



# Registration Reference Guide

Professional Users

10-26-2020

OFFICIAL  
INJURY  
CLAIM

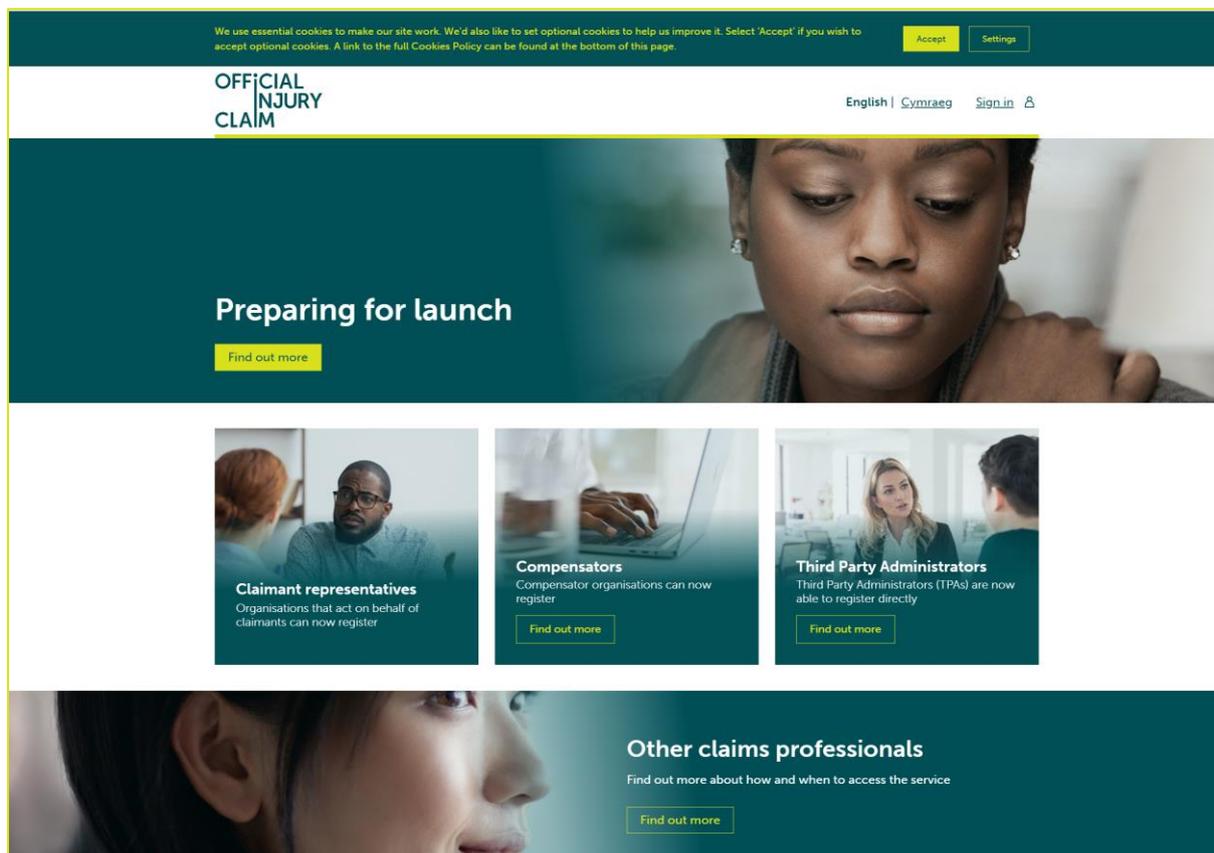
# Introduction

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.

## Creating a 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:



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'

< Back

## 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 [Quick Reference Guide](#) provides information about how to administer your organisation's web access. For further support, [Contact Us](#).

Forename  Surname

Email

Confirm Email

[Clear](#)

The following confirmation screen will be displayed:

## Registration request submitted successfully

Please check your emails to continue the registration process.

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 like !, #, \$, %, ^, \*, +, -, ., /, ;, <, =, >, @, [ ], ^, \_ ' ( ) ~), not containing the user's name or last name, and not being one of the previous 4 passwords. Below this are two input fields: 'Enter password \*' and 'Confirm Password \*'. A note says 'Choose memorable question and answer so you can login into your account if you forget your password.' There is a 'Question' dropdown menu with the text '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':

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 note says '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.' There is a 'Country code' dropdown menu with the text 'Select Country'. Below it is a 'Mobile number \*' input field. A grey 'Send code' button is at the bottom.

