

# **Professional User Registration - Quick Reference Guide**

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## 1 Introduction

The aim of this document is to provide clear, unambiguous guidance for Professional Users when creating a registration request for using the on-line service portal. Once registration has been successfully completed and a request approved, a Professional user will be able to create personal injury claims caused by a road traffic accident on behalf of their clients.

## 2 Creating a registration user account

A Professional user 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 screenshot shows the Official Injury Claim website landing page. At the top, there is a cookie consent banner with 'Accept' and 'Settings' buttons. The main header features the 'OFFICIAL INJURY CLAIM' logo on the left and 'English | Cymraeg | Sign in' on the right. The main content area has a dark teal background with a close-up image of a woman's face. The headline reads 'Preparing for launch' with a 'Find out more' button below it. Below this are three cards: 'Claimant representatives' (Organisations that act on behalf of claimants can now register), 'Compensators' (Compensator organisations can now register), and 'Third Party Administrators' (Third Party Administrators (TPAs) are now able to register directly). Each card has a 'Find out more' button. At the bottom, there is a section for 'Other claims professionals' with a 'Find out more' button.

You will be presented with information on the steps that you will follow to register for the service:

## 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, after you have registered successfully, Official Injury Claim will give you access via a portal to all the necessary integration specifications.

[Register](#)

At the bottom of the screen are some 'Frequently Asked Questions' that will help you if you have any questions relating to the service:

Frequently asked questions	Open all
Who is eligible to register as a Claimant Representative?	+
My organisation has multiple branches and/or subsidiaries – how does this affect our setup?	+
What is the difference between integration and web access?	+
Where can Administrators access more information and support?	+
I am not a Claimant Representative – where do I register?	+
Other frequently asked questions.	+

Click on the 'Register' button. On the next screen, enter the following details:

- forename
- surname
- email address
- then confirm your email address and click 'submit'

We use essential cookies to make our site work. We'd also like to set optional cookies to help us improve it. Select 'Accept' if you wish to accept optional cookies. A link to the full Cookies Policy can be found at the bottom of this page.

Accept
Settings

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OFFICIAL  
INJURY  
CLAIM

[English](#) | [Cymraeg](#) | [Sign in](#)

[< Back](#)

## Create an account

[The service] will help you start and complete your claim online, guiding you through the process along the way. Your claim will be saved securely and you will need an account so you can sign in and manage your claim as it progresses.

If you are unable to use the online form and need more support, [The service] will help you find another way to claim that will suit your personal needs.

Forename

Surname

Email

Confirm Email

Clear
Submit

The following confirmation screen will be displayed:

## Registration request submitted successfully

Please check your emails to continue the registration process.

# OFFICIAL INJURY CLAIM

An email will be sent to the email address you have entered. 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
- 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.

Click 'Create My Account':

The screenshot shows the 'Create a Password' page. At the top left is the 'OFFICIAL INJURY CLAIM' logo. The main heading is 'Create a Password'. Below it, a sub-heading reads 'Create a password so you can login to your account.' A box titled 'Password must have' lists requirements: at least eight characters, a lowercase letter, an uppercase letter, a number, a symbol (with a list of symbols: ! @ \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ ] ^ \_ ` { } ~ -), and not containing the user's name or last name, or being one of their previous 4 passwords. Below this are two input fields: 'Enter password \*' and 'Confirm Password \*'. A section titled 'Choose memorable question and answer so you can login into your account if you forget your password.' contains a 'Question' dropdown menu with the selected option 'What is the food you least liked as a child?' and an 'Answer \*' input field. A yellow 'Continue' button is at the bottom.

On the next screen you will be asked to setup multifactor authentication. Select 'Register for 2-step authentication':

OFFICIAL  
INJURY  
CLAIM

## Register for 2-step authentication

To secure your account, you need to provide your mobile phone number.

Please, provide your phone number and click send code. You will receive a verification SMS with a 6 digit code that you will need to introduce in the next screen to access the Official Injury Claim portal

Country code

Select Country

Mobile number \*

Send code

Select the country from the dropdown and enter the mobile number to which the code will be sent. Click on 'Send code'.

