



Registration Reference Guide

Compensators

10-26-2020

OFFICIAL
INJURY
CLAIM

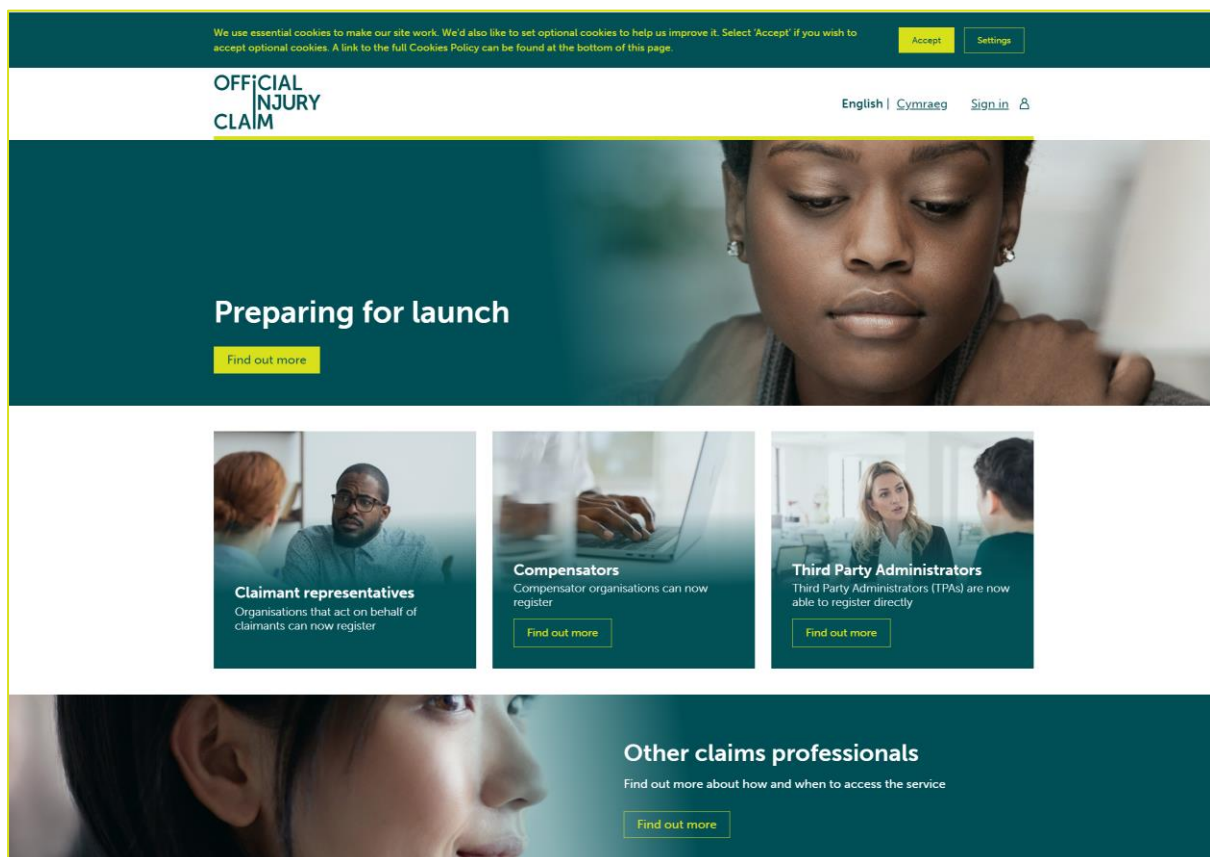
Introduction

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.

Creating a 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:

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 'Compensator & TPA registration' page. At the top left is the 'OFFICIAL INJURY CLAIM' logo, and at the top right are links for 'English | Cymraeg' and 'Sign in'. Below the header is a '< Back' link. The main heading is 'Compensator & TPA registration'. The text below the heading states: '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.' It then says: '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.' A link to 'The Quick Reference Guide (Compensator Quick Reference Guide / TPA Quick Reference Guide)' is provided, along with a 'Contact Us' link. The form contains 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 message with the heading 'Registration request submitted successfully'. Below the heading, it says 'Please check your emails to continue the registration process.' The message is enclosed in a box with a yellow border and a dark blue horizontal line at the bottom.

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 says 'Create a password so you can login to your account.' A box titled 'Password must have' contains a list of requirements:

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

 Below the list are two input fields: 'Enter password *' and 'Confirm Password *'. Underneath is a section for a memorable question: 'Choose memorable question and answer so you can login into your account if you forget your password.' It includes a 'Question' dropdown menu with the selected option 'What is the food you least liked as a child?' and an 'Answer *' input field. At the bottom of this section is a yellow 'Continue' button.