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:

- 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 ▾

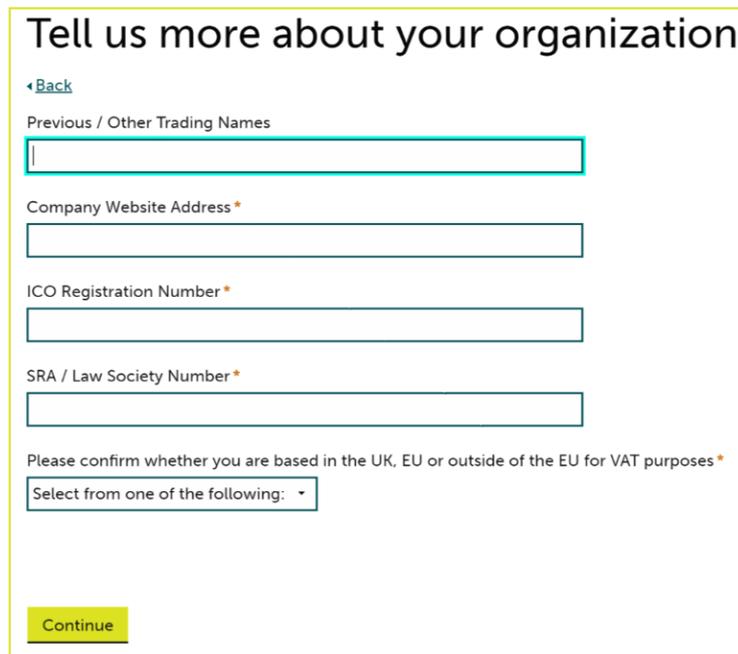
Select from one of the following: \*

▾

- 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 name
- company website address
- ICO registration number
- SRA/Law Society number



The screenshot shows a form titled "Tell us more about your organization". At the top left is a "[Back](#)" link. Below the title are four text input fields: "Previous / Other Trading Names", "Company Website Address \*", "ICO Registration Number \*", and "SRA / Law Society Number \*". Below these fields is a dropdown menu with the text "Please confirm whether you are based in the UK, EU or outside of the EU for VAT purposes \*" and "Select from one of the following: ▾". At the bottom left of the form is a yellow "Continue" button.

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

- based in EU
- based outside of EU
- based in UK



The screenshot shows a close-up of the dropdown menu from the previous form. The dropdown is open, showing the text "Select from one of the following:" at the top. Below this are three options: "Based in EU", "Based outside of EU", and "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
- 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 \*

[Continue](#)

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

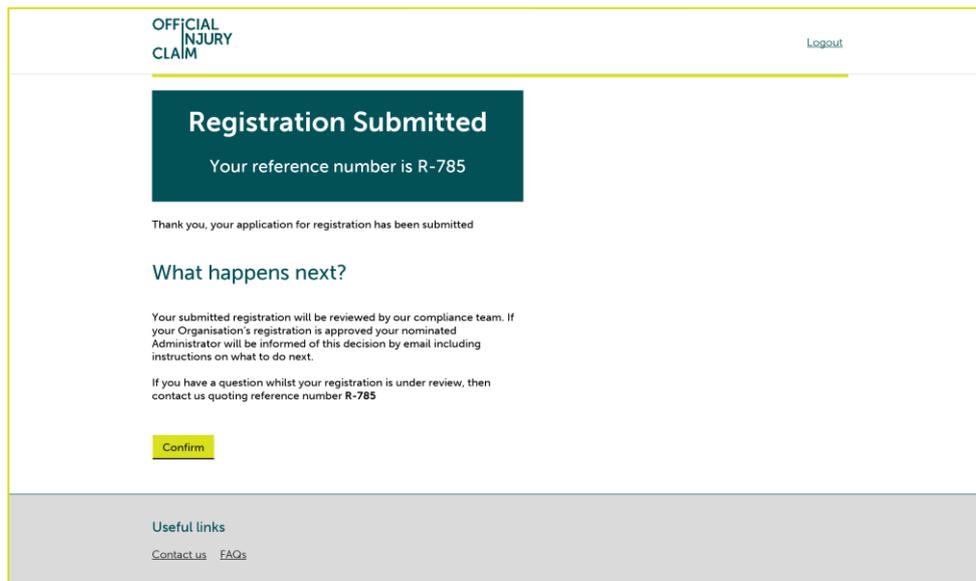
On the next screen, choose how you wish to be able to access the service by selecting one of the following. Then click 'Continue':

- web and API
- web only

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

- approved
- revise
- declined