



Quick start guide to filing documents on the Platform

THIS GUIDE IS INTENDED FOR EVERY USER

Introduction

This Quick start guide explains how to file (upload) documents on the Platform. In broad terms the Platform seeks to deliver the following:

- Easier management of mediations
- Streamlined work processes
- Quicker, more effective working
- GDPR compliant working
- An independent, secure space in which users may collaborate to resolve their differences.

Please note:

- A statement about data security is at the end of this Guide.
- At the end of each case all registered users (including neutrals) will receive an email containing a link to a short online survey. We ask that everyone complete this to assist with evaluating whether to continue using the Platform. It would be appreciated if this were completed, thank you.

This is our quick guide to using the Platform:

Steps:		Action
1	Use your web browser to find the log in page	https://oneplatform.disputesefiling.com
2	Log in or, if not already registered, register and become validated.	Please see our Quick Guides about registering to understand how this works.
3	If already registered, log in by clicking the log in tab and enter your user name and password	Complete the required boxes
4	When logged in go to View Cases to see the list of cases in you are registered as a user	Click the tab marked "View Cases" across the top of the screen beneath the panoramic image.
5	Select the case you wish to work on	Scroll down the list of case names and use the cursor to click on (and thereby open) the relevant case
6	Having opened the Filing Cabinet view a document	Scroll down the list of documents or use the File Type tab (click on that tab) to choose a particular set of file types.
7	To file (upload) a document	These are the key actions to file a document in the Platform's Filing Cabinet: <ul style="list-style-type: none"> ➤ Left click the tab marked "choose file" and choose a file from your client computer's folders.

		<ul style="list-style-type: none">➤ Send an accompanying message by clicking the note pad icon.➤ Select the file type by clicking File Type and choosing a document category from the drop down menu.➤ Set who can view that document by clicking on the button marked “View/set permissions” and tick the name or names of the users who you wish to read that document.➤ If you make a mistake simply untick the name in question and it will be removed from that user’s view.
You are good to go!		

There is support available via the Platform including Frequently Asked Questions (FAQs) and telephone support via the number on the support pages. Just click the link at the top right hand corner of every Platform page to reach the support pages.



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Statement concerning data security

Valid as at: 13.12.18

The security and protection of our clients' data is our greatest priority.

For obvious reasons a detailed explanation of the security measures in place cannot be provided in order to protect the integrity of the data centre's security.

In summary the following are covered by our security technologies and controls:

- ❖ Data encryption
- ❖ Network encryption
- ❖ Security information and asset management
- ❖ Trained cloud security professionals
- ❖ Intrusion detection and prevention
- ❖ Vulnerability assessment

Within these fields of activity we strive to protect our users' data as described in more detail below.

The General Data Protection Regulation (GDPR)

Together with colleagues in our partner organisations we provide full compliance with the Data Protection Act, 2018 and the GDPR.

Our compliance actions are constantly evolving as we respond to developments in the regulatory environment and ever changing cyber threats.

It is important for users to recognise, accept and actively play their part in ensuring the data uploaded is as secure as we can make it by working together.

Password safety

We urge our clients not to use the same password in multiple contexts as this will reduce the security of the data. We also ask them not to email passwords.

Passwords should be strong in formation i.e. at least 7 characters comprising a mixture of upper case and lower case letters, symbols and numbers.

Access to the platform is via a two stage gateway involving user name and password.

Some information about our data centre

- 1 The centre's servers are regularly updated with security patches and fixes.
- 2 The Platform itself is written in terms that follow best practice for validating user input and protecting the database.

- 3 The servers sit behind firewalls and intrusion prevention systems which protect from internet based perimeter attacks.
- 4 The security of the Platform is under constant review in the light of reported hacks of well-known organisations.
- 5 No payment details are stored on the Platform.
- 6 Passwords are kept in an encrypted form on the database.
- 7 All data sent to and from the Platform including log on details are sent via SSL (encryption).
- 8 On site staffing 24 hours a day.
- 9 Multi-layered physical security including:
 - a) CCTV and recording
 - b) Data centres located in South East England enable site resilience for core services
 - c) All backup data is transmitted between the data centres' sites via a military grade (AES-256) encryption key. It is then stored in UK data centres with this encryption.
 - d) Power resilience using multiple connections to the National Grid
 - e) Redundant capacity components physically available on site.
 - f) The centres are equipped with on-site generators with UPS and battery systems for transparent fail-over.
 - g) Fire threat detection and suppression.
 - h) Water leak detection
 - i) Multiple up-links in place.
 - j) All components are fully fault-tolerant including the up-links, storage facilities, chillers, HVAC systems and servers.

We host at Tier 3 data centres which meet the following standards: ISO 27001, ISO 9001 and PCI DSS 3.0.

These measures enable the data centre to guarantee the availability of data from the hardware for 99.982% of operational time.

Encryption

Unlike other e-mail systems such as Outlook, any emails sent via our platform use 3DES encryption as a minimum together with additional encryption measures making web communications and their attachments secure.

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