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

The screenshot shows the 'Register for 2-step authentication' page. At the top left is the 'OFFICIAL INJURY CLAIM' logo. The main heading is 'Register for 2-step authentication'. Below it, a sub-heading says 'To secure your account, you need to provide your mobile phone number.' A paragraph of instructions follows: '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.' The form includes a 'Country code' dropdown menu with 'Select Country' selected, and a 'Mobile number *' input field. At the bottom of the form is a grey 'Send code' button.

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

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 or organisation from the drop-down menu:

- Compensator (Insurer)
- Third Party Administrator (Insurer)

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

- any previous or other trading name
- 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':

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':

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](#)

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':

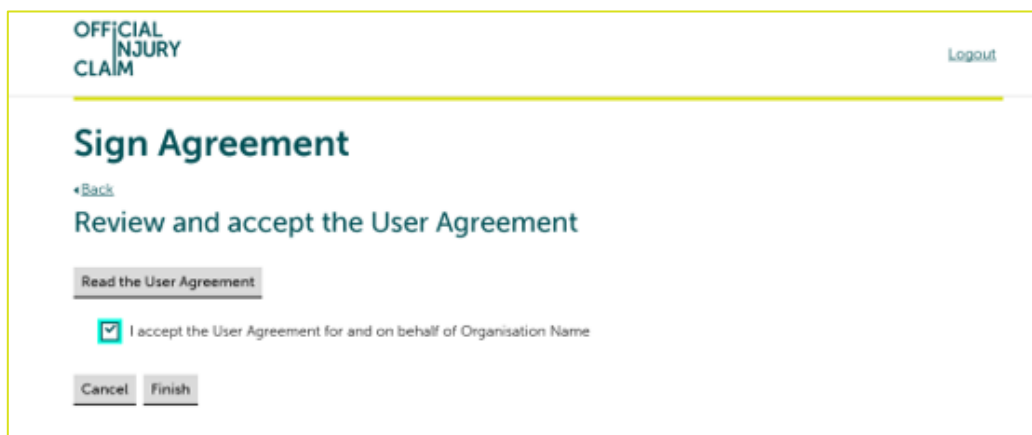
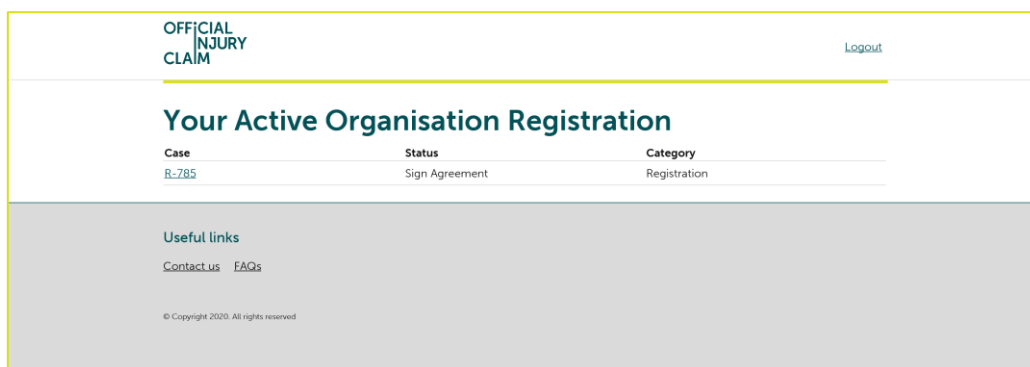
Enter any additional information in the 'Supporting Statement' box you feel is relevant to your registration request. Then click 'Finish':

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

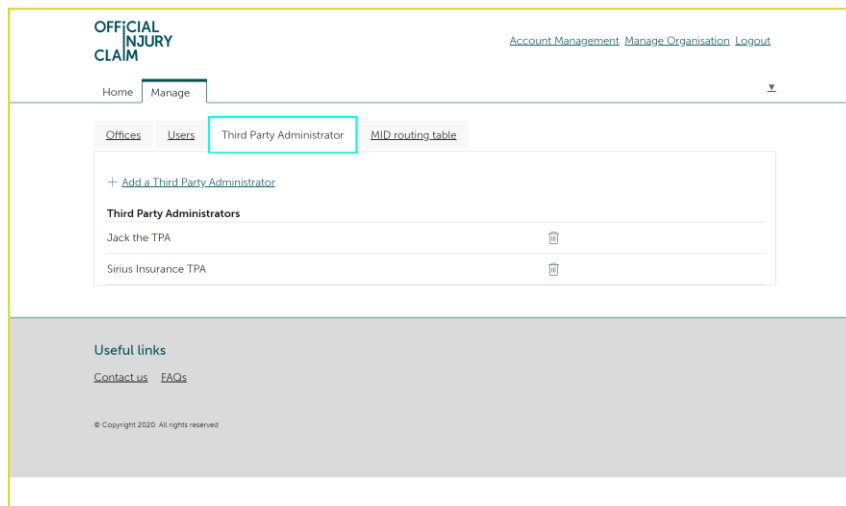
Accepting the User Agreement and ‘Pairing’ Organisations

