



**Personal Injury
Commission**

Pathway Portal Legal Representative User Guide

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User Guide Overview

As a Legal Representative, the Pathway Portal is your interface to the Commission's single digital case management platform called Pathway.

What will the guide cover?

This guide will cover how to:

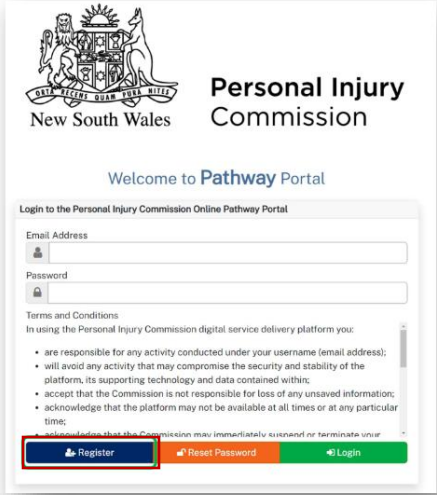
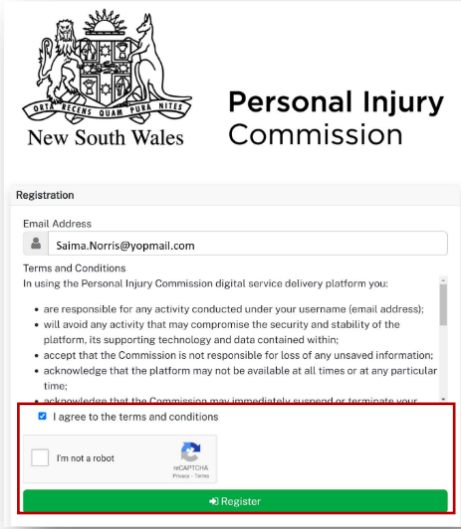
- Get started
- Navigate the Pathway Portal
- Lodge an application form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send, receive and respond to messages
- View allocation details
- View outcome documents
- Lodge an appeal
- Assign a barrister
- Understand the different types of user access
- Self-manage users (Reassign matters, manage contacts and add new contacts)

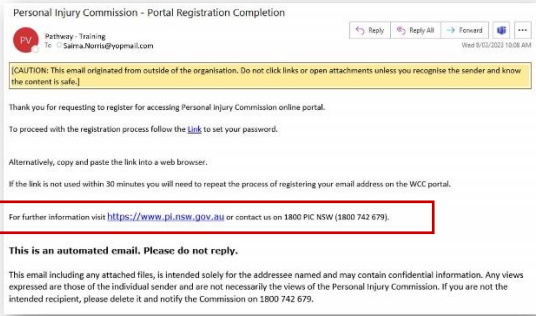
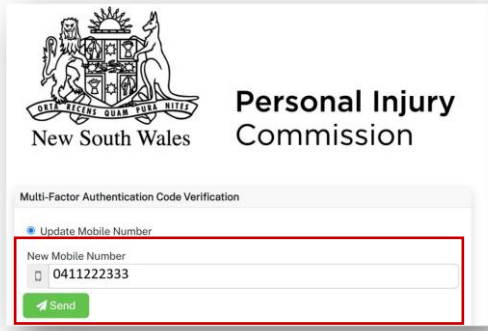
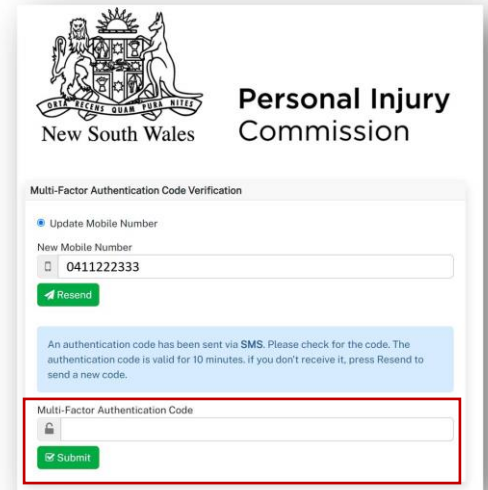
Get started

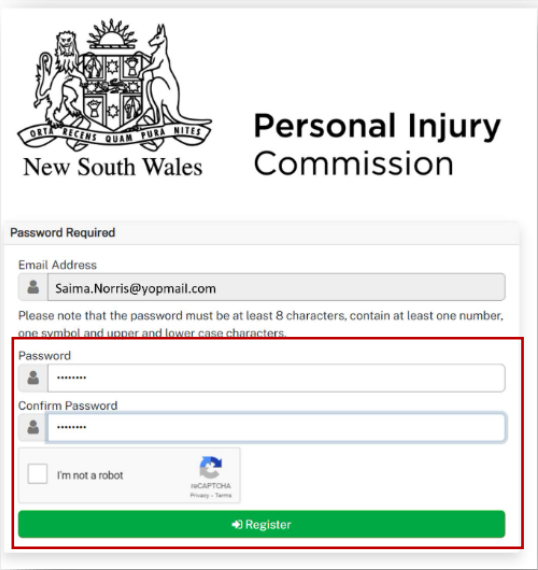
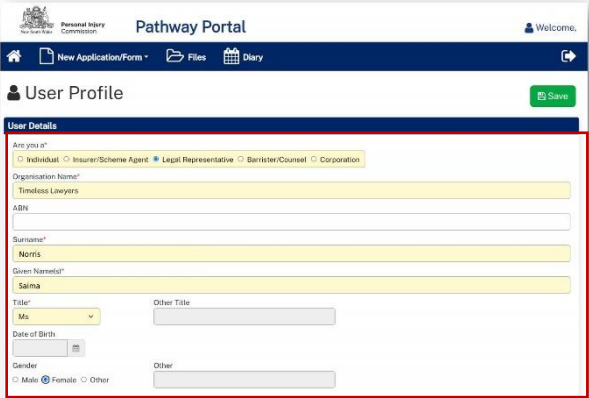
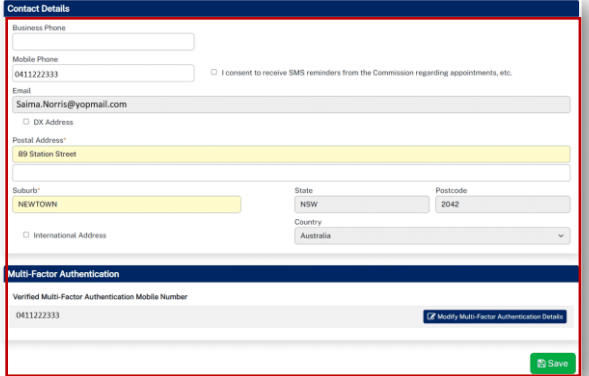
How to access and register for the Pathway Portal

All parties that need to submit, engage with or view matters they are involved in must register to use the Pathway Portal.

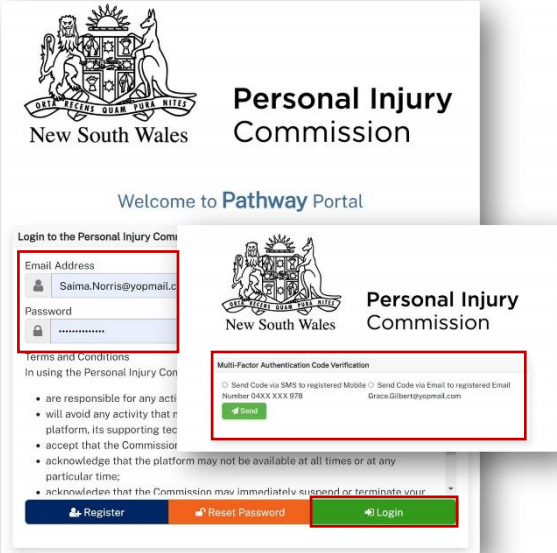
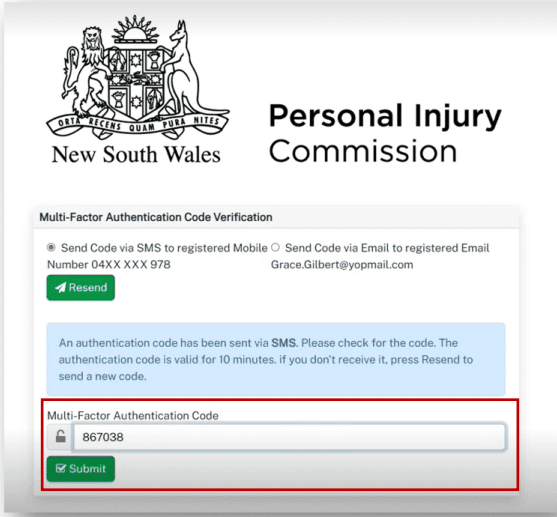
- If you are a lawyer, you will register as a **Legal Representative**.

Instruction	Page
<p><i>Access the Pathway Portal</i></p> <ul style="list-style-type: none"> You can access the Pathway Portal via a browser. Chrome and Edge are the recommended browsers. The weblink is found on the Personal Injury Commission website and in the first step below. <ol style="list-style-type: none"> Click the following link: https://pathwayportal.pi.nsw.gov.au Click Register. 	
<p><i>Register your email address</i></p> <ul style="list-style-type: none"> ➤ Follow the prompts to register your email address. <ol style="list-style-type: none"> Tick to agree to the terms and conditions. Tick I'm not a robot and complete the Select all squares with... test. Click Register. <ul style="list-style-type: none"> ➤ You will then receive an email to validate your email address. 	

Instruction	Page
<p><i>Click the Pathway Portal link in email</i></p> <p>You will receive an email with a link to validate the email address.</p> <ul style="list-style-type: none"> ➤ Click the Link in the email. 	
<p><i>Update Mobile Number</i></p> <ul style="list-style-type: none"> ➤ Populate New Mobile Number to receive the code and click Send. 	
<p><i>Type code</i></p> <ul style="list-style-type: none"> ➤ Type the code sent to your mobile and click Submit. 	

Instruction	Page
<p>Create new Password</p> <ul style="list-style-type: none"> ➤ Enter Password and Confirm Password. ➤ Tick I'm not a robot and complete the Select all squares with... test. ➤ Click Register. 	
<p>Populate User Profile (top of page)</p> <ul style="list-style-type: none"> ➤ Populate the User Profile. ➤ Select Legal Representative as user type. <p>Note: All yellow fields are mandatory.</p>	
<p>Populate User Profile (bottom of page)</p> <ul style="list-style-type: none"> ➤ Populate User Profile (bottom of page). ➤ Click Save. 	

How to Login to the Pathway Portal

Instruction	Page
<ul style="list-style-type: none"> ➤ Click the Pathway Portal link on the Personal Injury Commission website. ➤ Populate the Email Address and Password. ➤ Click Login. ➤ Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). ➤ Click Send. 	
<ul style="list-style-type: none"> ➤ Populate the Multi-Factor Authentication Code from the SMS/email you were sent. ➤ Click Submit. 	

Files page

When you click the **Files** tab, the **Files** page displays all the matters where you are the party.

