

## **Third Party Administrator Registration - Quick Reference Guide**

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## 1 Introduction

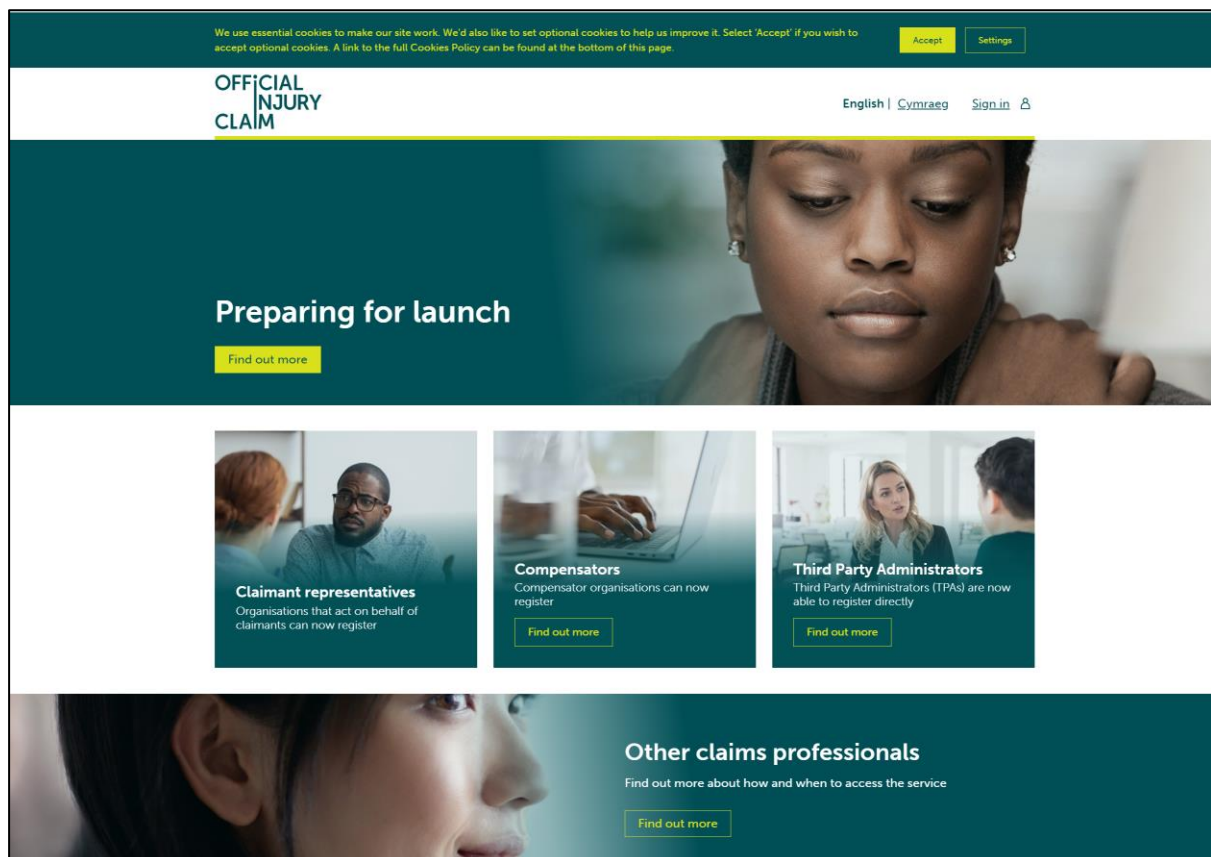
The aim of this document is to provide clear, unambiguous guidance for Third Party Administrators (TPAs) when creating a registration request for using the on-line service portal. Once registration has been successfully completed, approved and a TPA has 'paired' with their compensator, TPAs will be able to receive, process and respond to personal injury claims caused by road traffic accidents from claimants.

## 2 Creating a registration user account

A TPA 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 TPAs '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:

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

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[Back](#)

## Third Party Administrators (TPAs)

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 Third Party Administrator organisations to help with 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	
	<a href="#">Open all</a>
Who is eligible to register as a Third Party Administrator (TPA)?	+
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 Third Party Administrator – 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'. Below this, there is explanatory text about the service. Further down, there are four input fields: 'Forename', 'Surname', 'Email', and 'Confirm Email'. At the bottom left is a 'Clear' link, and at the bottom right is a yellow 'Submit' button.

