

Compensator Registration - Quick Reference Guide

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1 Introduction

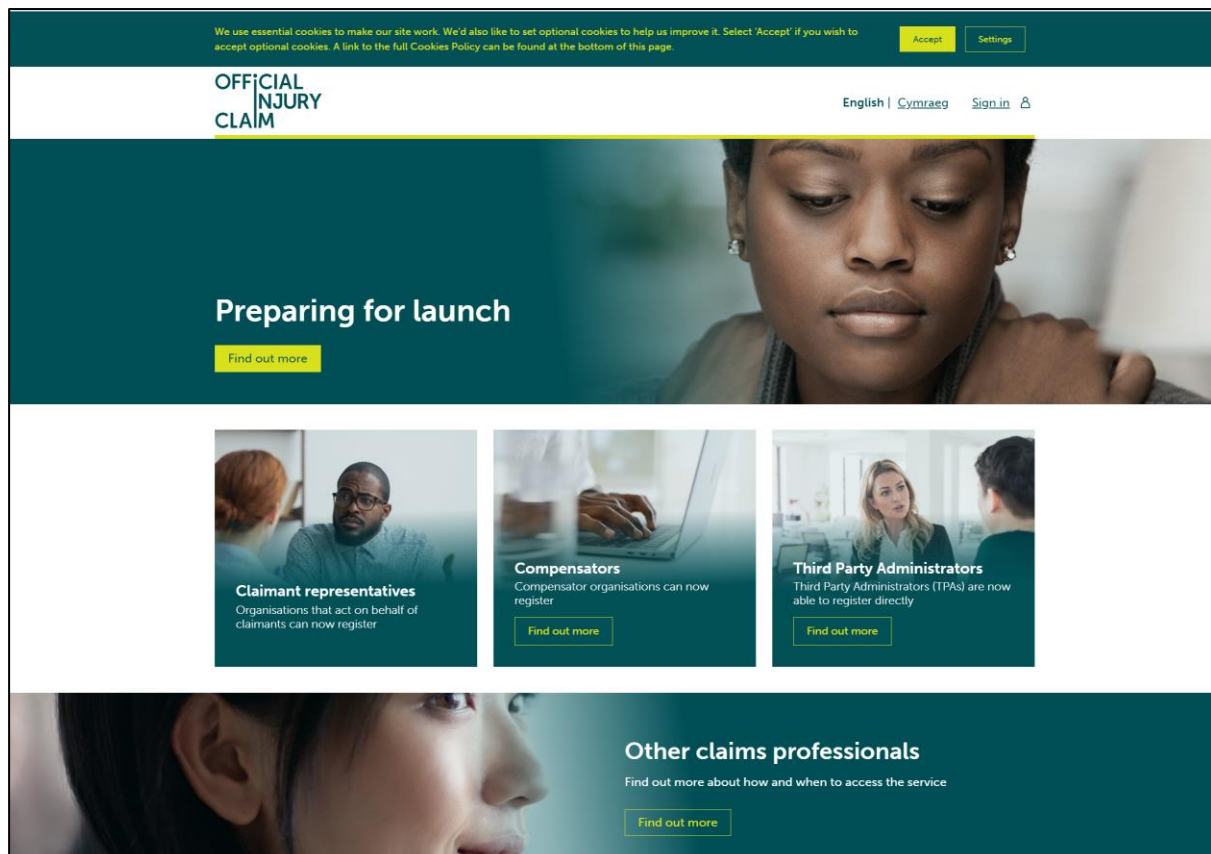
The aim of this document is to provide clear, unambiguous guidance for Compensators when creating a registration request for using the on-line service portal. Once registration has been successfully completed and a request approved, a Compensator will be able to receive, process and respond to personal injury claims caused by road traffic accidents from claimants.

2 Creating a registration user account

A Compensator 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 the Compensators 'Find out more' box, so you can start the registration process for the on-line service:



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

[< Back](#)

Compensators

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.