The screenshot shows the Pathway Portal interface for the Files page. The page is titled "Matter Summary" and includes a navigation bar with "New Application/Form" and "Logout" options. The user is identified as "Test Sunrise".

Temporary Applications are:

- Drafts that have been saved
- Pending applications waiting to be registered by the Commission

Recent Activities displays any new applications, documents or messages that have been added since you last logged into the Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list.

Click **Refresh** to update session, to reflect changes during this session

Temporary Applications 0

Temporary Documents 0

Unassigned Reply Requests 0

Unassigned Reply Requests are reply requests from the Commission to be assigned to someone in your organisation

My Reply Requests are your assigned Reply Requests

Matter/App	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
There are no unassigned reply requests						

My Reply Requests 0

Active Files 2

Active Files are active applications you are associated with

Test Sunrise 2

Closed Files 1

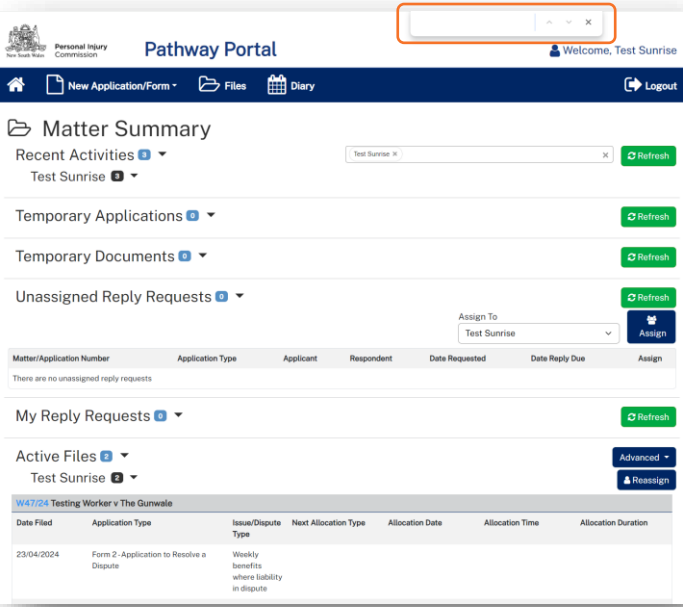
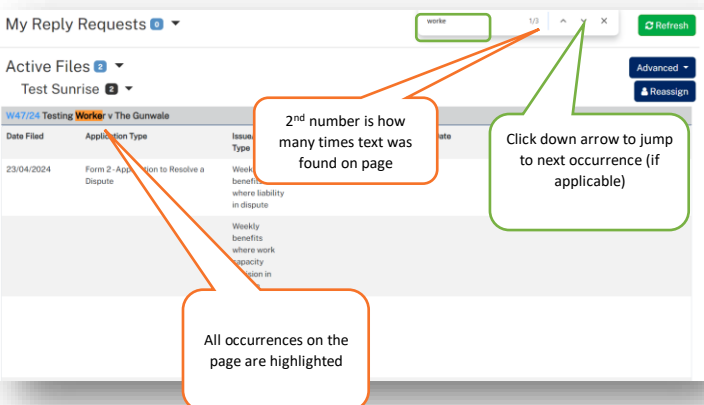
Closed Files display for 42 days

Test Sunrise 1

Filter Active Files

If you have a high volume of **Active Files**, to search for specific matters you can either:

- use Ctrl+F
- or use **Advanced** button.

Instruction	Screen
<p><i>Use Ctrl+F</i></p> <p>Ctrl+F allows you to search for any text (i.e. letters or numbers) on the page, eg part of a party name or matter number.</p> <p>While on the Files page:</p> <ol style="list-style-type: none"> 1. Hold down the Ctrl key and press the F key on your keyboard simultaneously. <p>➤ A search box displays.</p>	
<ol style="list-style-type: none"> 2. Type partial party name or matter number you need to search for. 3. System jumps to first occurrence of what you're searching for (if found on the page): <ul style="list-style-type: none"> ➤ The occurrence jumped to, is highlighted orange ➤ The rest of the occurrences (if any) are highlighted yellow 4. Click the down arrow in the search box to jump to next occurrence (if/as needed). <p><i>Party name example</i></p> <p>➤ In this example, we typed part of the surname of the party, which is work (upper/ lower case doesn't matter with Ctrl+F).</p>	

Instruction

Matter number example

- In this example, we typed part of the matter number, i.e. **47**.

Screen

The screenshot shows the 'Active Files' page with a search filter '47' entered in the top right corner. The page title is 'Test Sunrise'. Below the search bar, there is a table with the following data:

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				
		Weekly benefits where work capacity decision in dispute				
		Medical expenses (where the amount is more than \$5,465.10)				
		Compensation for property damage				

Use Advanced button

The **Advanced** button on the **Files** page allows you to filter the list of Active Files.

To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
 - For **Application Number**, you must type the full application number, eg W47/24
 - For **Party Name**, you type as:
 - Firstname (or part of the firstname)
 - Lastname (or part of the lastname)
 - Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click Refresh.

The screenshot shows the 'Active Files' page with the 'Advanced' search criteria form open. The form includes fields for 'Matter Application Number' (with 'W47/24' entered), 'Party Name', 'Division', and 'Application Type'. There are also 'View' options (My Matters, Matters I'm linked to, All Matters) and 'Allocation Date From' and 'Allocation Date To' fields. A 'Refresh' button is highlighted with a green box. A callout box points to the 'Matters I'm linked to' option with the text: 'Matters I'm linked to displays matters where you are a secondary contact'.

- The files that match your criteria display.

The screenshot shows the 'Active Files' page with the search filter '47' and the 'Advanced' button. The table below shows the filtered results:

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				

Instruction

Screen

No files listed after Advanced search

If nothing matched your search criteria, the **Active Files** displays as 0.

To see all your Active Files:

1. Click Advanced.
2. Delete the criteria you entered.
3. Click **Refresh**.

Active Files 0 ▾

Advanced ▾

Matter Details

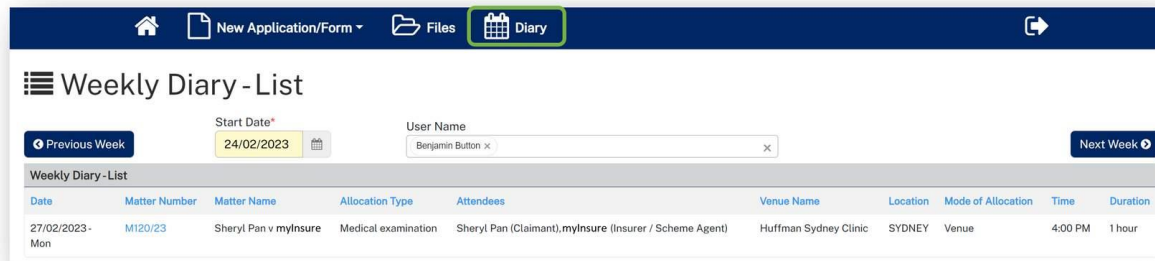
When you click on a [blue matter number link](#) anywhere in the **Files** page the **Matter Details** display.

The screenshot shows the 'Matter Details - W47/24' interface. At the top, there are navigation icons for Home, New Application/Form, Files, and Diary. Below this, the matter title 'Matter Details - W47/24' is displayed with buttons for 'New Submission/Correspondence' and 'New Form'. The page is divided into several sections:

- Application Forms (2)**: A table with columns 'Date Filed', 'Application Type', 'By Type', and 'Status'. It lists two forms filed on 23/04/2024. A callout points to the 'By Type' column header, stating: 'Click here to **Generate Consent Order** to lodge with the Commission.'
- Testing Worker v The Gunwale**: A section with buttons for 'Generate Consent Order' and 'New Message'. A callout points to the 'New Message' button, stating: 'Click **New Message** to create a new message thread for this application.'
- Parties (3)**: A table with columns 'Party Role', 'Party Name', 'Party Type', 'Party Contact', and 'Representative'. It lists three parties: Lemmington Insurance, Testing Worker, and The Gunwale. Callouts include:
 - Pointing to the 'Party Name' header: 'Click any **blue heading** to sort by that column'
 - Pointing to the 'Maintain Contacts' button: 'Super Users Can click to maintain Primary and Secondary Contact details'
 - Pointing to the 'Assign Barrister' button: 'Click **Assign Barrister** to give a Barrister visibility of the matter'
- Messages (2)**: A table with columns 'Application', 'Category', 'Subject', 'Sender', and 'Date/Time Sent'. It shows two messages from 3/05/2024.
- Documents (7)**: A table with columns 'Document Date', 'Author', 'Document Category and Type', 'File Name', and 'Related To'. It lists seven documents, including a 'Certificate of Determination' and several 'Cover letter' and 'Supporting Documents' files. A callout points to the 'Document Date' column header, stating: 'Click **blue document date link** to download, then view document'

Diary

When you click the **Diary** tab, the **Diary** page lists all upcoming allocations/appointments.



Lodge a new application

Overview



This section will walk through how to lodge a new application in the Pathway Portal.

The Pathway Portal guides you through the information you are required to enter based on the form and dispute types. The online application forms have a series of pages to complete and common pages are:

- Notice to parties
- Form Details
- Worker Details and Legal Representative details
- Employer Details
- Insurer Details and Legal Representative details
- Supporting Documents (help text varies per application)
- Certification and Signature.

- The questions on each page will vary depending on the form selected.
- Lodging other forms will follow the same basic steps as above. The pages and questions will prompt you to provide the necessary information.
- Any fields that are yellow are mandatory and must be completed.
- If you read the page carefully and provide what is being asked, you will be able to navigate easily through any application form.

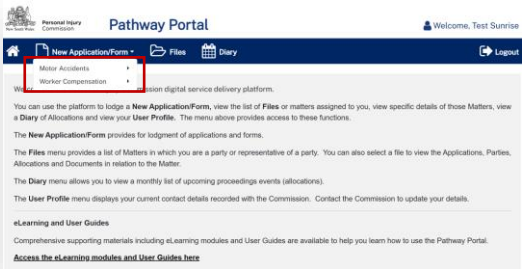

What application forms can be submitted?