The following confirmation screen will be displayed:

The screenshot shows a confirmation screen with a yellow header bar. The main text reads 'Registration request submitted successfully' in bold. Below this, in smaller text, it says 'Please check your emails to continue the registration process.' The screen has 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.

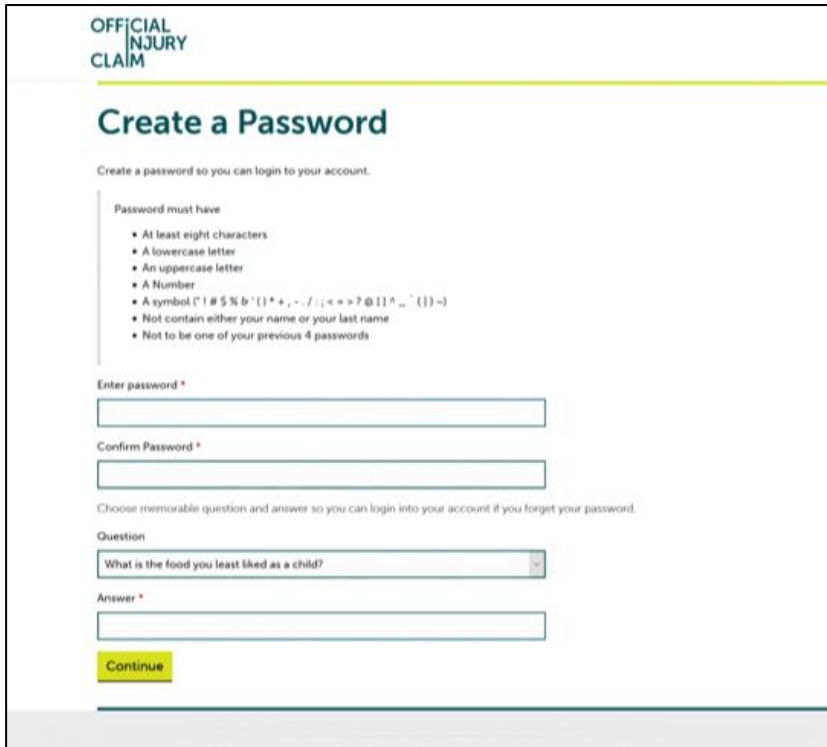
The following screen will be displayed. Create a password observing the following requirements:

- 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':



The screenshot shows the 'Create a Password' page for the Official Injury Claim website. The page has a white background with a green header bar at the top containing the 'OFFICIAL INJURY CLAIM' logo. Below the header, the title 'Create a Password' is displayed in a large, bold, green font. Underneath the title, a small instruction reads: 'Create a password so you can login to your account.' A section titled 'Password must have' lists the requirements for a strong password: at least eight characters, a lowercase letter, an uppercase letter, a number, a symbol (from a list of special characters), and it must not contain the user's name or previous passwords. Below these requirements are two text input fields: 'Enter password \*' and 'Confirm Password \*'. Further down, 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 \*' text input field. At the bottom of the form is a yellow 'Continue' button.

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 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:

OFFICIAL INJURY CLAIM [Logout](#)

## Tell us more about your organisation

Organisation name \*

Organisation Name

Select from one of the following:  
Compensator (Insurer)  
Third Party Administrator (Insurer)

Which organisation type should I select

Continue

Organisation Administrator Offices Domains Statement Notes

Useful links  
[Contact us](#) [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

OFFICIAL INJURY CLAIM [Logout](#)

## Tell us more about your organisation

[Back](#)

Previous / Other Trading Names

Company Website Address \*

ICO Registration Number \*

FCA Registration 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':

OFFICIAL  
INJURY  
CLAIM

Logout

## Tell us about you

◀ Back

Job title \*

Phone number \*

▶ Why you can't edit these fields

First name  
Test

Last name  
Test

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':

OFFICIAL  
INJURY  
CLAIM

Logout

### Tell us about your office details

[Back](#)

#### Add office locations

Office or branch name \*

Telephone \*

Postcode \*

Enter UK Postcode

Find address

or [Enter address manually](#)

Add another office

Continue

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

OFFICIAL  
INJURY  
CLAIM

Logout

### Select your default office

[Back](#)

Select your default / main office

Office Name

▶ Milton Keynes

Continue

Organisation

Administrator

Offices

Domains

Statement

Notes

Organisation name

Organisation Name

Organisation type

ORGTPA

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

OFFICIAL  
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.

