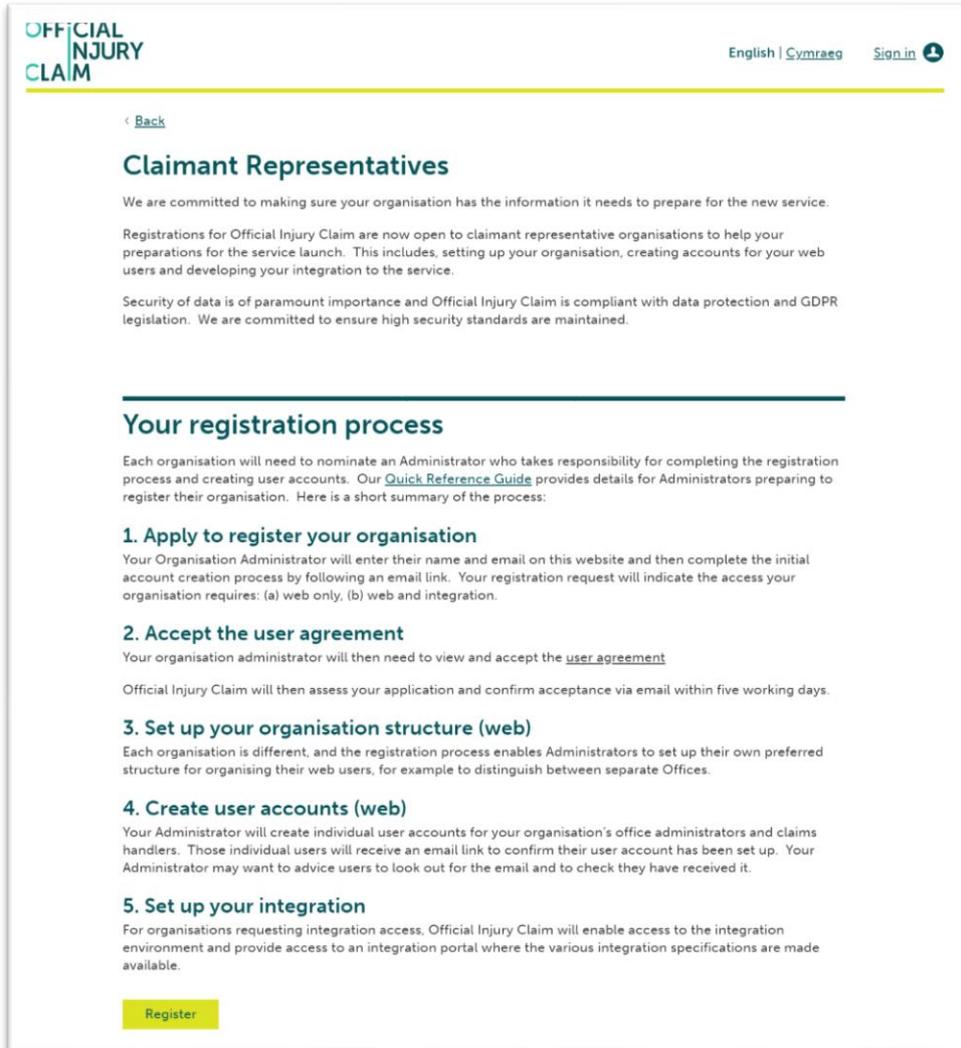
A Claimant representative will be able to access the on-line service via the following link:

<https://www.officialinjuryclaim.org.uk/>

Here you will arrive at the website landing page. Click Claimant representatives 'Find out more', so you can start the registration process for the on-line service:



The next screen provides further information relating to the registration process and some Frequently Asked Questions. Click 'Register' when ready:



The screenshot shows the 'Claimant Representatives' page on the Official Injury Claim website. The page has a white background with a yellow header bar. The logo 'OFFICIAL INJURY CLAIM' is in the top left, and 'English | Cymraeg Sign in' is in the top right. A yellow 'Register' button is at the bottom left. The main content is centered and includes a 'Back' link, a title 'Claimant Representatives', and several paragraphs of text. A section titled 'Your registration process' is followed by five numbered steps: 1. Apply to register your organisation, 2. Accept the user agreement, 3. Set up your organisation structure (web), 4. Create user accounts (web), and 5. Set up your integration.

English | Cymraeg Sign in

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## Claimant Representatives

We are committed to making sure your organisation has the information it needs to prepare for the new service.

Registrations for Official Injury Claim are now open to claimant representative organisations to help your preparations for the service launch. This includes, setting up your organisation, creating accounts for your web users and developing your integration to the service.

Security of data is of paramount importance and Official Injury Claim is compliant with data protection and GDPR legislation. We are committed to ensure high security standards are maintained.