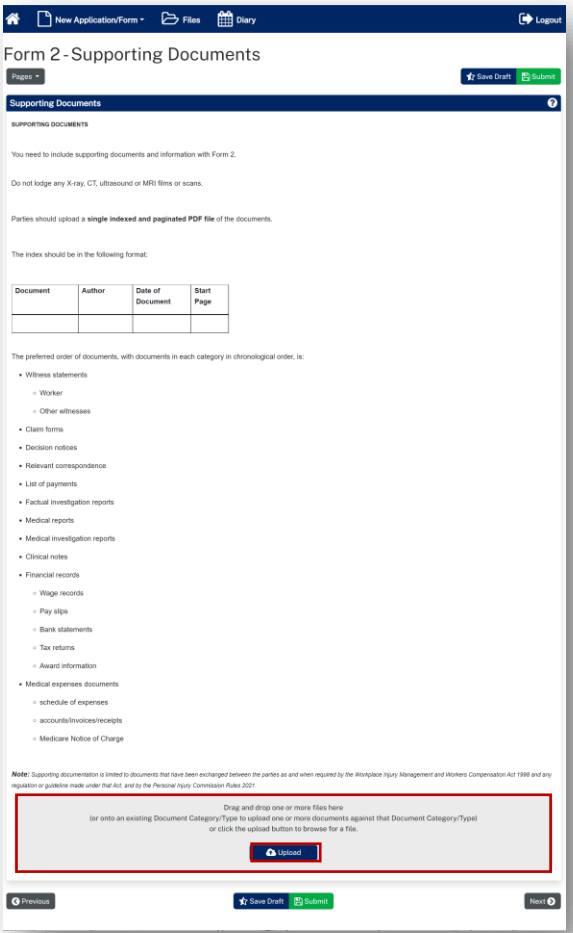
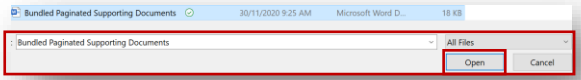
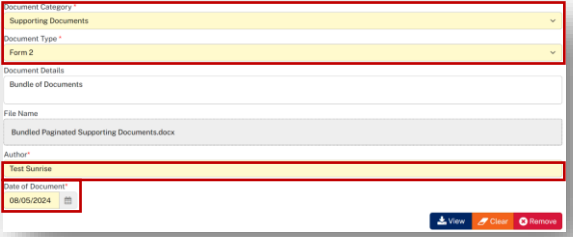
Forms and Form Names

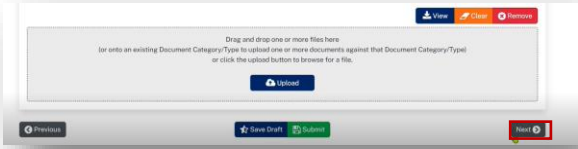
Application forms that can be submitted by parties via the Pathway Portal are:

Code	Form name
Form 1	Application for an Expedited Assessment
Form 1A	Application to Revoke an Interim Payment Direction
Form 2	Application to Resolve a Dispute
Form 2D	Application in Respect of Death of a Worker
Form 6	Application to Resolve a Workplace Injury Management Dispute
Form 7	Application for Assessment by a Medical Assessor
Form 9	Application to Appeal against the Decision of a Member
Form 10	Application to Appeal against the Decision of a Medical Assessor
Form 11	Direction for Access to Information and Premises
Form 11B	Application to Cure a Defective Pre-Filing Settlement
Form 11C	Application for Mediation of a Work Injury Damages Claim
Form 11E	Application to Strike Out a Pre- Filing Statement
Form 15	Application for the Assessment of Costs
Form 15A	Application for the Assessment of Costs
Form 15B	Application for the Assessment of Costs
Form 20	Miscellaneous Application
Form 1B	Reply to Application for Expedited Assessment
Form 2A	Reply to an Application to Resolve a Dispute
Form 2C	Application to admit late Documents
Form 7A	Response to an Application for Medical Assessment
Form 9A	Notice of Opposition to Appeal Against the Decision of a Member
Form 10A	Notice of Opposition to Appeal Against the Decision of a Medical Assessor
Form 11D	Response to an Application for Mediation of a Worker Injury Damages Claim
Form 11F	Notice of Opposition to Strike Out a Pre-Filing Statement

How to lodge a new application

Instruction	Page										
<p>New Application Form</p> <ol style="list-style-type: none"> Click on the New Application/Form and select Workers Compensation. Then choose the Form type from the dropdown. In this instance, Form 2 - Application Resolve a Dispute has been used. <ul style="list-style-type: none"> The Notice to Parties page displays. 											
<p>Notice to Parties</p> <ol style="list-style-type: none"> Review, then click Next to proceed to begin completing the form. <p>Completing a Form</p> <ul style="list-style-type: none"> All forms are embedded in the Pathway Portal. Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form. When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input. You will be unable to move onto the next page unless all mandatory fields have been filled. <p>Supporting documents are uploaded as a single file (see separate section below).</p>	 <table border="1" data-bbox="837 1019 1093 1142"> <thead> <tr> <th>Claim Type</th> <th>Form Type</th> </tr> </thead> <tbody> <tr> <td>Weekly benefits work capacity add</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits up to 12 weeks add past medical expenses up to \$5,722*</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits work capacity add past medical expenses greater than \$5,722* add any future medical expenses</td> <td>Form 2</td> </tr> <tr> <td>Weekly benefits more than 12 weeks add past medical expenses greater than \$5,722* add any future medical expenses</td> <td>Form 2</td> </tr> </tbody> </table>	Claim Type	Form Type	Weekly benefits work capacity add	Form 1	Weekly benefits up to 12 weeks add past medical expenses up to \$5,722*	Form 1	Weekly benefits work capacity add past medical expenses greater than \$5,722* add any future medical expenses	Form 2	Weekly benefits more than 12 weeks add past medical expenses greater than \$5,722* add any future medical expenses	Form 2
Claim Type	Form Type										
Weekly benefits work capacity add	Form 1										
Weekly benefits up to 12 weeks add past medical expenses up to \$5,722*	Form 1										
Weekly benefits work capacity add past medical expenses greater than \$5,722* add any future medical expenses	Form 2										
Weekly benefits more than 12 weeks add past medical expenses greater than \$5,722* add any future medical expenses	Form 2										

Instruction	Page
<p><i>Supporting Documents</i></p> <p>The Supporting Documents page provides information about what you need to lodge for certain form types. This example is for a Form 2 – Application to resolve a Dispute.</p> <p>Note: Supporting evidence is to be submitted as a single indexed and paginated bundle.</p> <p>3. Click Upload or drag and drop the documents onto the page.</p>	
<p><i>What are the document requirements?</i></p>	<p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p>
<p>4. Select the document and click Open.</p>	
<p>5. Add in the Document Details:</p> <ul style="list-style-type: none"> • Document Category – Choose Cover Letter or Supporting Documents. • Document Type – Select from the drop-down menu. If a bundle is uploaded, select the application type – bundle as the document type, e.g., Medical dispute - bundle. • Author – Type in your name. 	

<ul style="list-style-type: none"> • Document Details – Add any details for the uploaded documents. • Date of Document – Type in the date of upload or select the date from the calendar. 	
<ol style="list-style-type: none"> 6. Add another document if required. 7. Click Next. <p>➤ The Certification and Signature page displays.</p>	

Instruction

Page

Certification and Signature

You can now either **Save Draft** – see **Save Draft** below or **Submit** if the application is good to go see **Submit** below.

Save Draft

- You can **Save Draft** so that the application can be reviewed before it is signed and submitted.
 - The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
 - Click the **PDF icon** to view the draft.
 - Once the draft has been updated, you can submit the application by clicking on the **Matter Number** in **Temporary Applications**.

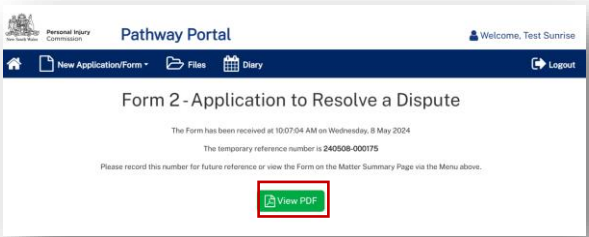
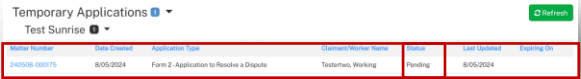
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
483008 300719	8/05/2024	Form 2 - Application to Resolve a Dispute	Testerton, Working	Draft	8/05/2024	22/05/2024

- Check/update** any details by navigating to the **relevant page**.
- Once you are ready to submit the document, navigate to the **Certification and Signature** page and submit the document as shown below.

Submit

- Confirm your declaration, signature and date and click **Submit**.

Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.

Instruction	Page														
<p>10. Click View PDF to view and download the application.</p>															
<p><i>Temporary Applications</i></p> <p>11. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link.</p> <p>Note: that the status is now Pending. If you are unable to see the application, click Refresh.</p> <p>You will receive an email to advise that a temporary application has been submitted.</p>	 <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>240508-000175</td> <td>8/05/2024</td> <td>Form 2 - Application to Resolve a Dispute</td> <td>TestSunrise, Working</td> <td>Pending</td> <td>8/05/2024</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	TestSunrise, Working	Pending	8/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	TestSunrise, Working	Pending	8/05/2024										

Temporary Applications

The screenshot shows the Pathway Portal interface. At the top, there is a navigation bar with the Personal Injury Commission logo, the title 'Pathway Portal', and a user greeting 'Welcome, Test Sunrise'. Below the navigation bar, there are icons for 'New Application/Form', 'Files', and 'Diary'. The main content area is titled 'Matter Summary' and shows 'Recent Activities' and 'Temporary Applications' sections. A table lists temporary applications with columns for 'Matter Number', 'Date Created', 'Application Type', 'Claimant/Worker Name', 'Status', 'Last Updated', and 'Expiring On'. A callout box explains the status of 'Pending' and 'Draft' applications. Another callout box points to the 'Matter Number' link in the table.

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testertwo, Working	Pending	8/05/2024	

Click [blue temporary Matter Number](#) link to open and update any application with Status of Draft or Rejected

Status of:

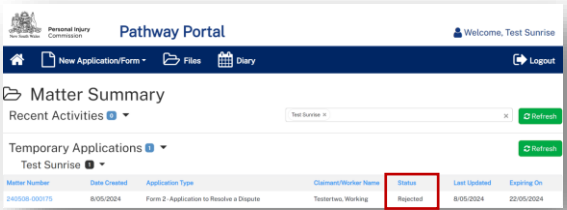

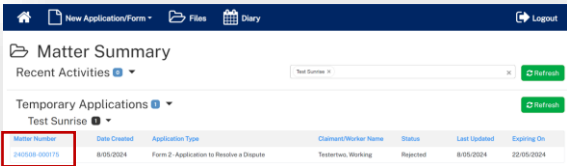
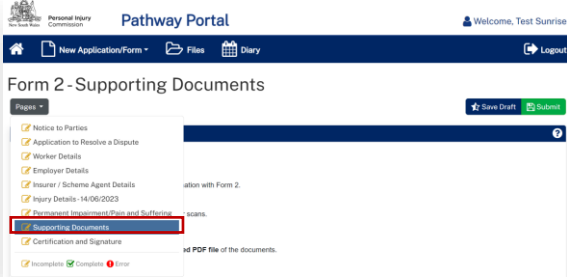
- Pending = temporary application submitted to the Commission
- Draft = you have saved the application to finish later

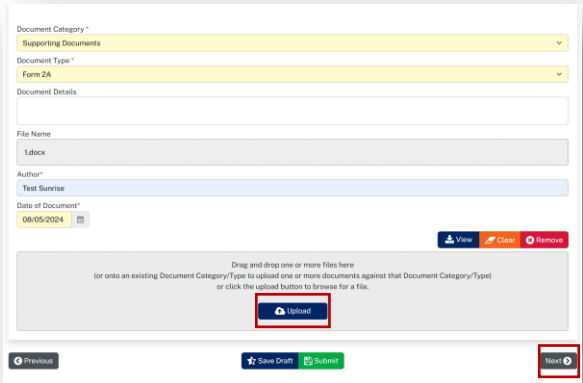

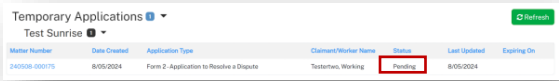
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

What happens next?