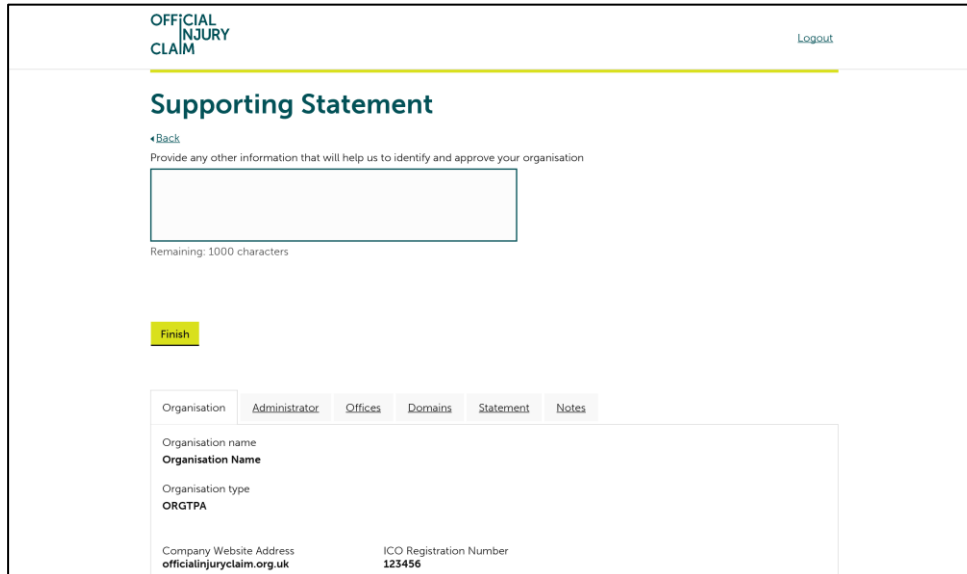
**Domain(s) added**

email@  

[+ Add another email domain](#)

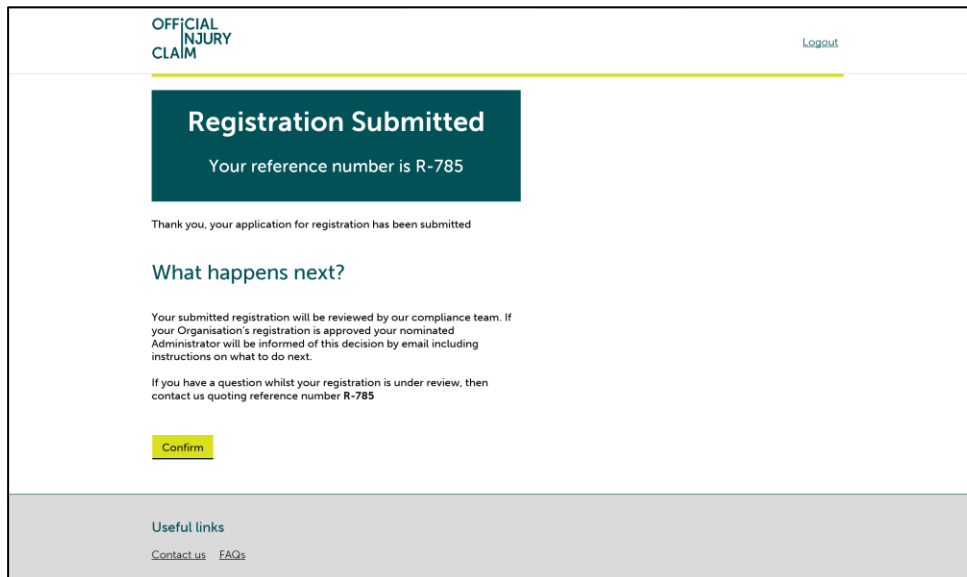
[Continue](#)