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### Your registration process

Each organisation will need to nominate an Administrator who takes responsibility for completing the registration process and creating user accounts. Our [Quick Reference Guide](#) provides details for Administrators preparing to register their organisation. Here is a short summary of the process:

- 1. Apply to register your organisation**

Your Organisation Administrator will enter their name and email on this website and then complete the initial account creation process by following an email link. Your registration request will indicate the access your organisation requires: (a) web only, (b) web and integration.
- 2. Accept the user agreement**

Your organisation administrator will then need to view and accept the [user agreement](#)

Official Injury Claim will then assess your application and confirm acceptance via email within five working days.
- 3. Set up your organisation structure (web)**

Each organisation is different, and the registration process enables Administrators to set up their own preferred structure for organising their web users, for example to distinguish between separate Offices.
- 4. Create user accounts (web)**

Your Administrator will create individual user accounts for your organisation's office administrators and claims handlers. Those individual users will receive an email link to confirm their user account has been set up. Your Administrator may want to advise users to look out for the email and to check they have received it.
- 5. Set up your integration**

For organisations requesting integration access, Official Injury Claim will enable access to the integration environment and provide access to an integration portal where the various integration specifications are made available.

Register

On the next screen, enter the following details:

- Forename;
- Surname;
- Email address;

Then confirm your email address and click 'Submit':

OFFICIAL  
INJURY  
CLAIM

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## Claimant Representative registration

This page is for Organisation Administrators only. All other users will be set up by their Administrator and do not need to provide their details here.

If you are your organisation's appointed Administrator, provide your details here and Official Injury Claim will email you a link to complete your registration application.

The Organisation Administration Quick Reference Guide provides information about how to administer your organisation's web access and the [SEE OPS/INTEG DOC] provides information about integration setup. For further support, [Contact Us](#).

Forename  Surname

Email

Confirm Email

[Clear](#)

The following confirmation screen will be displayed:

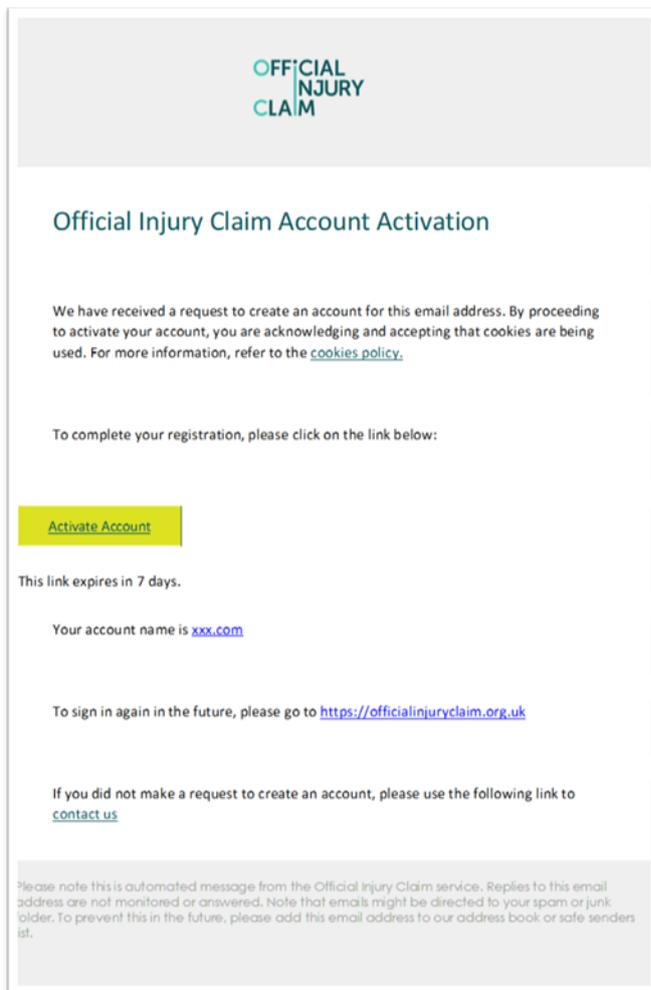
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## Registration request submitted successfully

Please check your emails to continue the registration process.

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An email will be sent to the email address you have entered previously. This email will have instructions on how to proceed to create your user log-in credentials. Once you have opened the email, click the 'Activate Account' link:



The following screen will be displayed. Create a password observing the following requirements:

- Password must be at least 8 characters in length;
- Password must contain a lowercase letter;
- Password must contain an uppercase letter;
- Password must contain a number;
- Password must contain a symbol;
- No parts of your user name should be part of the password;
- Password does not include your first name or last name.

Enter the password again in the 'Repeat new password' box, then choose a 'forgot password question' from the drop-down menu choices shown and an answer to that question.