- The next step of the process is that the Commission will review and check the application and register it.
- The application is no longer temporary, it has now been converted to a full matter with a full matter number
- The Registry team will send you an email
- The application will now display in the **Recent Activities** section and **Active Files**.

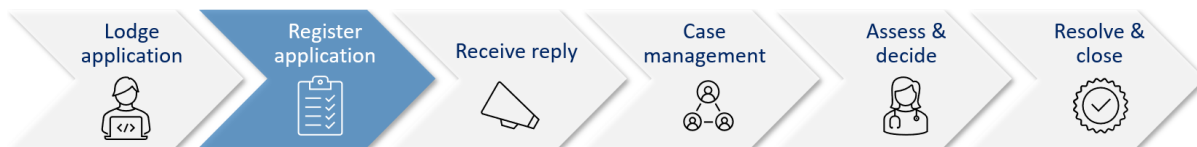
How to resubmit a rejected temporary application

Instruction	Page
<p>Notification of rejected temporary application</p> <ul style="list-style-type: none"> If the Commission rejects a temporary application, you will receive an email notification with the reason. In the Files tab the Temporary Application will have a Status of Rejected 	
<p>To resubmit rejected application:</p> <ol style="list-style-type: none"> Refer to the email notification to understand the rejection reason. 	
<ol style="list-style-type: none"> In the Files tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application. 	
<ol style="list-style-type: none"> Navigate to Supporting Documents and make the required changes to the form (if this was the reason for rejection). 	

Instruction	Page														
<p>1. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</p>															
<p>2. Once changes are made, sign and date the application on the last page and click Submit.</p>															
<p>➤ The Status updates to Pending in the Temporary Application list).</p> <p>Note: If the Commission accepts and registers the resubmitted application, the Filed date will be the date the application was resubmitted.</p>	 <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>240508-000175</td> <td>8/05/2024</td> <td>Form 2: Application to Resolve a Dispute</td> <td>Testrise, Working</td> <td>Pending</td> <td>8/05/2024</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240508-000175	8/05/2024	Form 2: Application to Resolve a Dispute	Testrise, Working	Pending	8/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240508-000175	8/05/2024	Form 2: Application to Resolve a Dispute	Testrise, Working	Pending	8/05/2024										

Replies

How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in the Pathway Portal and must be assigned to a person (to ensure only one person is completing the reply).

Once a **Reply Request** is assigned, it is only visible by that person in their **My Reply Requests** to action.

When a reply is completed, it starts as a temporary application which:

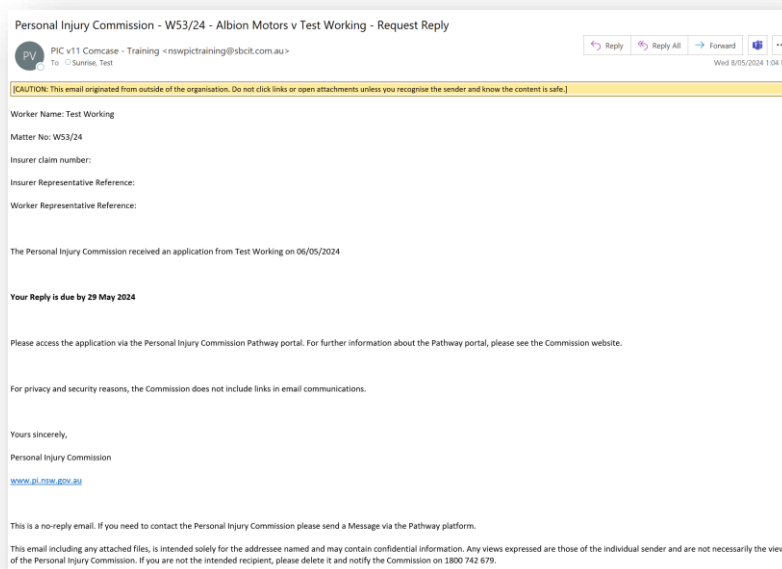
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

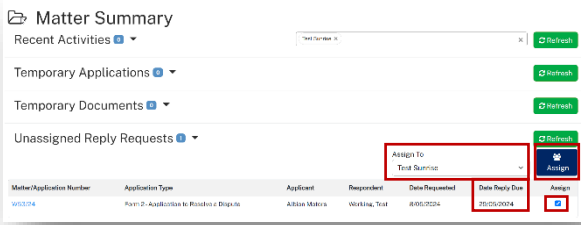
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

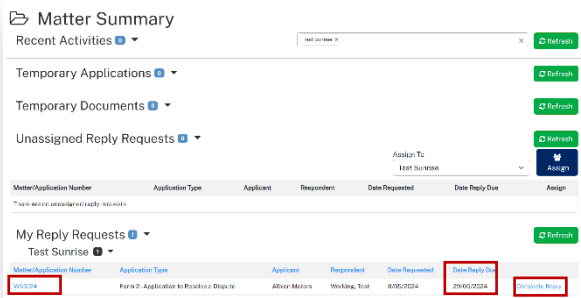
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.


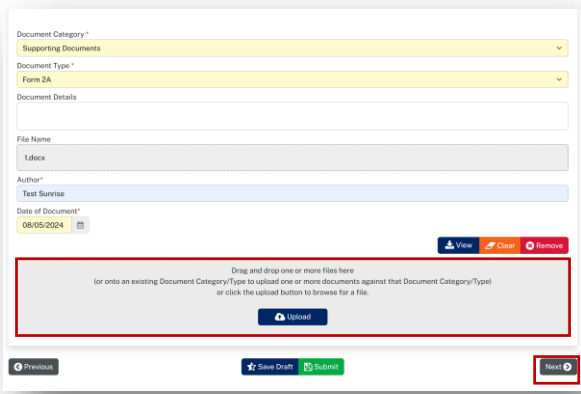
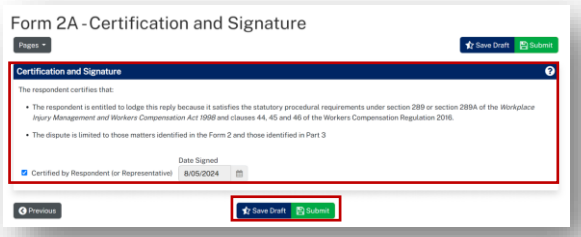


How to Assign the Reply Request

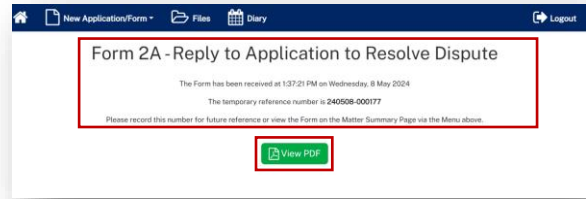
Instruction	Page
<p>Unassigned Reply Requests must be assigned to someone in your firm. All Reply Requests are unassigned initially, and Unassigned Reply Requests are only visible to Super Users or the Non- Super User primary contact.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <ul style="list-style-type: none"> Tick Assign box Select a User's name from the Assign To drop down menu Click Assign. <p>Note: Be mindful of the Date Reply Due.</p>	 <p>The screenshot shows the 'Matter Summary' page with several sections: 'Recent Activities', 'Temporary Applications', 'Temporary Documents', and 'Unassigned Reply Requests'. In the 'Unassigned Reply Requests' section, there is a table with columns: 'Matter/Application Number', 'Application Type', 'Applicant', 'Respondent', 'Date Requested', 'Date Reply Due', and 'Assign'. A red box highlights the 'Assign To' dropdown menu above the table, and another red box highlights the 'Date Reply Due' column. The 'Assign' button is also highlighted with a red box.</p>

How to complete a Reply

Instruction	Page
<p>My Reply Requests are your assigned Reply Requests</p> <ol style="list-style-type: none"> To respond to the reply request, complete the following: <ul style="list-style-type: none"> Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. <p>➤ This will generate the Reply form which you need to complete and submit.</p> <p>Note: Be mindful of the Date Reply Due</p>	 <p>The screenshot shows the 'Matter Summary' page with sections: 'Recent Activities', 'Temporary Applications', 'Temporary Documents', 'Unassigned Reply Requests', and 'My Reply Requests'. In the 'My Reply Requests' section, there is a table with columns: 'Matter/Application Number', 'Application Type', 'Applicant', 'Respondent', 'Date Requested', 'Date Reply Due', and 'Assign'. A red box highlights the application number 'W55274' in the first row. Another red box highlights the 'Date Reply Due' column. A third red box highlights the 'Complete Reply' button in the 'Assign' column of the first row.</p>

Instruction	Page
<p>2. Complete the Notice to Parties – check that you understand and agree to the terms and conditions and click Next.</p> <p><i>Completing a Reply Form</i></p> <ul style="list-style-type: none"> ➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form. ➤ When completing a reply form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input. ➤ You will be unable to move onto the next page unless all mandatory fields have been filled. ➤ Supporting documents are uploaded as a single file (see separate section below). 	
<p>3. Upload Supporting Documents for the Reply, complete the Document Details as covered in Supporting Documents and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle.</p>	
<p>4. Sign and date the application – Submit if ready or Save Draft and have someone else review the reply before it is submitted.</p>	

5. Here you can see confirmation that the Reply has been submitted.



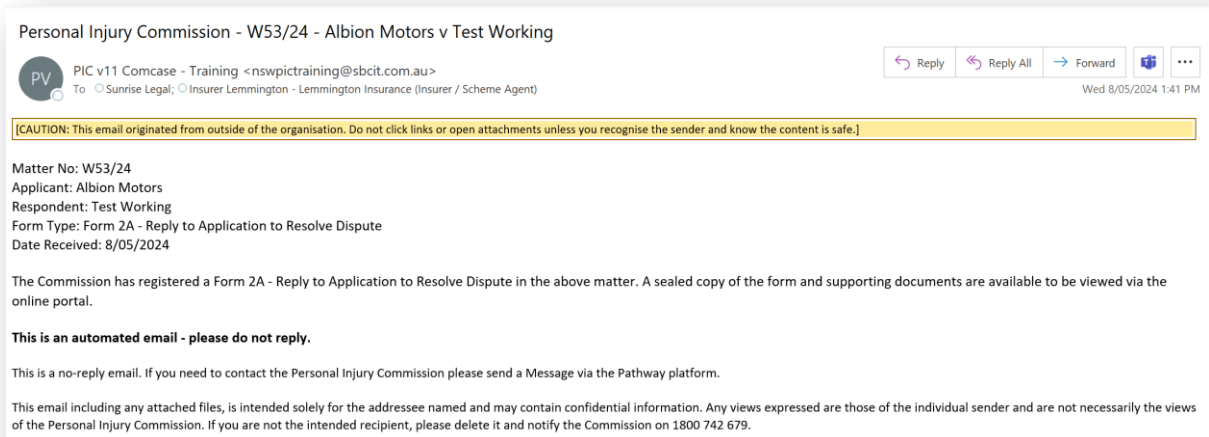
How to view the Reply

Reply registered email notification

When a reply is submitted, it will be reviewed and registered or rejected if it not compliant.