An SMS will be sent to the mobile telephone number that you entered. The SMS will contain a 6-digit authentication code. Enter the code in the 'Enter Code' box and then click 'Verify':

OFFICIAL  
INJURY  
CLAIM

## Verify 2-step authentication

+44 XXXXXXX714

Once the code is verified, you will have access to the Official Injury Claim portal

If you have not received the SMS, you will be able to click the re-send code button after 30 seconds.

Steps to verify

- Click Send code
- You will receive a six-digit code
- Insert the six-digit code
- Click the Verify button

Send code

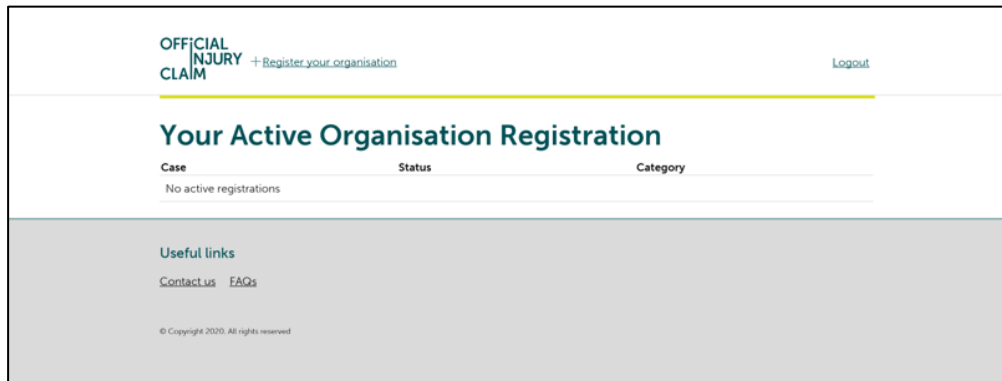
Enter six-digit code \*

Verify



### 3 Creating and submitting a registration request

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



On the next screen, enter the organisation name:

The screenshot shows the 'Tell us more about your organisation' registration form. At the top left is the 'OFFICIAL INJURY CLAIM' logo. At the top right is a 'Logout' link. The main heading is 'Tell us more about your organisation'. Below it is a form with the following fields: 'Organisation name\*' (text input), 'Organisation type\*' (drop-down menu with 'Select from one of the following:' and a list of options), and a 'Continue' button. Below the form is a navigation bar with tabs: 'Organisation', 'Administrator', 'Offices', 'Domains', 'Statement', and 'Notes'. At the bottom, there is a 'Useful links' section with 'Contact us' and 'FAQs' links.

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

- law firm
- alternative business structure
- claims management company
- other



Organisation type \*

Select from one of the following: -

Select from one of the following:

- 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 required information. The questions differ based on the organisation type selected. For example:

- any previous or other trading names
- company website address
- ICO registration number
- SRA/Law Society number

## Tell us more about your organization

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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: ▾

[Continue](#)

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: ▾

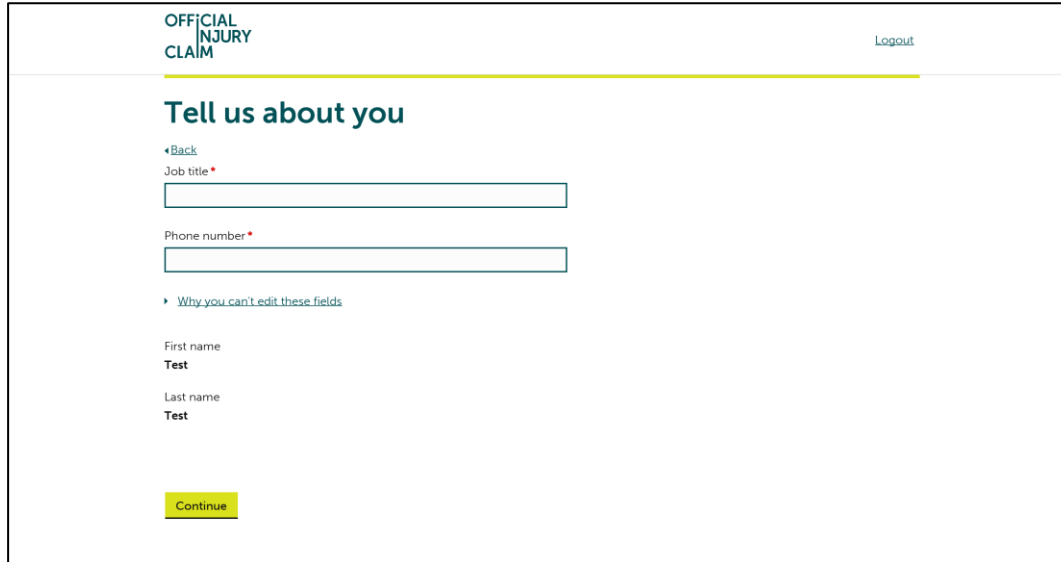
Select from one of the following:

