



# FOIL UPDATE

13 May 2010

## The RTA Process – an update(6)

FOIL has received further information below on the new process:

### “Update on the Electronic Portal

#### RTA PI Claims Portal

#### \*\*\*News Flash\*\*\*

**Highway Insurance today announced it has agreed settlement on a claim occurring from an incident on or after 30 April via the portal.**

#### Registrations Update:

Please accept our apologies to those organisations that have registered to use the RTA PI Claims Process portal and are experiencing delays in receiving their user IDs and passwords. In excess of 1450 Claimant lawyer firms are now registered and are in the process of being sent their user IDs and passwords. 81 insurer brands are now fully registered and have received their user IDs and passwords. **Over 400 registered organisations were sent their log-ins yesterday late afternoon (12 May).**

For both insurer and claimant organisations who registered before the 30<sup>th</sup> of April, you can expect to receive your login details shortly

Remember: Log on IDs and passwords are sent via a secure email from either [support@rtapiclaimsprocess.org.uk](mailto:support@rtapiclaimsprocess.org.uk) or [register@rtapiclaimsprocess.org.uk](mailto:register@rtapiclaimsprocess.org.uk). To help ensure you receive this email and reduce the risk of it being blocked by your spam filters please add this address to your email address book. Once you receive your email containing log in details, please then contact the Password helpline - the helpline can only help when you have received your email.

If you are a claimant lawyer who has received a relevant claim from an incident which occurred on Friday 30<sup>th</sup> April and after, before you have received your login details or are unable to locate the appropriate compensator, you are advised to retain the claim information in the interim, until you have the necessary information to submit to the portal.

If you haven't yet registered please do so as soon as possible as the normal process can take up to 5 working days for claimant lawyer organizations

#### Helpful Reminders:

The portal should only be used for injury claims arising from accidents that occurred on or after Friday 30<sup>th</sup> April. If you have received a claim occurring after the 30<sup>th</sup> April and are still awaiting your portal logon please follow the process above.

Upon receiving your user ID and password it is important that "administration" is selected from the drop down menu located under the login boxes, in order to successfully gain access. Instructions are included in the covering email you will receive with your ID and password.

You will have nominated an Administrator on your original registration form. This administrator can set up new portal User IDs and passwords for claims handlers and where large numbers have been pre-loaded these are accessed by the Administrator.

Administrators can also set up or change the Administrator from that originally specified if required via the portal. Administrators are also responsible for re-setting forgotten passwords (**NOTE:** Passwords will be locked if an incorrect password is entered 3 times) and for submitting necessary changes to IDSL in respect of company details, including branch changes.

**NOTE:** in addition to registering to use the portal it is important to complete a separate registration to access the help files within [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk).

Live Portal URL = <https://www.rapidclaimsettlement.org.uk>

As above we are currently still in the process of sending out the live user ID's and passwords and these will be received on a password encrypted email. If you have not yet received this you should do so within the next few working days.

Information Website URL to assist portal use = [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk)

Your username for this website will be your email address and the password would be a selection of numbers and letters. This will not allow you access to the portal.

For registration queries please email [support@rtapiclaimsprocess.org.uk](mailto:support@rtapiclaimsprocess.org.uk)

#### **Issues Identified:**

IDSL will actively respond to emerging issues as use of the portal evolves. Any issues experienced can be forwarded to and investigated by the technology provider: email [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk) who will keep IDSL appraised.

#### **Portal Upgrade Update:**

It is important to be aware that due to the time-frames within which the rules for the reforms were announced and subsequently signed off, the legal process and portal process are not yet completely aligned and certain interim "workarounds" have been put in place. A portal upgrade addressing these variations will be available mid July.

The workarounds are documented in the member area of the website.

[http://www.rtapiclaimsprocess.org.uk/RTAPI\\_members\\_LogIn.php](http://www.rtapiclaimsprocess.org.uk/RTAPI_members_LogIn.php)

This publication is intended to provide general guidance only. It does not give legal or professional advice and is not to be used in providing the same. Whilst all efforts have been made to ensure that the information is accurate all liability (including liability for negligence) is excluded to the fullest extent lawfully permitted for any loss or damage howsoever arising from the use of this guidance.