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 Compensator?	+
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 Compensator – 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'

The screenshot shows the 'Create an account' page. At the top, there is a cookie consent banner. Below it, the 'OFFICIAL INJURY CLAIM' logo is on the left, and 'English | Cymraeg | Sign in' is on the right. The main heading is '< Back' followed by 'Create an account'. A paragraph explains that the service will help start and complete a claim online. Another paragraph mentions support for those unable to use the online form. The form fields are: 'Forename' and 'Surname' (two separate boxes), 'Email' (one box), and 'Confirm Email' (one box). At the bottom, there are 'Clear' and 'Submit' buttons.

The following confirmation screen will be displayed:

The screenshot shows a confirmation screen with the heading 'Registration request submitted successfully'. Below the heading, it says 'Please check your emails to continue the registration process.' The screen has a yellow border and a dark blue footer bar.

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 'Continue':

OFFICIAL INJURY CLAIM

Create a Password

Create a password so you can login to your account.

Password must have

- At least eight characters
- A lowercase letter
- An uppercase letter
- A Number
- A symbol (! " # \$ % & ' { } * + , - . / : ; < = > ? @ [] ^ _ ` { } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Enter password *

Confirm Password *

Choose memorable question and answer so you can login into your account if you forget your password.

Question

What is the food you least liked as a child?

Answer *

Continue

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':

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:

OFFICIAL INJURY CLAIM + Register your organisation Logout

Your Active Organisation Registration

Case	Status	Category
No active registrations		

Useful links
[Contact us](#) [FAQs](#)

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On the next screen, enter the organisation name:

OFFICIAL INJURY CLAIM Logout

Tell us more about your organisation

Organisation name *

Organisation type *

Select from one of the following: ▾

▸ [Which organisation type should I select](#)

Continue

Organisation Administrator Offices Domains Statement Notes

Useful links
[Contact us](#) [FAQs](#)

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

The screenshot shows a web form titled "Tell us more about your organisation" under the "OFFICIAL INJURY CLAIM" header. In the top right corner, there is a "Logout" link. The form contains the following elements:

- A label "Organisation name *" above a text input field labeled "Organisation Name".
- A dropdown menu with the text "Select from one of the following:" and two options: "Compensator (Insurer)" and "Third Party Administrator (Insurer)". The second option is currently selected.
- A link below the dropdown that reads "Which organisation type should I select".
- A yellow "Continue" button.
- A series of tabs: "Organisation", "Administrator", "Offices", "Domains", "Statement", and "Notes". The "Organisation" tab is active.
- A large text input field located below the tabs.

At the bottom of the page, there is a grey footer section with the heading "Useful links" and two links: "Contact us" and "FAQs".

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

- any previous or other trading names
- company website address
- ICO registration number
- FCA registration number
- MIB membership number

Tell us more about your organization

[Back](#)

Previous / Other Trading Names

Company Website Address *

ICO Registration Number *

FCA Registration Number

MIB Membership 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':

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

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](#)

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

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INJURY
CLAIM

Logout

Select your default office

[Back](#)

Select your default / main office

Office Name

☐ Milton Keynes

Organisation

Administrator

Offices

Domains

Statement

Notes

Organisation name

Organisation Name

Organisation type

ORGTGA

Company Website Address

officialinjuryclaim.org.uk

ICO Registration Number

123456

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

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INJURY
CLAIM

Logout

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](#)

WEB access allows you and your organisation's other users to interact with the portal through your browser.

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.

[Continue](#)

Organisation

Administrator

Offices

Domains

Statement

Notes

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':

OFFICIAL
INJURY
CLAIM

Logout

Tell us about your email domains

[← Back](#)


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

[Back](#)

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':

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INJURY
CLAIM
Logout

Registration Submitted

Your reference number is R-785

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-785

Confirm

Useful links

[Contact us](#) [FAQs](#)

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.

