



# Registration Reference Guide

Third Part Administrators

10-26-2020

OFFICIAL  
INJURY  
CLAIM

# Introduction

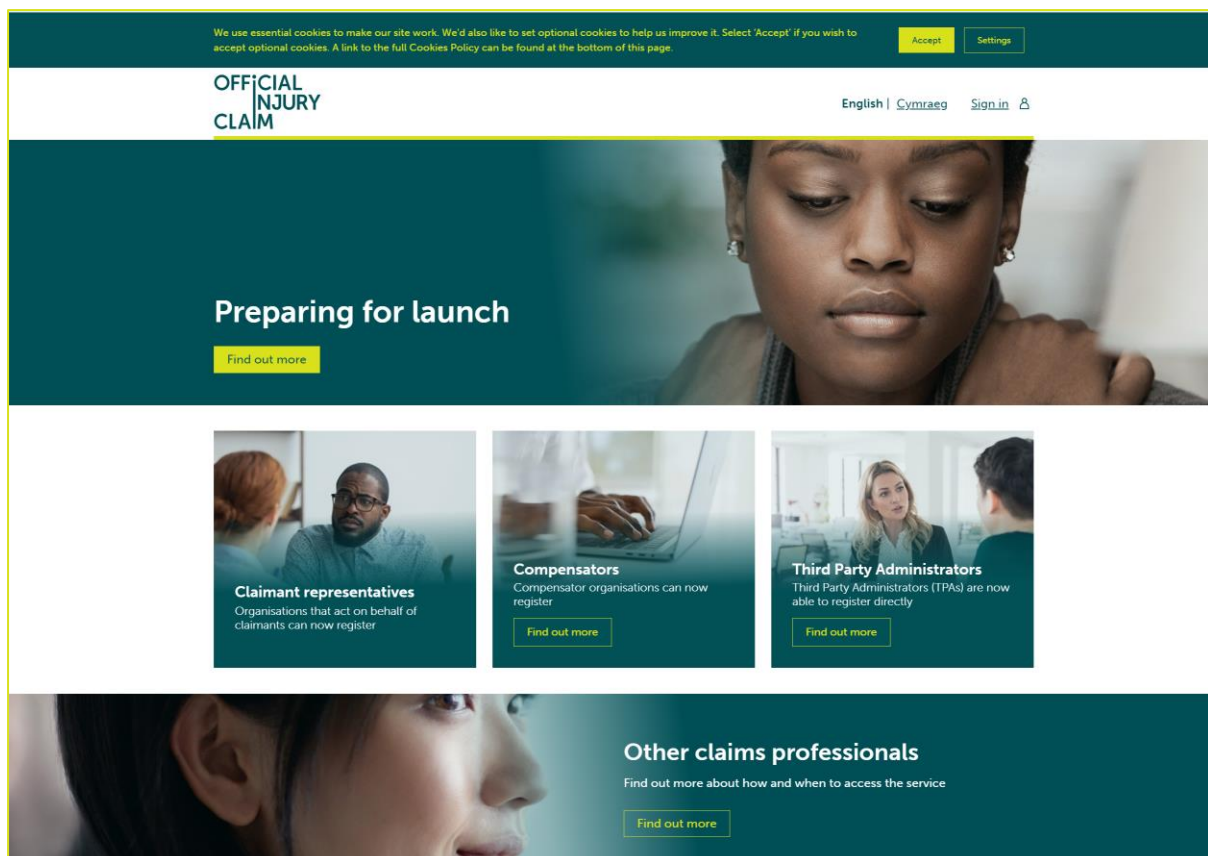
The aim of this document is to provide clear, unambiguous guidance for Third Party Administrators (TPAs) when creating a registration request for using the on-line service portal. Once registration has been successfully completed, approved and a TPA has ‘paired’ with their compensator, TPAs will be able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

## Creating a 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:

OFFICIAL INJURY CLAIM 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** Open all

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**Who is eligible to register as a Third Party Administrator (TPA)?** +

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**My organisation has multiple branches and/or subsidiaries – how does this affect our setup?** +

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**What is the difference between integration and web access?** +

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**Where can Administrators access more information and support?** +

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**I am not a Third Party Administrator – where do I register?** +

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**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 explains that if you are the appointed Administrator, you should provide details here to receive a link to complete registration. A 'Quick Reference Guide' is mentioned, with links to 'Compensator Quick Reference Guide' and 'TPA Quick Reference Guide'. A 'Contact Us' link is also provided. 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 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 'Create My Account':

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## Create a Password

Create a password so you can login to your account.

Password must have

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

Enter password \*

Confirm Password \*

Choose memorable question and answer so you can login into your account if you forget your password.

