FAQs

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WHAT BROWSERS DOES THE DisputesEfiling.com PLATFORM SUPPORT?

Internet Explorer and earlier versions of Google Chrome and Firefox are no longer compatible with the DisputesEfiling.com Platform (DEF, the DEF Platform or the Platform).

Microsoft Edge and the more recent versions of Google Chrome and Firefox should work well with the DEF Platform. Other browsers may work but are not fully tested for compatibility.

HOW SECURE IS THE DEF PLATFORM

The security and protection of our Users' data is our greatest priority. In summary the following are the measures provided 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

For detailed information about our data security measures click here

DEF cannot guarantee there will be no cyber-breaches. What we can do, and have done, is to take the best precautions reasonably possible so as to secure the data in those cases conducted using the DEF Platform. The Platform affords a high degree of data protection for neutrals, legal professionals and parties when dealing with personal data in the cases in the Scheme.

Users have their part to play in preventing cyber-breaches too. The User's own contribution is emphasised in our User Terms and in the training talks that we deliver to Schemes, firms and others adopting the Platform.

Amongst other measures Users should adopt a password policy which involves robust passwords. The Platform is set up to require Users to adopt strong passwords.

Passwords should be changed regularly and not shared or left on notes on desks where the password may easily be read.

There are other measures too which Users can and, we say, should adopt to protect their data. For example, when dealing with cases - only communicating via the Platform and following the requirement in the User Terms to exchange all documents via the Platform.

CAN DEF HELP TO EVIDENCE MY ENGAGEMENT IN ADR FOR COURT?

Yes. Managing your ADR process using DEF provides you with a clear audit trail of the steps taken. Issues about the adequacy of your engagement with ADR can be evidenced using DEF.

REGISTRATION/ACCOUNTS

Who can register on the Platform?
Anyone authorised by the User's Administrator. Authorisation is undertaken by your Administrator via the Platform as part of the registration process. Your Administrator will have been authorised by the DEF Validation Desk. If this process has not yet been undertaken please contact us to request support to complete the process via tonyguise@disputesefiling.com

May I have more than one account [User Name and Password]?
No, unless required to do so because you need to register for different roles in which case you need to use different email addresses. These should not be free services such as Gmail but corporate accounts e.g. yourname@yourorganisationname.co.uk.

Can non-lawyers register for an account to file for their law firm?
Yes

Can the claims manager for an Insurer or other defence organisation register for an account to file for their defence organisation employer?
Yes

Can a self-represented party (Litigant in Person or LiP) register for an account?
Yes

I HAVE NOT RECEIVED AN EMAIL ASKING ME TO CONFIRM MY EMAIL ADDRESS, WHAT SHOULD I DO?
Start by asking your IT Department to check a firewall has not blocked our email or that it has not been treated as spam. If so, please ask IT to treat our emails as safe. If blocked, ask your IT department to release the email. They should arrange to whitelist the following IP addresses:

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ip4:207.58.142.208/29

ip4:207.58.147.64/28

ip4:216.22.15.224/27

ip4:43.228.184.0/22

ip4:103.47.204.0/22

ip4:103.36.108.0/22

ip4:103.2.140.0/22

ip4:66.128.144.88/29
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E-FILING TRAINING

Do you provide training for ADR providers, law firms or insurers?

We believe the Platform is straightforward to navigate using tools familiar to anyone who has shopped online. Training is not necessary. Nevertheless if you or your organisation would like to discuss the possibility of a training session (or raise any other query) please email: tonyguise@disputesefiling.com

DOCUMENTS

What document formats does the Platform support?
Word (DOC and DOCX), PDF, Excel (XLS and XLSX), JPEG (JPG), AVI, MOV and MP4

Please ensure you only upload documents and image/video files in such formats. Video recordings of mediation hearings enabled by, for example, Zoom may also be uploaded provided they are saved in the MP4 format. Because there is a size limit on uploads of 500MB it will be necessary to split the recordings of such hearings into 2 hour packages. In Zoom each hour of recording amounts to 200MB of data.

If the client has physically signed and the signature has been witnessed can I scan the document or can I sign electronically?
You may scan the document and then upload it. An alternative would be to scan only the signature page, which has the client's wet ink signature and then append that scanned page to the PDF document that was computer generated.

What are the formatting requirements for documents?
- A4: 210 x 297mm (8 ½ x 11 inches)
- Portrait orientation
- 300 DPI (for a scanned document)
- Please do not password protect your documents

How do you date stamp filed documents?
The Platform will record the date and time on which and by which registered User each document was uploaded.

Filing/uploading documents
- Select "Send a new message and upload a new file" at the bottom the virtual Filing Cabinet.

- Complete a message about the document you are uploading.

- Choose a document to upload from your own computer's directories.

- Next select the appropriate drawer into which to file the document from the drop down menu marked "Drawer".

- Then click the button marked "Send" and the document will be uploaded.

- It is important that you review the permissions for that document. To do that go to the button marked "View/Set permissions".

- As the document owner only you can choose who can see, or not see, the uploaded document.

- In particular - the Neutral(s) can only view the documents that you permit him or her to see.

If you mistakenly allow someone to see a document who should not have permission to view that document simply untick the name of the person in question and the document will be removed from his or her view.

Downloading documents

- Go to the Filing Cabinet.

- For the document you wish to open/download click the down arrow on the right hand side of your screen for the document in question. This will then open that document for you.