4 Accepting the user agreement and 'pairing' organisations

When the request has been approved you will be asked to read the user agreement. Select 'Read the User Agreement' button to open the user agreement:

Case	Status	Category
R-785	Sign Agreement	Registration

Useful links
[Contact us](#) [FAQs](#)

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Sign Agreement

[Back](#)

Review and accept the User Agreement

[Read the User Agreement](#)

☒ I accept the User Agreement for and on behalf of Organisation Name

[Cancel](#) [Finish](#)

If your organisation uses Third Party Administrators (TPAs) then you will need to 'pair' your organisations. This can be done by obtaining a 'TPA unique code' from your chosen TPA.

To 'pair' your organisations select the 'Third Party Administrator' tab, which can be found under the 'Manage Organisation' heading and '+ Add a Third Party Administrator'. Please note only Organisation Administrators are only able to perform this task:

OFFICIAL INJURY CLAIM

[Account Management](#)
[Manage Organisation](#)
[Logout](#)

Home

Manage

Offices

Users

Third Party Administrator

MID routing table

+ [Add a Third Party Administrator](#)

Third Party Administrators

Jack the TPA	
Sirius Insurance TPA	

Useful links

[Contact us](#)
[FAQs](#)

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Enter the 'Third Party Administrator pairing code' provided by your chosen TPA and select 'Confirm':

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[Account Management](#)
[Manage Organisation](#)
[Logout](#)

Home

Manage

Offices

Users

Third Party Administrator

MID routing table

+ [Add a Third Party Administrator](#)

Third Party Administrator

Jack the TPA	
Sirius Insurance TPA	

Useful links

[Contact us](#)
[FAQs](#)

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Add a Third Party Administrator to my organisation

With this function you can add a Third Party Administrator so claims can be sent either through your MID routing table or manually when transferring a claim. To do this please get in contact with your Third party Administrator who shall be able to provide you with their unique Third party Administrator Pairing code.

Third Party Administrator pairing code

Add

Confirm

Cancel

Claims can be routed through the MID routing table to your chosen TPA, select '+ Policy Level Contact Code':

The screenshot shows the 'MID Routing Table' interface. At the top, there are navigation links: 'Account Management', 'Manage Organisation', and 'Logout'. Below these are tabs: 'Home', 'Manage', 'Offices', 'Users', 'Third Party Administrator', 'MID Routing Table', and 'API'. The 'MID Routing Table' tab is active, showing a table with columns: 'Delegated Authority ID', 'MID Insurer ID', 'Policy Level Contact code', 'Office', 'Third Party Administrator', and 'Comment'. The table contains one row with 'Default' and 'VAK'. A '+ Policy Level Contact Code' link is visible above the table. A 'Refresh' button is in the top right of the table area. At the bottom, there are 'Useful links' for 'Contact us' and 'FAQs', and a copyright notice: '© Copyright 2020. All rights reserved'.

Select your 'MID Insurer ID' and add a 'Delegated Authority ID' if applicable. If claims are being sent to TPAs then select 'Yes' to the question 'Are you sending to a Third Party Administrator?' Enter the relevant 'Policy Level Contact Code', select the 'Third Party Administrator' you wish to route the claim to and select 'Submit':

The screenshot shows the 'Policy Contact Codes' modal form. It has a title bar with a close button. The form contains the following fields and options: 'MID Insurer ID' (a dropdown menu with 'VAK' selected), 'Delegated Authority ID' (a text input field), 'Are you sending to a Third Party Administrator?' (radio buttons for 'Yes' and 'No', with 'Yes' selected), 'Third Party Administrator' (a dropdown menu with 'Please select' selected), 'Policy Level Contact Code' (a text input field), and 'Comment' (a text input field). At the bottom, there are 'Submit' and 'Cancel' buttons. The background shows the same 'MID Routing Table' as the previous screenshot, but it is dimmed.

OFFICIAL
INJURY
CLAIM

Account ManagementManage OrganisationLogout

HomeManage

OfficesUsersThird Party AdministratorMID Routing TableAPI

Refresh

+ Policy Level Contact Code

Delegated Authority ID	MID Insurer ID	Policy Level Contact code	Office	Third Party Administrator	Comment
000	VAK	0001		TPA Test	
Default	VAK				

Useful links

[Contact us](#)[FAQs](#)

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