When a reply has been registered, the Commission Registry team send an acceptance email to the:

- Applicant's Legal Representative
- Respondent's Legal Representative or
- Unrepresented parties.



View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

1. Click the [blue document date link](#) to download and view the document.

The screenshot displays the Pathway Portal interface for 'Matter Details - W52/24'. The page is organized into several sections:

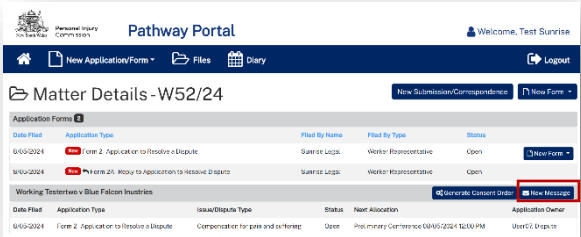
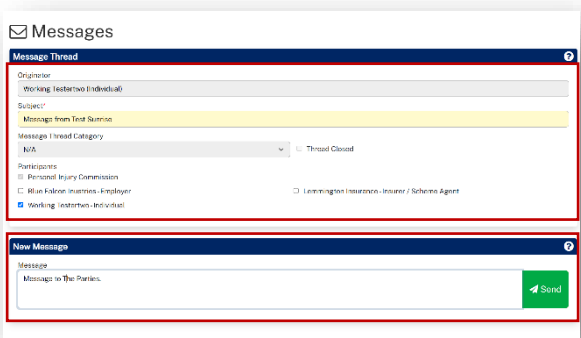
- Application Forms:** A table listing application forms with columns for Date Filed, Application Type, Filed By Name, Filed By Type, and Status.
- Working Testertwo v Blue Falcon Industries:** A summary section with buttons for 'Generate Consent Order' and 'New Message'.
- Parties:** A table listing parties with columns for Party Role, Party Name, Party Type, Party Contact, and Representative.
- Messages:** A section indicating there are no open message threads.
- Allocations:** A table listing allocations with columns for Allocation Type, Venue, Date and Time, Duration, Mode of Allocation, Attendees, Decision Maker, and Language.
- Documents:** A table listing documents with columns for Document Date, Author, Document Category and Type, File Name, and Related To. This section is highlighted with a red box.

The Documents table contains the following entries:

Document Date	Author	Document Category and Type	File Name	Related To
8/05/2024	Portal	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240508-000775.pdf	Sender: Portal; Recipient:
8/05/2024	Portal	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	240508-000776.pdf	Sender: Portal; Recipient:
8/05/2024	Test Sunrise	Supporting Documents - Form 2	Bundled Prepared Supporting Documents.docx	08/05/2024 - Form 2 - Application to Resolve a Dispute
8/05/2024	Insurer Lemington	Supporting Documents - Form 2A	1.docx	08/05/2024 - Form 2A - Reply to Application to Resolve Dispute

Messages

How to send a message

Instruction	Page
<p>You can use the message function to communicate with the other party and the Personal Injury Commission.</p> <p>From the Matter Details page:</p> <ol style="list-style-type: none"> 1. Click New Message on the top right corner of the application. <p>Note: The Application Owner will always be copied automatically on the message.</p>	
<ol style="list-style-type: none"> 2. Type the Subject. 3. Select the Participants. <ul style="list-style-type: none"> • Legal representative (or self-represented party) receives email notification of new Portal message • The Insurer can see messages but not respond if they have a Legal Representative. 4. Type the Message body. 5. Click Send. 	

How to view messages

You may receive new messages from the other party or the Commission.

You will also get an **email notification** which contains the message subject line only (for cyber security reasons). You need to view the message within the Portal.

A list of message threads displays in the **Messages** section of the **Matter Details**.

The screenshot shows a table of messages with the following data:

Application	Category	Subject	Sender	Date/Time Sent
Form 2 - Application to Resolve a Dispute	For Noting	1 New Message from The Commission	Nathan Johnson	8/05/2024 2:13 PM
Form 2 - Application to Resolve a Dispute	N/A	Test Message	Testing Worker	8/05/2024 2:10 PM
Form 2 - Application to Resolve a Dispute	For Action	Question for the Insurer	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemington Insurance	3/05/2024 8:48 AM

Callouts provide the following information:

- New badge indicates a new message in the thread**: Points to the '1 New' badge in the subject column.
- Category for incoming messages will be:**
 - For Action
 - For Noting
 - For ReviewN/A Category indicates thread was initiated by you
- Click blue subject link to view and respond to the message**: Points to the blue subject links in the subject column.
- Click to toggle between:**
 - **View All Messages** – Which includes closed threads.
 - **View Open Messages** – which only displays threads that are open

How to respond to messages

The most recent messages display at the top of the thread.

1. Type response to **Message** and click **Send**.

Messages

Message Thread

Originator
Nathan Johnson (Personal Injury Commission)

Subject
Message from The Commission

Message Thread Category
For Noting Thread Closed [Print Message Thread](#)

Participants
 Personal Injury Commission
 Lemmington Insurance - Insurer / Scheme Agent Testing Worker - Individual
 The Gunwale - Employer

[Print Message Thread](#)


New Message

Message
Thankyou [Send](#)

Message: Nathan Johnson (Personal Injury Commission) - 8/05/2024 2:13:04 PM

Sent on Behalf Of
Nathan Johnson (Personal Injury Commission)

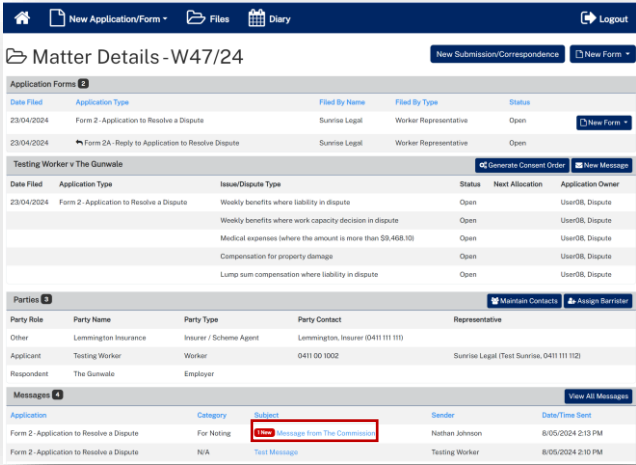
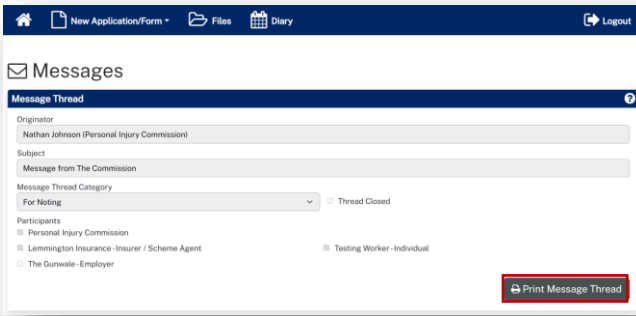
Sender
Nathan Johnson

Date/Time Sent
8/05/2024 2:13:04 PM 

Message
Test message

How to download a message thread

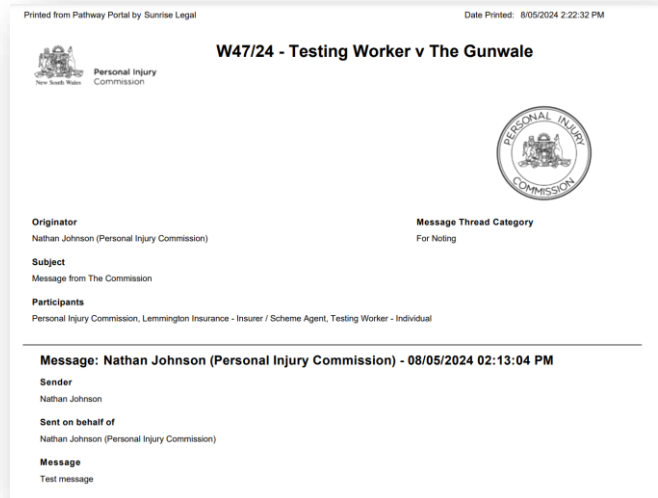
You can download message threads from the Pathway Portal.

Instruction	Page
<p>1. From the Matter Details page click the blue subject link to view message thread.</p>	 <p>The screenshot shows the 'Matter Details - W47/24' page. It includes sections for 'Application Forms', 'Testing Worker v The Gunwale', and 'Parties'. The 'Messages' section at the bottom contains a table with columns for Application, Category, Subject, Sender, and Date/Time Sent. A red box highlights the subject 'Message from The Commission' in the first row of the messages table.</p>
<p>3. Click the Print Message Thread button.</p>	 <p>The screenshot shows the 'Messages' page with a 'Message Thread' section. It displays the originator as 'Nathan Johnson (Personal Injury Commission)' and the subject as 'Message from The Commission'. Below this, there are checkboxes for 'Participants' including 'Personal Injury Commission', 'Lemington Insurance - Issuer / Scheme Agent', 'The Gunwale - Employer', and 'Testing Worker - Individual'. A red box highlights the 'Print Message Thread' button at the bottom right of the page.</p>

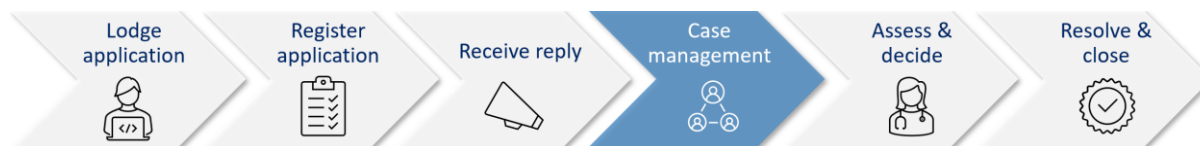
Instruction

Page

- A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.