- If you wish to filter a selection of documents then click on the button at the top of the Filing Cabinet marked FILTER and you will be presented with a menu of the categories of documents that have been uploaded. Choose one and the Filing Cabinet view will change to only show that category of document.

Save the document where you choose in your own client computer.

What are the file size limitations for a filing?
The aggregate size cannot exceed 500MB for each upload.

How do I file documents if they exceed the size limit?
Separate the large document into multiple documents each less than 500MB. Submit the document as separate parts, for example: Part 1 of 3 with the first filing, Part 2 of 3 with the second filing and Part 3 of 3 with the third filing which results in the complete document being filed.

How do I file a document that contains confidential information?
Provision is made for the uploading of confidential documents in a number of different ways on the Platform. For example:

- ADR is a confidential process by virtue of the terms of the ADR agreement. The DEF Platform supports and facilitates confidentiality by the Platform's secure, Cloud based structure and the encryption of all data on the Platform.
- When you upload a document you can decide who may view it by clicking the Permissions button for that document. Doing so opens a window providing a choice of Users registered to your case. By ticking the box against the name of a User you immediately make that document visible to that User. If you give permission to the wrong User by mistake you can remove that document from visibility to that User by simply unchecking the box.

I cannot find the document name in the list of documents I can file. What do I do?
If the name of your document does not appear in the Document Type list, select the document name that is most appropriate.

I have filed a document in the wrong place. What can I do to retrieve it?
Once a document is filed the Platform logs its time and date and the document can normally only be changed by uploading an amended version. This replicates non-virtual practice.

I have tried to upload a document in the wrong category - can I change my selection?

When using the File Documents function you are required to select a category for your document to ensure that document appears in the right drawer within the virtual Filing Cabinet. If you selected the wrong category by mistake just select another category and that step will remove the original incorrect selection by replacing it with the correct choice.

Notifications

The registration of Users is determined when the User opens a case. When a User is registered in a case an email notification is sent to all Users registered in that case. Notifications contain only the case number and very limited details about a case to protect the confidentiality of the data and the process. No attachments accompany an email notification. There is a link to the Login page on the Platform in each notification.

Message with Upload function

When uploading a document you are required to add a message for any User registered in that case to understand any points relating to that document.

Message Only function

Please use this function if you wish to send end-to-end encrypted messages on the Platform.

ACCESS TO CASES

Can I search for cases that are not mine?

No – ADR is by its nature a confidential process. Only the Scheme Administrator and Database Administrator can see all the cases your organisation is running.

How do I access the file and the documents?

The View Cases page provides a complete list of your cases; within each case you will find the uploads for that case.

How do I see the status of my filings?

The View Cases page provides a list of your cases; click on the case name and within the case you will find the uploads for that case with the date and time of uploading.

Can I save my filing so that I can access it at a later time or make corrections?

No. Amended documents may be filed subsequently.

What is the best way to file exhibits?

As part of the document file to which the exhibit relates.

I have been logged out of my account. Why?

If you do not make a key-stroke on your keyboard for 60 minutes the Platform will automatically log you out. In those circumstances please log in using your credentials and you will be able to continue working. This is a prudent data security measure designed to protect you and your data.

E-SERVICE THROUGH THE PLATFORM

Is eService through the Platform mandatory?

Yes. Clause 4(12) of DEF's User Terms provides that uploading and the email notification that follows amounts to receipt by the Users authorised to receive notifications in any case.

How does eService take place?

On a User being granted permission to view a document. When a User is given permission to view an uploaded document that User will receive an email notifying that a document is available to view and inviting the User to log in to his or her account to view that document.

I filed a document but entered the wrong email address for eService. What do I do?

Go to View Cases then:

- Select the relevant case
- Choose Update Details for the case in question
- Edit the entry
- Click update case details at the foot of that drop-down to save your changes
- Re-upload the document in question

If I am served with a document twice, how do I know which document is the correct version?

The document you received last is the most recent document. Documents are individually dated and timed as to when they are uploaded. The most recent upload is the first to appear in the unfiltered Filing Cabinet.

I am receiving documents via eService on a case in which I am not involved. How do I address this?

Email the sender to advise he or she is sending to an incorrect email address.

INTERNATIONAL TRANSFERS OF PERSONAL DATA POST BREXIT

I am or have Users based outside the European Economic Area, can the Platform work for them?

Yes. Our servers are based in England and we comply with the requirements of the GDPR and the UK Data Protection Act 2018. Paragraph 4 (sub-paras 25-27 inclusive) of our User Terms facilitate authorised transfers of data to Third Countries or Organisations outside the EEA and Switzerland. This includes the USA via Standard Contractual Clauses and the appropriate permitted derogations from Article 44 all provided for in our User Terms.

Once Brexit occurs the UK will become a Third Country under the GDPR. Our User Terms incorporate Standard Contractual Clauses (SCCs) in the appendix and these will apply to validate data transfers from the EEA to the UK post Brexit together with the appropriate permitted derogations from Article 44.

I HAVE READ THROUGH YOUR FAQs AND STILL NEED HELP, WHAT CAN I DO?

Not to worry, please email your query using the Contact Form reached via the Support red button. This is reached via the red coloured button on the top right hand corner of every page of the Platform. Emails receive an automatic acknowledgement with a detailed response following within 4 working hours of the email being received.