Question

Answer \*

**Continue**

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

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## 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

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

## 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:

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### 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

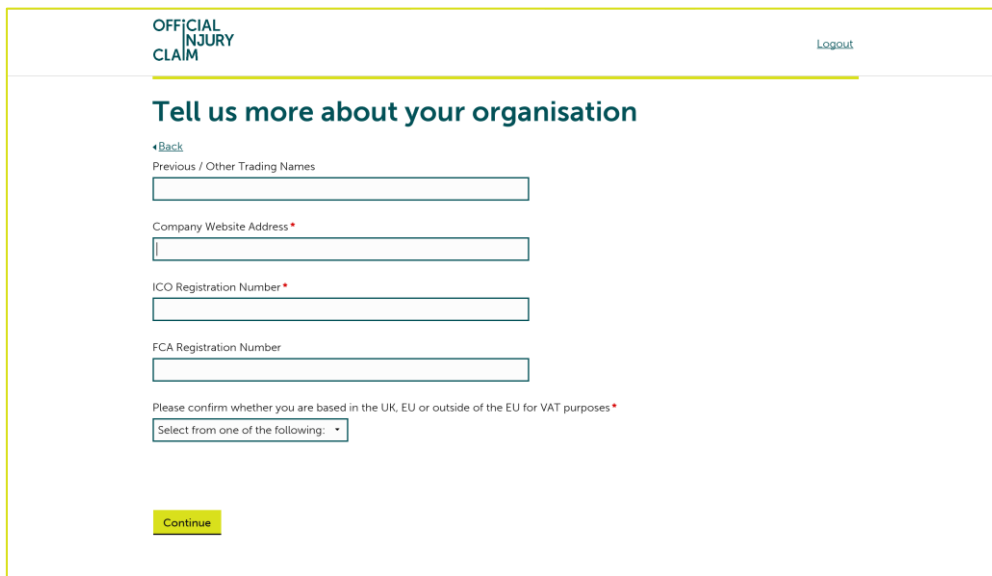
[Continue](#)

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



The screenshot shows a web form titled "Tell us more about your organisation" with the "OFFICIAL INJURY CLAIM" logo in the top left and a "Logout" link in the top right. The form includes a "Back" link, a text input for "Previous / Other Trading Names", a text input for "Company Website Address" with a red asterisk, a text input for "ICO Registration Number" with a red asterisk, a text input for "FCA Registration Number", and a dropdown menu for "Please confirm whether you are based in the UK, EU or outside of the EU for VAT purposes" with a red asterisk. A yellow "Continue" button is at the bottom left.

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

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



The close-up shows the dropdown menu for "Please confirm whether you are based in the UK, EU or outside of the EU for VAT purposes". The menu is open, showing the text "Select from one of the following:" and 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':

The screenshot shows a web form titled "Tell us about you" with the "OFFICIAL INJURY CLAIM" logo in the top left and a "Logout" link in the top right. The form includes a "Back" link, a "Job title" field, a "Phone number" field, a link to "Why you can't edit these fields", and pre-filled "First name" and "Last name" fields both containing the text "Test". A yellow "Continue" button is located at the bottom of the form.

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':

The screenshot shows a web form titled "Tell us about your office details" with a "Back" link. The form is titled "Add office locations" and contains fields for "Office or branch name", "Telephone", and "Postcode". Below the "Postcode" field is a "Find address" button and a link to "Enter address manually". At the bottom of the form, there is a grey "Add another office" button and a yellow "Continue" button.

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

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## 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:

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### Your Active Organisation Registration

| Case  | Status         | Category     |
|-------|----------------|--------------|
| R-785 | Sign Agreement | Registration |

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

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OFFICIAL INJURY CLAIM Logout

### Sign Agreement

[◀ Back](#)