Case Management

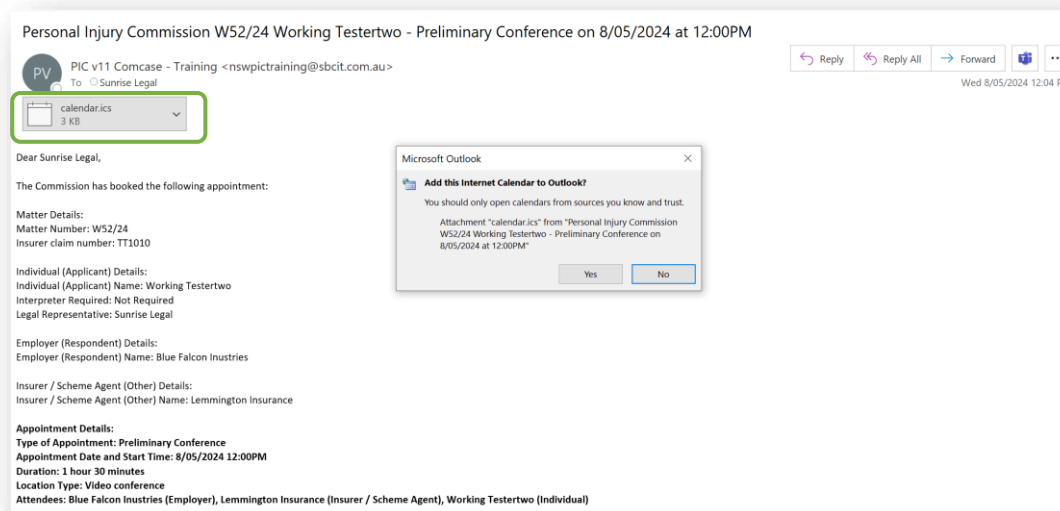


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- The legal representative for both parties or self-represented party
- The decision maker
- The worker, for allocations that the worker is required to attend
- The case owner will send an email with worker Teams link if allocation/appointment is to be virtual.

Allocation email notification

- The legal representatives for the parties (or self-represented parties) will receive an email when a new allocation/appointment is made.
- You can add the appointment to your local calendar by double clicking the calendar.ics attachment.
- For dispute resolution events or medical assessments to be conducted virtually via Teams, the case owner will send an email with the Teams link for the event/assessment.



How to view allocation details

In the **Matter Details** page, the **Allocations** section displays all the allocations/ appointments for the matter.

Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Preliminary Conference		8/05/2024 12:00 PM	1 hour 30 minutes	Video conference	Blue Falcon Industries (Employee Agent), Working Testertwo (Individual)	Leemington Insurance (Insurer / Scheme)	

Allocation type is the type of appointment (eg Preliminary Conference, Medical Examination, Paper based)

Attendees displays who needs to attend, eg if it's a Teleconference the legal representative may need to attend but not Worker/Insurer

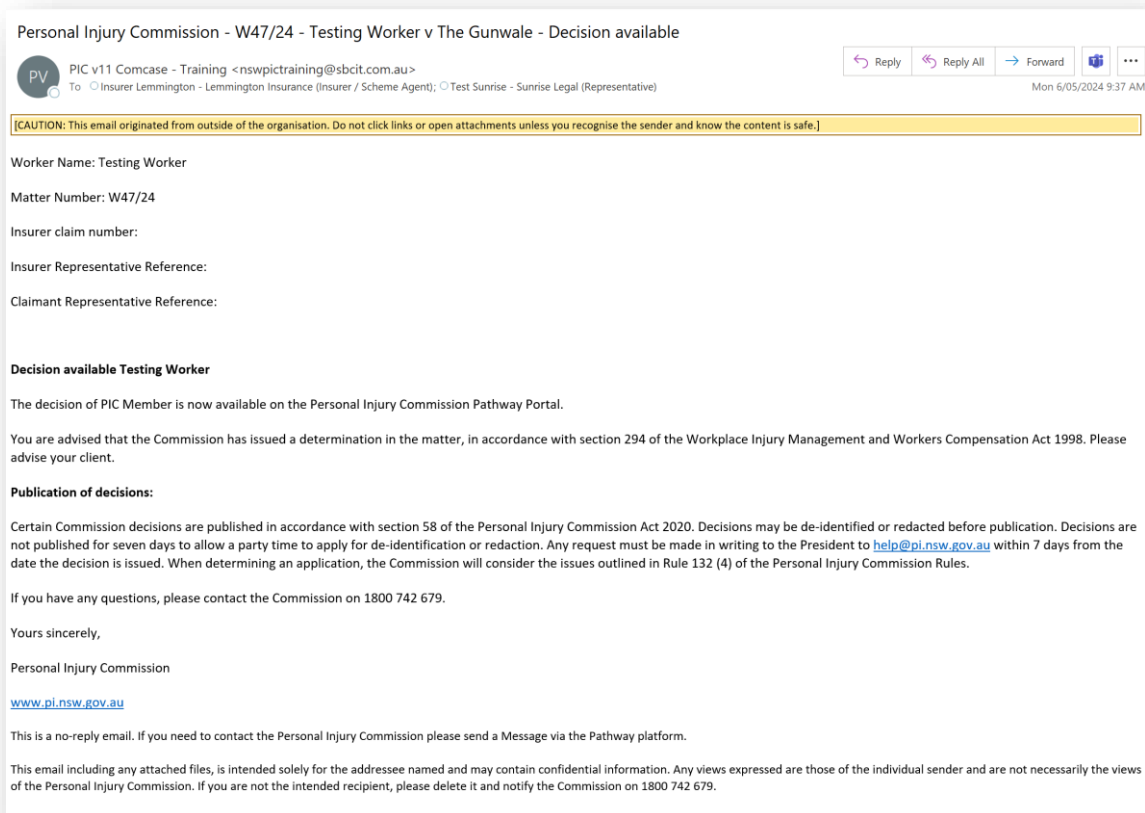
Assess and Decide



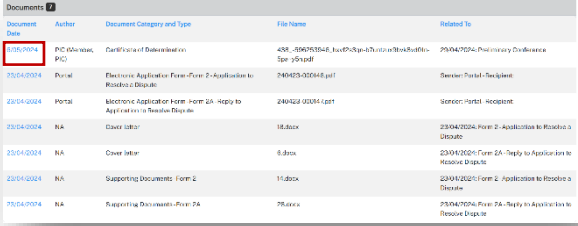
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

- Seals the outcome document
- Sends the Legal Representative(s) and Unrepresented parties an email notification that the decision is available on the Pathway Portal.

Decision available email notification




How to view the Outcome Document

Instruction	Page																																								
<p>From the Matter Details page, scroll down to Documents</p> <ol style="list-style-type: none"> 1. Click the blue Document Date link to download the document. 2. Click the downloaded document to view. 	 <table border="1"> <thead> <tr> <th>Document Date</th> <th>Author</th> <th>Document Category and Type</th> <th>File Name</th> <th>Related To</th> </tr> </thead> <tbody> <tr> <td>11/15/2024</td> <td>PCO (Claims, POC)</td> <td>Case/Forum of Determination</td> <td>438...56657854E...EucP-Rsp-Dr-Info-Work-Subst-Dis-2024.pdf</td> <td>23/04/2024: Preliminary Conference Decision (Final)</td> </tr> <tr> <td>23/04/2024</td> <td>Postal</td> <td>Electronic Application Form - Form 2- Application to Resolve a Dispute</td> <td>24/0423-0204E.pdf</td> <td>Decision: Postal - Recipient</td> </tr> <tr> <td>23/04/2024</td> <td>Postal</td> <td>Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute</td> <td>24/0423-0204E.pdf</td> <td>Decision: Postal - Recipient</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>18.docx</td> <td>23/04/2024: Form 2- Application to Resolve a Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>8.docx</td> <td>23/04/2024: Form 2A - Reply to Application to Resolve Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Supporting documents - Form 2</td> <td>11.docx</td> <td>23/04/2024: Form 2- Application to Resolve a Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Supporting documents - Form 2A</td> <td>75.docx</td> <td>23/04/2024: Form 2A - Reply to Application to Resolve Dispute</td> </tr> </tbody> </table>	Document Date	Author	Document Category and Type	File Name	Related To	11/15/2024	PCO (Claims, POC)	Case/Forum of Determination	438...56657854E...EucP-Rsp-Dr-Info-Work-Subst-Dis-2024.pdf	23/04/2024: Preliminary Conference Decision (Final)	23/04/2024	Postal	Electronic Application Form - Form 2- Application to Resolve a Dispute	24/0423-0204E.pdf	Decision: Postal - Recipient	23/04/2024	Postal	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	24/0423-0204E.pdf	Decision: Postal - Recipient	23/04/2024	NA	Cover letter	18.docx	23/04/2024: Form 2- Application to Resolve a Dispute	23/04/2024	NA	Cover letter	8.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute	23/04/2024	NA	Supporting documents - Form 2	11.docx	23/04/2024: Form 2- Application to Resolve a Dispute	23/04/2024	NA	Supporting documents - Form 2A	75.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute
Document Date	Author	Document Category and Type	File Name	Related To																																					
11/15/2024	PCO (Claims, POC)	Case/Forum of Determination	438...56657854E...EucP-Rsp-Dr-Info-Work-Subst-Dis-2024.pdf	23/04/2024: Preliminary Conference Decision (Final)																																					
23/04/2024	Postal	Electronic Application Form - Form 2- Application to Resolve a Dispute	24/0423-0204E.pdf	Decision: Postal - Recipient																																					
23/04/2024	Postal	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	24/0423-0204E.pdf	Decision: Postal - Recipient																																					
23/04/2024	NA	Cover letter	18.docx	23/04/2024: Form 2- Application to Resolve a Dispute																																					
23/04/2024	NA	Cover letter	8.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute																																					
23/04/2024	NA	Supporting documents - Form 2	11.docx	23/04/2024: Form 2- Application to Resolve a Dispute																																					
23/04/2024	NA	Supporting documents - Form 2A	75.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute																																					

How to lodge an Appeal

If you need to lodge an Appeal of a decision in the Pathway Portal, complete the following:

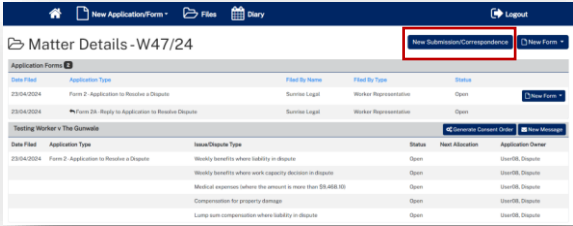
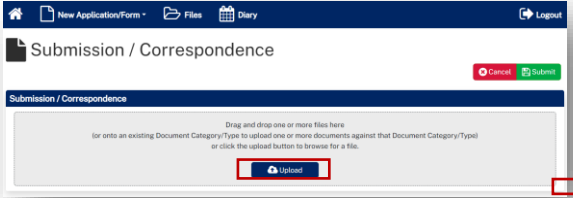
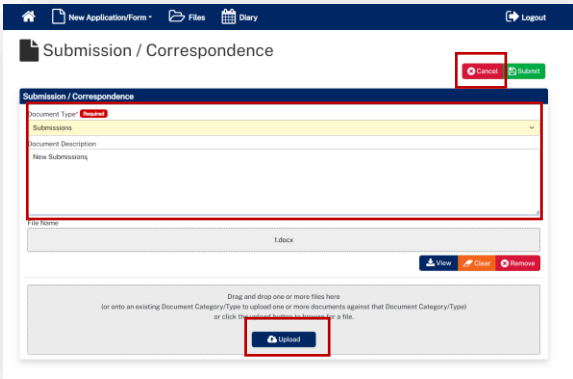
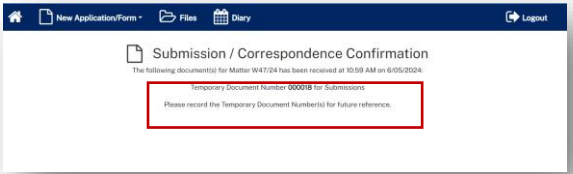
Instruction	Page
<ol style="list-style-type: none"> 1. Click on New Application/Form, choose Workers Compensation, then click on the form type. 2. You can now follow the process covered in Lodge a new application to lodge your appeal. 	 <p>The screenshot shows the 'New Application/Form' dropdown menu with the following options:</p> <ul style="list-style-type: none"> Major Accidents Workers Compensation Form 1- Application for an Expedited Assessment Form 1A- Application to Revoke an Interim Payment Decision Form 2- Application to Resolve a Dispute Form 2B- Application in Respect of Death of Worker Form 6- Application to Resolve a Workplace Injury Management Dispute Form 7- Application for Assessment by a Medical Assessor Form 9- Application to Appeal Against the Decision of Member Form 10- Application to Appeal Against the Decision of a Medical Assessor Form 11- Direction for Access to Information and Pressures Form 11B- Application to Direct a Definitive Pre-Filing Statement Form 11C- Application for Mediation of a Work Injury Damages Claim Form 11E- Application to Strike Out a Pre-Filing Statement Form 15- Application for the Assessment of Costs Form 15A- Application for the Assessment of Costs Form 15B- Application for the Assessment of Costs Form 15C- Appeal Against an Application

Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

It may be necessary to lodge submissions and other correspondence after you have submitted the application.

These documents are submitted via the Matter Summary using the **New Submission/Correspondence** tab.

Instruction	Page
<p>To lodge Submissions or other Correspondence:</p> <ol style="list-style-type: none"> From the Matter Details page, click New Submissions/Correspondence. 	
<ol style="list-style-type: none"> Click Upload or drag and drop the documents onto the page. 	
<ol style="list-style-type: none"> Choose the Document type: Correspondence or Submissions and add a Description if required. To add new Submissions or Correspondence, use the Upload feature again to repeat the process. Click Submit. 	
<ol style="list-style-type: none"> Submissions/Correspondence Confirmation screen will appear, which will show the Temporary Document Number. 	

- The document will now be visible under **Temporary Documents** drop down on the **Matter Summary** screen with a status of **Pending**. The case owner will action the submitted correspondence.

Temporary Document No.	Date Logged	Matter No.	Document Type	Status	Last Updated	Expiring On
00009	8/05/2024	W1724	Submissions	Pending	8/05/2024	Expiring On

Generate Consent Orders

How to generate Consent Orders

It may be necessary to generate Consent Orders to lodge with the Commission.

Once generated and completed offline between the parties, this document is then submitted via the Matter Summary using the **New Submission/Correspondence** tab as outlined above.

- Click on **Generate Consent Order**, which will prompt the download of the document.
- Complete the document offline between the parties.
- Lodge the Consent with The Commission using **New Submission/Correspondence** tab as outlined above.

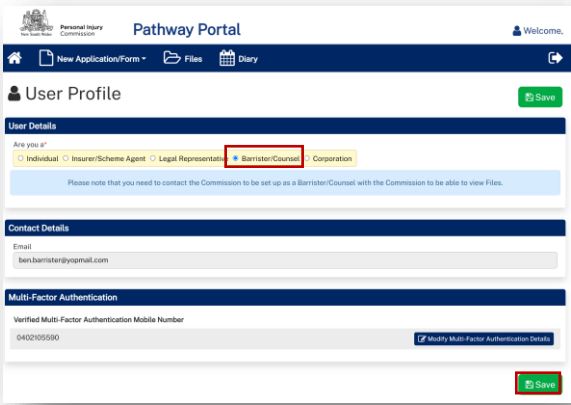
Date Filed	Application Type	Filed By Name	Filed By Type	Status
8/05/2024	Form 2 - Application to Resolve a Dispute	Sunrise Legal	Worker Representative	Open
8/05/2024	Form 2A - Ready to Application to Resolve Dispute	Sunrise Legal	Worker Representative	Open

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/05/2024	Form 2 - Application to Resolve a Dispute	Compensation for pain and suffering	Open	Preliminary Conference 08/05/2024 12:00 PM	User01 Dispute

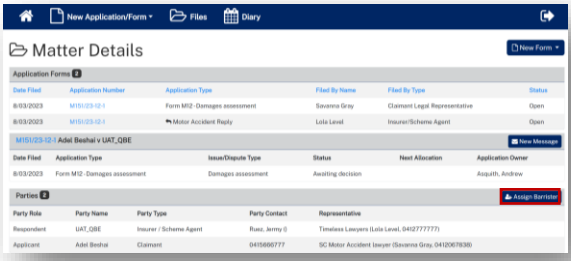
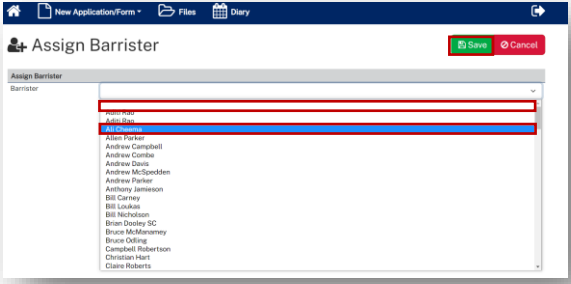
How to give a Barrister visibility to a dispute

If you brief a barrister in a matter, you can add them to the dispute.

Barrister registers as a Pathway Portal user

Instruction	Page
<p>The barrister must first register as a Pathway Portal user. They will only need to do this once.</p> <p>At the end of registration, the User Profile displays. The barrister should then:</p> <ul style="list-style-type: none"> ➤ Select Barrister/ Counsel and click Save. ➤ The barrister then emails wcsupport@pi.nsw.gov.au asking for their email address to be registered for barrister access. 	

How to assign a Barrister

Instruction	Page
<p><i>Assign a Barrister</i></p> <p>To give a barrister visibility of a dispute:</p> <ol style="list-style-type: none"> 1. In the Matter Details click Assign Barrister. 	
<ol style="list-style-type: none"> 2. Select the Barrister from the drop-down menu. 3. Click Save. <p><i>To change the barrister:</i></p> <p>Repeat above steps and select the new Barrister name.</p> <p><i>To remove barrister:</i></p> <p>Select the blank line at the top of Barrister drop down menu.</p>	

What does the Barrister see?

After a Barrister logs into the Pathway Portal they will see the assigned application(s) in the **Files** page

The Barrister:

- ✓ Can see the matter details
- ✓ Can view documents
- X Cannot send messages

Super Users and Contacts

Types of user access

Type of user	How to become this type of user	What user can see/do
Primary Contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal Representative on the Pathway Portal • Application/Reply is lodged with you nominated as the primary contact • A Super User in your organisation adds you as a primary contact for a matter 	<ul style="list-style-type: none"> • See that matter’s details and documents • Send messages • Receive email notifications for the matter
Secondary Contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal Representative on the Pathway Portal, then ... • A Super User in your organisation adds you as a secondary contact for a matter to grant matter visibility 	<p>If user filters “Active Files for Matters I’m linked”:</p> <ul style="list-style-type: none"> • See that matter’s details, documents and messages • Send messages for that matter • Do NOT receive email notifications
Super User	<ul style="list-style-type: none"> • Be registered on Pathway Portal as a Legal Representative • Another super user can add /remove you as a Super User 	<ul style="list-style-type: none"> • Can see and act on all matters in your firm • Can add/remove other Super Users (can’t remove self) • Can assign any reply request to other Legal Representatives • Can reassign matters • Can manage contacts for the matter • Can add a new contact • Do NOT receive email notifications for any matters unless you are the primary contact for the matters

Primary contact and secondary contacts

- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation that will also work on a matter, they can be set up as a secondary contact which provides visibility to the matter.
- A Super User in your organisation can manage primary and secondary contacts for a matter.

In this example Test Sunrise is the Party Contact for the Worker Representative (Sunrise Insurance), and neither the Insurer or Employer have representation.

The screenshot displays the 'Matter Details - W53/24' page in the Pathway Portal. The page is divided into several sections:

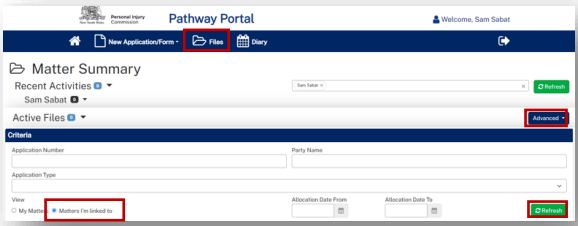
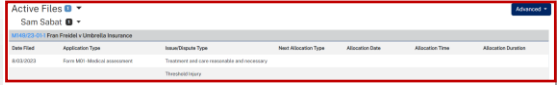
- Header:** Personal Injury Commission logo, 'Pathway Portal' title, and user greeting 'Welcome, Test Sunrise'.
- Navigation:** Home, New Application/Form, Files, Diary, and Logout buttons.
- Matter Details - W53/24:** Includes buttons for 'New Submission/Correspondence' and 'New Form'.
- Application Forms (2):** A table listing filed forms:

Date Filed	Application Type	Filed By Name	Filed By Type	Status
6/05/2024	Form 2 - Application to Resolve a Dispute	Lemington Insurance	Scheme agent	Open
8/05/2024	Form 2A - Reply to Application to Resolve Dispute	Lemington Insurance	Scheme agent	Open
- Albion Motors v Test Working:** Includes buttons for 'Generate Consent Order' and 'New Message'.

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
6/05/2024	Form 2 - Application to Resolve a Dispute	Medical expenses (where the amount is more than \$9,468.10)	Open	Preliminary Conference 13/05/2024 09:00 AM	User01, Dispute
- Parties (3):** Includes buttons for 'Maintain Contacts' and 'Assign Barrister'.