Choose one of the images shown by clicking on it (a tick will appear) then click 'Create My Account':



**Enter new password**

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords.

**Repeat new password**



**Choose a forgot password question**

**Answer**



**Click a picture to choose a security image**

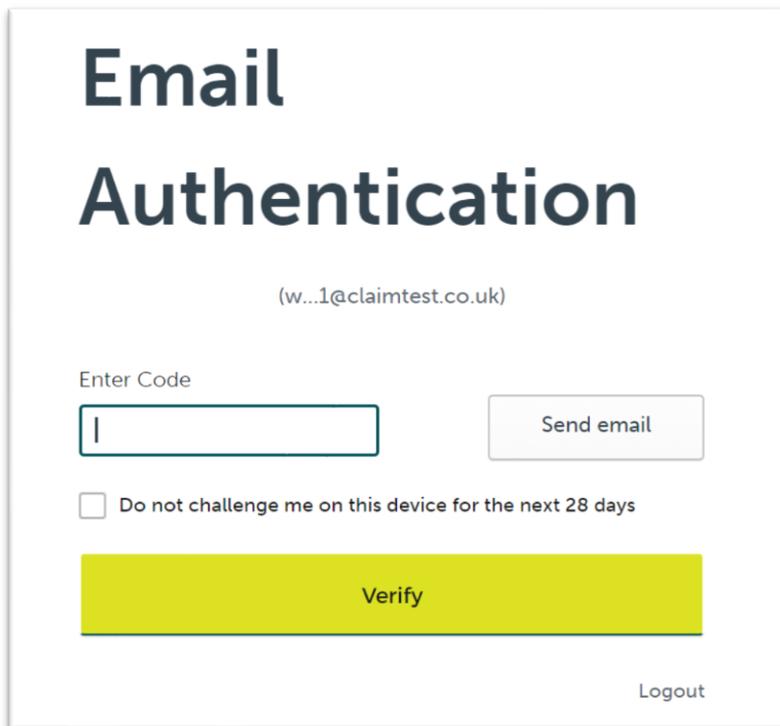
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Create My Account

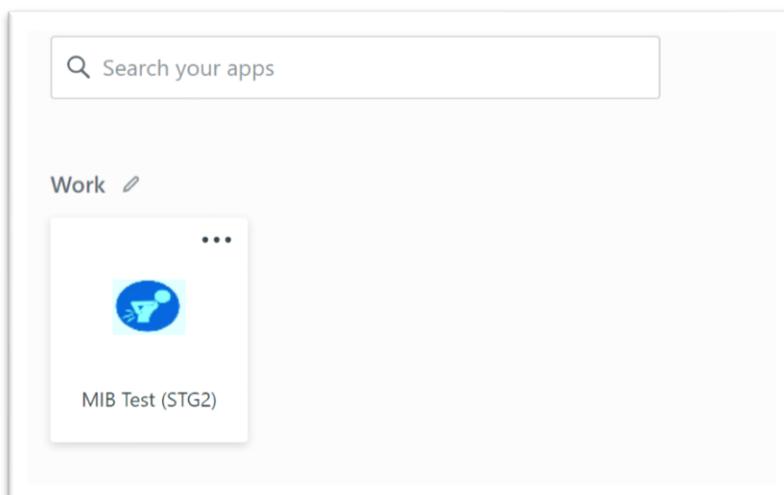
On the next screen you will be asked to enter an authentication code. Click the 'Send email' box.

An email will be sent to the email address you have entered previously. This email will contain the authentication code. Enter the code in the 'Enter Code' box, check the 'Do not challenge me on this device for the next 28 days' box and then click 'Verify':



The screenshot shows an 'Email Authentication' screen. At the top, the title 'Email Authentication' is displayed in large, bold, dark blue font. Below the title, the email address '(w...1@claimtest.co.uk)' is shown in a smaller font. There is an 'Enter Code' label above a text input field. To the right of the input field is a 'Send email' button. Below the input field is a checkbox with the text 'Do not challenge me on this device for the next 28 days'. At the bottom of the form is a large yellow 'Verify' button. In the bottom right corner, there is a 'Logout' link.