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':



The screenshot shows a web form titled "Tell us about you" with the "OFFICIAL INJURY CLAIM" logo in the top left and a "Logout" link in the top right. The form contains the following elements:

- A "Back" link with a left-pointing arrow.
- A "Job title" field with a red asterisk and an empty input box.
- A "Phone number" field with a red asterisk and an empty input box.
- A link that says "Why you can't edit these fields" with a right-pointing arrow.
- Fields for "First name" and "Last name", both containing the text "Test".
- A yellow "Continue" button at the bottom.

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

[← Back](#)

Select your default / main office

Office Name

London

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

The screenshot shows the 'Connection Type' screen. At the top left is the 'OFFICIAL INJURY CLAIM' logo, and at the top right is a 'Logout' link. The main heading is 'Connection Type' with a 'Back' link. Below this is the question 'How do you want to interact with the portal' and a sub-instruction: 'Select the ways in which your organisation will interact with the portal'. There are two radio button options: 'WEB and API' (selected) and 'WEB only'. A 'Read about WEB and API access' link is provided. Below this, two paragraphs explain the options: 'WEB access allows you and your organisation's other users to interact with the portal through your browser.' and 'WEB+API access allows you and your organisation's other users to interact with the portal both through your browser and API communication protocol. API is an application-to-application access and will allow you to connect your in-house claims application to the portal.' At the bottom, there is a yellow 'Continue' button and a navigation bar with tabs for 'Organisation', 'Administrator', 'Offices', 'Domains', 'Statement', and 'Notes'. Below the tabs is an input field for 'Organisation name'.

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':

The screenshot shows the 'Tell us about your email domains' screen. At the top left is the 'OFFICIAL INJURY CLAIM' logo, and at the top right is a 'Logout' link. The main heading is 'Tell us about your email domains' with a 'Back' link. Below this is the question 'What is an email domain?' and a sub-instruction: '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.' Another sub-instruction states: 'The email domain must match the requirements of the host name, it should consist only of letters, digits, hyphens and dots.' A third sub-instruction says: '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.' Below this is a section titled 'Domain(s) added' with an input field containing 'email@' and a trash icon. A '+ Add another email domain' link is located below the input field. At the bottom, there is a yellow 'Continue' button.

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

The screenshot shows the 'Supporting Statement' page. At the top left is the 'OFFICIAL INJURY CLAIM' logo and at the top right is a 'Logout' link. The main heading is 'Supporting Statement'. Below it is a 'Back' link and a prompt: 'Provide any other information that will help us to identify and approve your organisation'. There is a large empty text box for input, with 'Remaining: 1000 characters' below it. A yellow 'Finish' button is positioned below the text box. At the bottom, there is a navigation bar with tabs: 'Organisation', 'Administrator', 'Offices', 'Domains', 'Statement', and 'Notes'. Below the navigation bar, the 'Organisation' tab is active, showing fields for 'Organisation name' (with 'Organisation Name' entered), 'Organisation type' (with 'ORGTPA' entered), 'Company Website Address' (with 'officialinjuryclaim.org.uk' entered), and 'ICO Registration Number' (with '123456' entered).

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

The screenshot shows the 'Registration Submitted' confirmation page. At the top left is the 'OFFICIAL INJURY CLAIM' logo and at the top right is a 'Logout' link. A large dark green box contains the text 'Registration Submitted' and 'Your reference number is R-785'. Below this is a message: 'Thank you, your application for registration has been submitted'. The heading 'What happens next?' is followed by two paragraphs of text explaining the review process and providing contact information. A yellow 'Confirm' button is located at the bottom. At the very bottom, there is a 'Useful links' section with links for 'Contact us' and 'FAQs'.

The request will now be reviewed. An email will be sent to you with one of the following outcomes once all the necessary checks have been completed:

- approved
- revise
- declined