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



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 link to 'Back' and a prompt: 'Provide any other information that will help us to identify and approve your organisation'. There is a large text input box. Below the box, it says 'Remaining: 1000 characters'. A yellow 'Finish' button is located below the text box. At the bottom, there is a navigation bar with tabs: 'Organisation', 'Administrator', 'Offices', 'Domains', 'Statement', and 'Notes'. The 'Organisation' tab is selected, showing details: 'Organisation name: Organisation Name', 'Organisation type: ORGTPA', 'Company Website Address: officialinjuryclaim.org.uk', and 'ICO Registration Number: 123456'.

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 teal box contains the text 'Registration Submitted' and 'Your reference number is R-785'. Below this box, it says '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 below the text. At the bottom, there is a 'Useful links' section with links to 'Contact us' and '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:

OFFICIAL INJURY CLAIM [Logout](#)

### Your Active Organisation Registration

Case	Status	Category
<a href="#">R-785</a>	Sign Agreement	Registration

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

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OFFICIAL INJURY CLAIM [Logout](#)

### 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](#)

Organisation [Administrator](#) [Offices](#) [Domains](#) [Statement](#) [Notes](#)

Organisation name  
 Organisation Name

Organisation type  
 ORGTPA

Company Website Address  
 officialinjuryclaim.org.uk

ICO Registration Number  
 123456

Once the user agreement has been accepted a unique code will be made available. This should be provided to the compensator to ‘pair’ your organisation:

OFFICIAL INJURY CLAIM [Account Management](#) [Manage Organisation](#) [Logout](#)

Home [Manage](#)

[Offices](#) [Users](#) [Third Party Administrator](#) [Routing Table](#)

### TPA Unique Code

**8d94b6a9-6e9d-449f-8b98-2bff429a3a24**

This unique code needs to be entered by the Insurer / Compensator to be able to add and pair with you as a Third Party Administrator. Once this is performed the insurer name shall appear in the table below and be able to send work to you via the MID Routing table or manually through the bulk actions.

### Paired Organisations

No Data Found

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

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Once the compensator has 'paired' with your organisation details of 'Paired Organisations' can be found under the 'Third Party Administrator' tab. TPAs will only receive claims when they are 'paired' with their compensator.

The screenshot shows the 'Manage' tab selected in the top navigation bar. Below it, the 'Third Party Administrator' sub-tab is active. The main content area displays the 'TPA Unique Code' as `fdf9eba-76bb-454a-8dd8-b2406194e6b5`. A red box highlights the 'Paired Organisations' section, which contains a table with one entry: 'Test Compensator'.

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

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The 'Routing Table' table will display further details in relation to the 'paired' compensator. Entries in this table will only appear when the compensator has made an entry in their MID routing table and selected the TPA as the receiving party.

Claims shall always be sent to the default office when it is first entered into the TPA routing table so it will require an edit if you wish to send to another 'office'.

The screenshot shows the 'Routing Table' sub-tab selected. It displays a table with the following data:

DA ID	Insurer name	Policy level contact code	Office	Comment
000	Test Compensator	0001	MK	<a href="#">Edit</a>

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

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Select the relevant office using the drop down and press 'Submit'. Claims will now be routed to your selected office:

The screenshot shows the 'Edit Routing Table' modal window. The modal has a title bar with a close button (X). Below the title, there is a dropdown menu labeled 'Offices' with three options: MK, MK2, and MK3. MK2 is currently selected. Below the dropdown is a large empty text input field. At the bottom of the modal, there are two buttons: 'Submit' (yellow) and 'Cancel' (grey). In the background, a table is visible with columns: DA ID, Insurer name, Policy level contact code, Office, and Comment. The first row contains the values: 000, Test Compensator, 0001, MK2, and an 'Edit' link.

The screenshot shows the 'Routing Table' tab in the system. The table has the following columns: DA ID, Insurer name, Policy level contact code, Office, and Comment. The first row contains the values: 000, Test Compensator, 0001, MK2, and an 'Edit' link. Below the table, there is a 'Useful links' section with links to 'Contact us' and 'FAQs'. At the bottom, there is a copyright notice: '© Copyright 2020. All rights reserved.'