On the next screen, click the icon shown below to start your registration request:



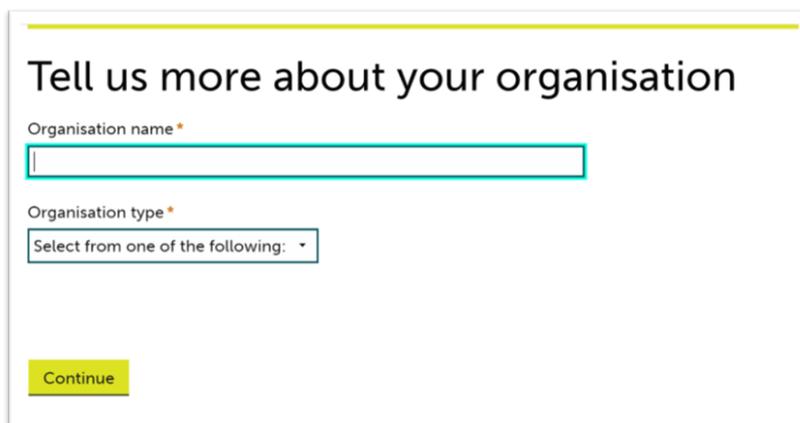
### 3 Creating and submitting a registration request

On the registration landing page, click the '+Register your organisation' link:



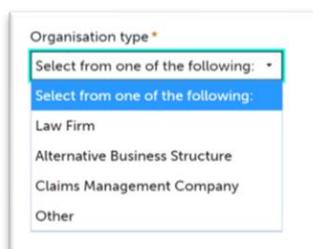
Case	Status	Category
No active registrations		

On the next screen, enter the organisation name:



Select the type or organisation from the drop-down menu:

- Law Firm;
- Alternative Business Structure;
- Claims Management Company;
- Other



If 'Alternative Business Structure' is selected, then select from:

- SRA

- CILEX
- Bar Standards Board

Organisation type \*

Alternative Business Structure ▾

Select from one of the following: \*

▾

SRA

CILEX

Bar Standards Board

Then click 'Continue'. On the next screen, enter the following:

- Any previous or other trading names;
- Company Website Address;
- ICO Registration Number;
- SRA / Law Society Number

## Tell us more about your organization

[◀ Back](#)

Previous / Other Trading Names

Company Website Address \*

ICO Registration Number \*

SRA / Law Society Number \*

Please confirm whether you are based in the UK, EU or outside of the EU for VAT purposes \*

Select from one of the following: ▾

Confirm where your organisation is based by selecting from the drop-down menu:

- Based in EU;

- Based outside of EU;
- Based in UK

Please confirm whether you are based in the UK, EU or outside of the EU for VAT purposes \*

Select from one of the following: ▾

Select from one of the following:

- Based in EU
- Based outside of EU
- Based in UK

Click 'Continue'. On the next screen, enter your job title and phone number then click 'Continue':

## Tell us about you

[← Back](#)

Job title \*

Phone number \*

▶ [Why you can't edit these fields](#)

First name  
**Ian**

Last name  
**Williams**

[Continue](#)

On the next screen, enter the following:

- Office or branch name;
- Telephone number;
- Address details;
- SRA / Law Society Number

Click the 'Add another office' box to enter additional office/s and repeat these steps. Then click 'Continue':

## Tell us about your office details

[← Back](#)

### Add office locations

Office or branch name \*

Telephone \*

Postcode \*

or [Enter address manually](#)

SRA / Law Society Number \*

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On the next screen, select your default / main office and click 'Continue':

## Select your default office

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Select your default / main office

Office Name

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▶ London

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[Continue](#)

On the next screen, choose how you wish to be able to access the service by selecting one of the following. Then click 'Continue':

- Web and API;
- Web only

## Connection Type

[← Back](#)

How do you want to interact with the portal

Select the ways in which your organisation will interact with the portal \*

WEB and API    WEB only

▶ [Read about WEB and API access](#)

[Continue](#)

On the next screen, enter the organisation email domain. Click the 'Add another email domain' link to enter additional domains and repeat these steps. Then click 'Continue':

## Tell us about your email domains

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### What is an email domain?

Your company email domain is the web address for your business that comes after the @ symbol in an email address, for example in JohnDoe@company.com, "company.com" is the email domain.

The email domain must match the requirements of the host name, it should consist only of letters, digits, hyphens and dots.

Enter all relevant domain names for your organisation. Note that any users that you register must have an email address that matches an email domain you have added here.

**Domain(s) added**

email@ \*  

[+ Add another email domain](#)

[Continue](#)

Enter any additional information in the 'Supporting Statement' box you feel is relevant to your registration request. Then click 'Finish':

## Supporting Statement

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Provide any other information that will help us to identify and approve your organisation

Remaining: 1000 characters

[Finish](#)

Confirmation of the submission of the registration request will be displayed. Make a note of the submission reference number. Click 'Confirm':

## Registration Submitted

Your reference number is R-455

Thank you, your application for registration has been submitted

### What happens next?

Your submitted registration will be reviewed by our compliance team. If your Organisation's registration is approved your nominated Administrator will be informed of this decision by email including instructions on what to do next.

If you have a question whilst your registration is under review, then contact us quoting reference number R-455

[Confirm](#)

The request will now be reviewed and either approved or declined and an email will be sent to you once all necessary checks have been completed.