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:

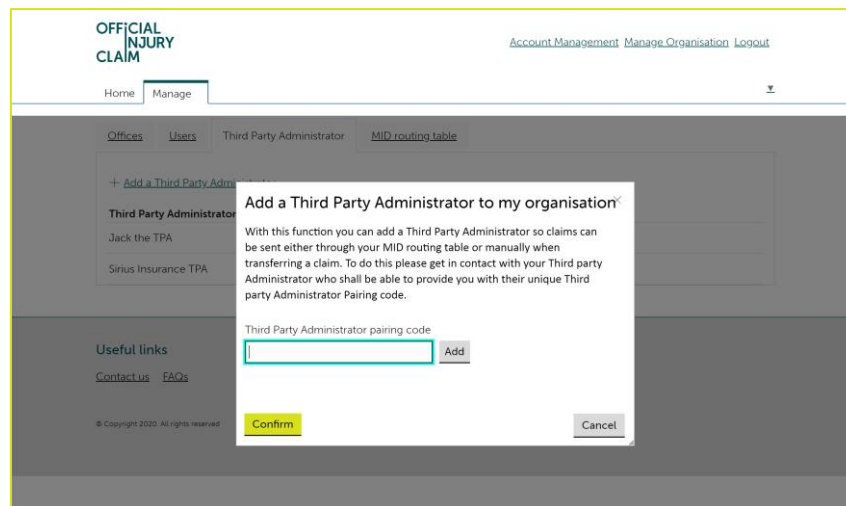


If your organisation uses Third Party Administrators (TPAs) then you will need to ‘pair’ your organisations. This can be done by obtaining a ‘TPA unique code’ from your chosen TPA.

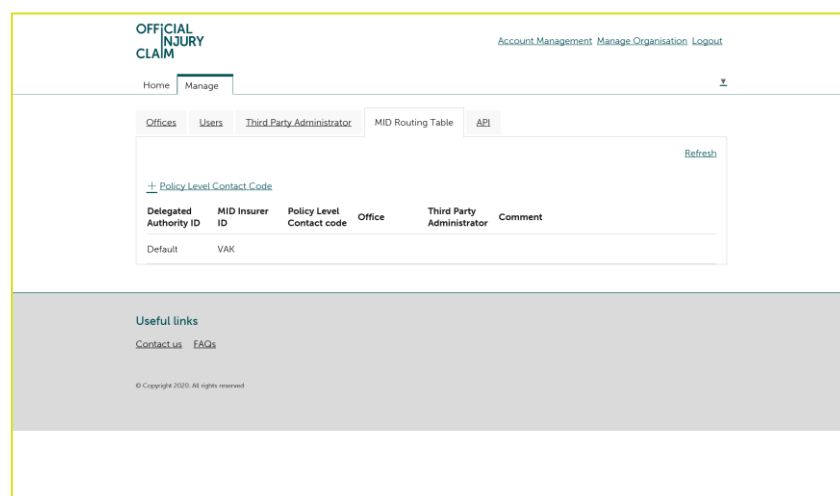
To ‘pair’ your organisations select the ‘Third Party Administrator’ tab, which can be found under the ‘Manage Organisation’ heading and ‘+ Add a Third Party Administrator’. Please note only Organisation Administrators are only able to perform this task:



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



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



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':

OFFICIAL INJURY CLAIM

Account Management Manage Organisation Logout

Home Manage

Offices Users Third Party Administrator

Policy Contact Codes

MID Insurer ID *
VAK

Delegated Authority ID *

Are you sending to a Third Party Administrator?
 Yes No

Third Party Administrator
Please select

Policy Level Contact Code *

Comment

Submit Cancel

Refresh

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Account Management Manage Organisation Logout

Home Manage

Offices Users Third Party Administrator MID Routing Table API

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				

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