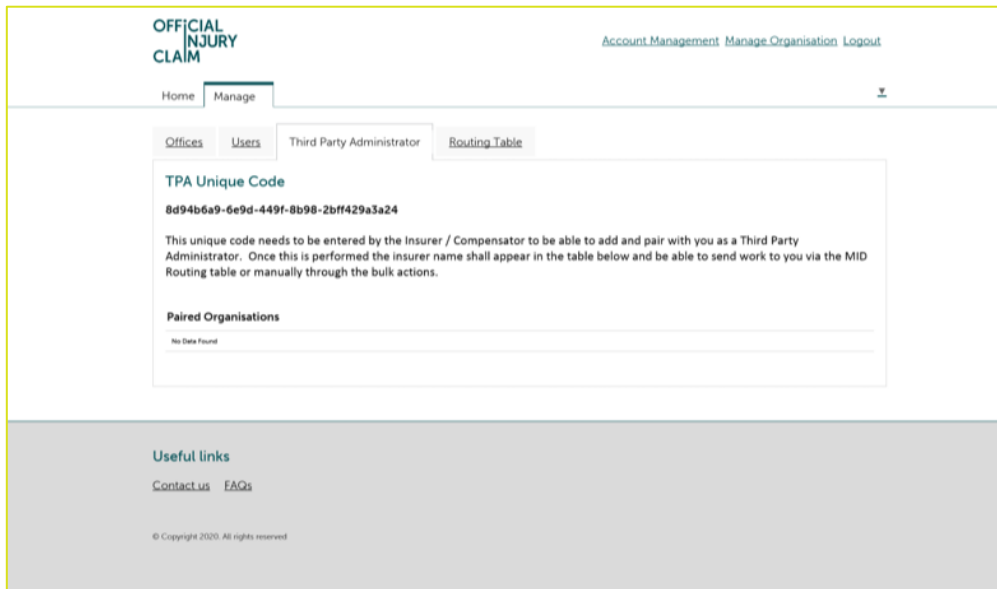
#### Review and accept the User Agreement

[Read the User Agreement](#)

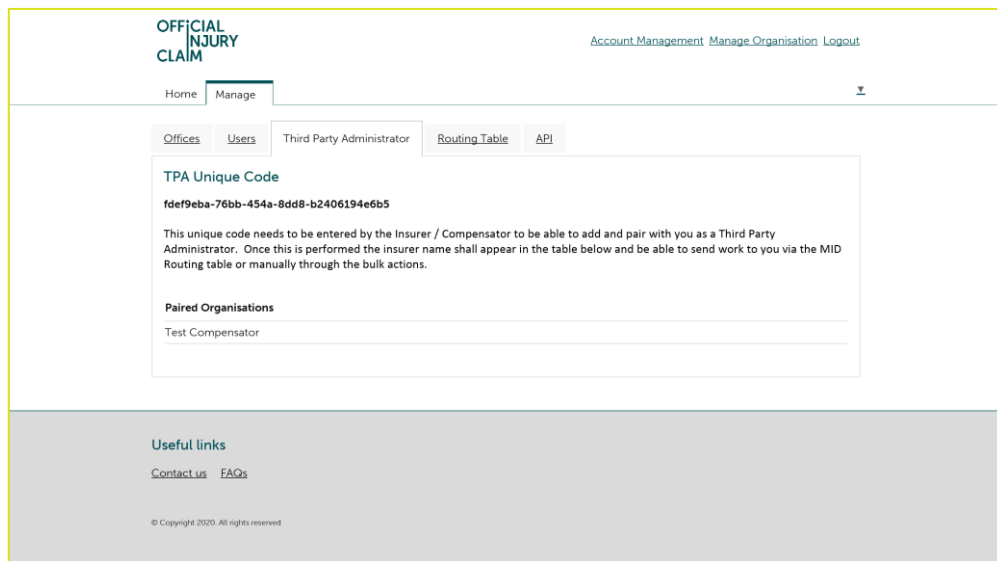
I accept the User Agreement for and on behalf of Organisation Name

[Cancel](#) [Finish](#)

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:

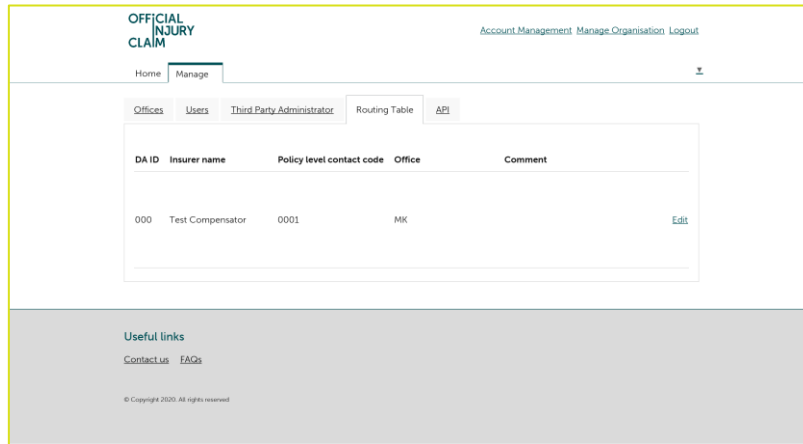


Once the compensator has 'paired' with your organisation details of 'Paired Organisations' can be found under the 'Third Party Administrator' tab. TPAs will only receive claims when they are 'paired' with their compensator:



The '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'.



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