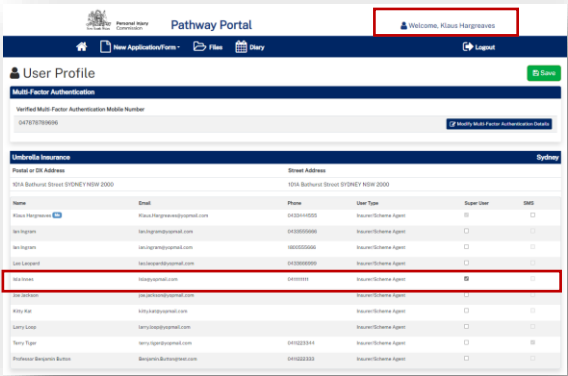
Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer (0411 111 111)	
Respondent	Test Working	Worker	0412 110 220	Sunrise Legal (Test Sunrise, 0411 121 342)
Applicant	Albion Motors	Employer		

After a Secondary contact is added

Instruction	Page
<p><i>Secondary contact has been added</i></p> <p>For a secondary contact to view the matter:</p> <ul style="list-style-type: none"> • Click the Files tab • Click Advanced in the Active Files section • Tick Matters I'm linked to • Click Refresh. <p><i>In this example Sam Sabat is a secondary contact on this matter</i></p>	
<p><i>Secondary contact visibility</i></p> <p>The Secondary contact:</p> <ul style="list-style-type: none"> ✓ Can see Matter Details ✓ Can view all documents ✓ Can view all messages ✓ Can send messages X Cannot see allocations in Diary 	

Super Users

How to add/remove Super Users

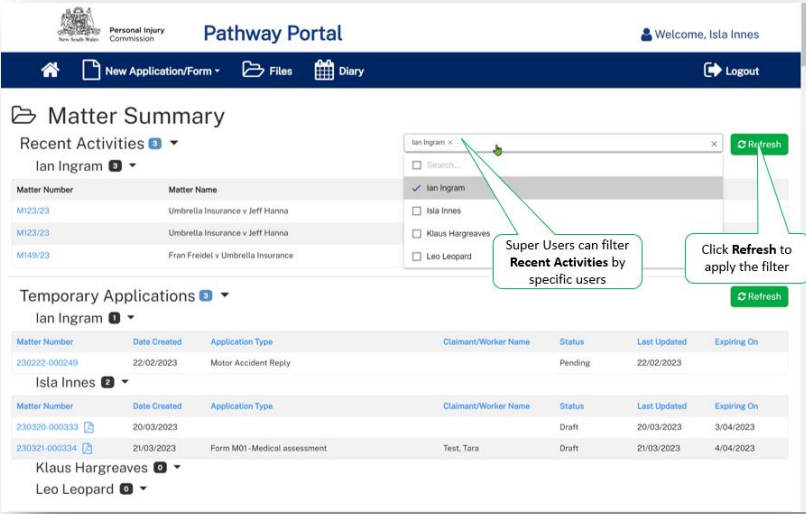
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> Click the name of the Super User in the top right corner Tick or untick the Super User box Click Save. 	
<p><i>In this example Isla Innes is now a Super User</i></p> <p>As a Super User Isla Innes can now:</p> <ul style="list-style-type: none"> Can see and act on all matters Add/remove other Super Users (can't remove self) 	

What can Super Users see – Files – Recent Activities

Super Users can see all matters in the **Files** page.

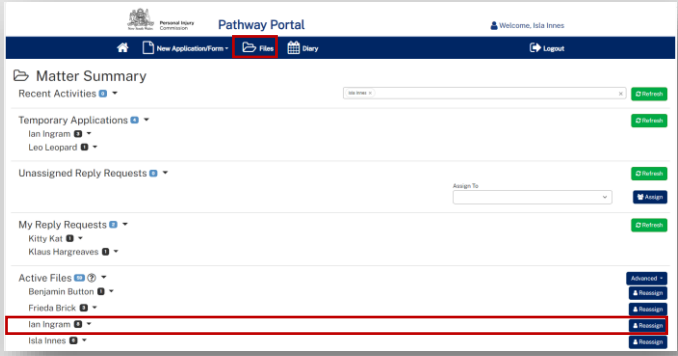
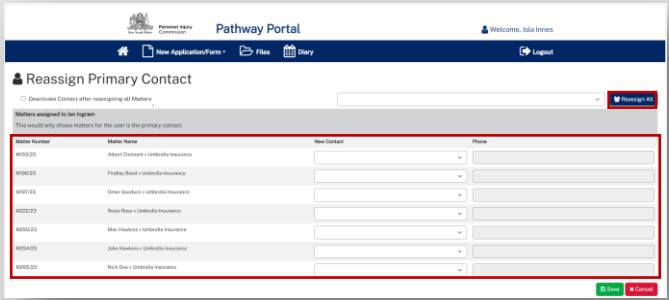
To view **Recent Activities** for specific users:

- Select users in the drop-down menu.
- Click Refresh.



Super Users - How to reassign a Matter from one person to one or more others

There will be times when you need to reassign Matters from one person to other people in your organisation.

Instruction	Page
<p>To assign one or more Matters, complete the following:</p> <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Find the person you want to reassign Matter/s from. 3. Click the Reassign button. <p>Note: The Reassign button is only available for Super Users.</p>	
<p>➤ All Matters assigned to the selected person display.</p> <p>There are 2 options:</p> <p>Option 1: Reassign All</p> <p>➤ Consider this option when someone is going away on holidays or has left your organisation and you need to reassign all of their Matters to one other person.</p> <p>Option 2: Reassign some</p> <p>➤ Consider this option when you only need to reassign some of the Matters or you need to assign them to more than one person.</p>	

To Reassign All

1. From the drop-down list **select a new person** to assign all Matters to

Note: Tick **Deactivate Contact** if a person has left the organisation. This will deactivate their profile and they will no longer appear in drop down lists within the Portal.

2. Click Reassign All

- New Contact will auto populate for all Matters

Note: The Phone field is a mandatory field. If it is blank, please add phone number.

3. Click **Save**

- All Matters will now be reassigned to the selected person.

Pathway Portal
Welcome, Lisa Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

Matter Number	Matter Name	New Contact	Phone
M193-03	Albert Chantani v Umbrella Insurance	[Dropdown]	
M196-03	Friday Bond v Umbrella Insurance	[Dropdown]	
M197-03	Oliver Goodson v Umbrella Insurance	[Dropdown]	
M202-03	Rose Rose v Umbrella Insurance	[Dropdown]	
M250-03	Max Hawkins v Umbrella Insurance	[Dropdown]	
M254-03	John Hawkins v Umbrella Insurance	[Dropdown]	
M265-03	Nick Dow v Umbrella Insurance	[Dropdown]	

Save Cancel

Pathway Portal
Welcome, Lisa Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

Matter Number	Matter Name	New Contact	Phone
M193-03	Albert Chantani v Umbrella Insurance	Leo Leopold	0433066999
M196-03	Friday Bond v Umbrella Insurance	Leo Leopold	0433066999
M197-03	Oliver Goodson v Umbrella Insurance	Leo Leopold	0433066999
M202-03	Rose Rose v Umbrella Insurance	Leo Leopold	0433066999
M250-03	Max Hawkins v Umbrella Insurance	Leo Leopold	0433066999
M254-03	John Hawkins v Umbrella Insurance	Leo Leopold	0433066999
M265-03	Nick Dow v Umbrella Insurance	Leo Leopold	0433066999

Save Cancel

To Reassign some

- From the drop-down list **select a person** to assign the Matter to continue this step for other Matters as needed.

Note: The Phone field is a mandatory field. If it is blank, please add phone number.

- Click **Save**

- The selected Matters will now be reassigned to the person selected.

Pathway Portal
Welcome, Lisa Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

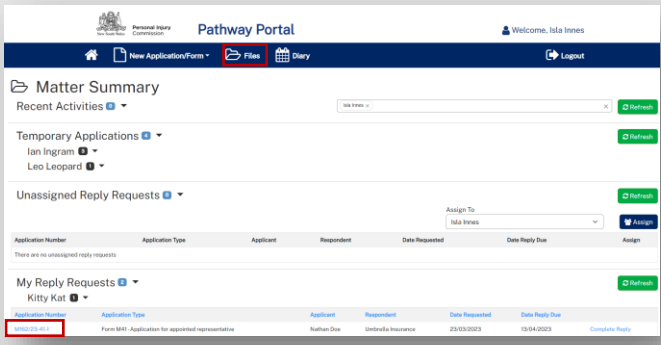
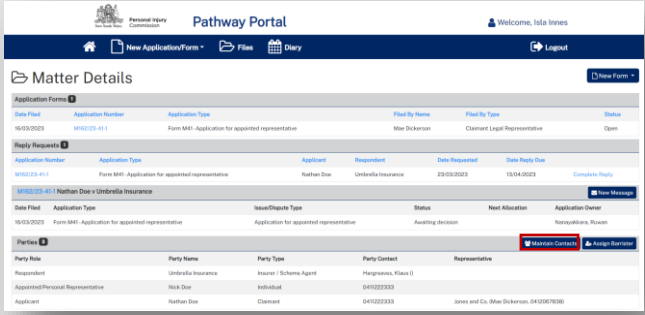
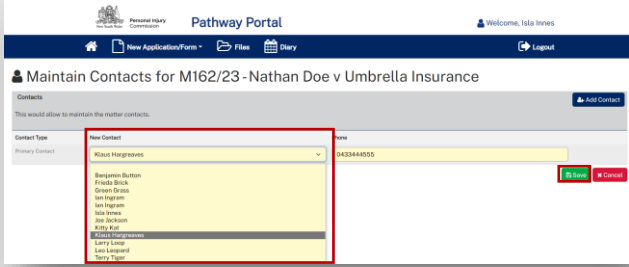
Matters assigned to Ian Ingram

Matter Number	Matter Name	New Contact	Phone
M193-03	Albert Chantani v Umbrella Insurance	[Dropdown]	
M196-03	Friday Bond v Umbrella Insurance	[Dropdown]	
M197-03	Oliver Goodson v Umbrella Insurance	[Dropdown]	
M202-03	Rose Rose v Umbrella Insurance	[Dropdown]	
M250-03	Max Hawkins v Umbrella Insurance	[Dropdown]	
M254-03	John Hawkins v Umbrella Insurance	[Dropdown]	
M265-03	Nick Dow v Umbrella Insurance	[Dropdown]	

Save Cancel

Super Users - How to Manage Primary and Secondary Contacts

There will be times when you need to manage contacts on a specific Matter.

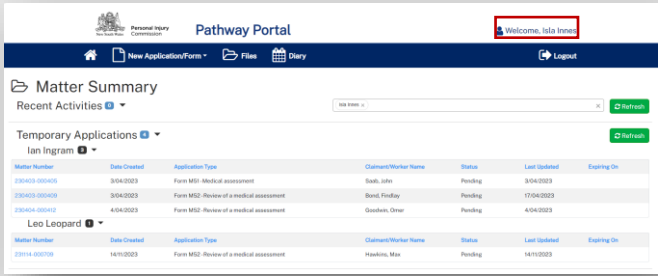
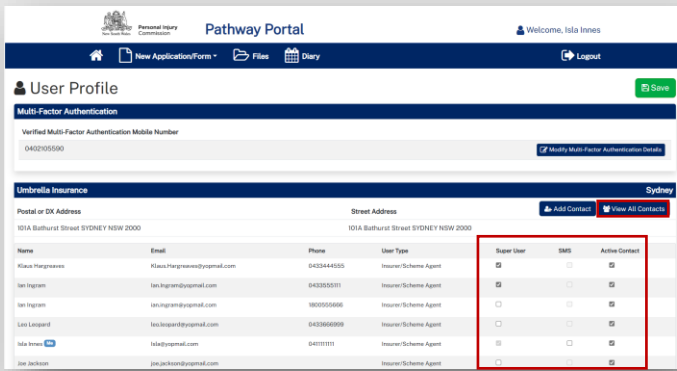
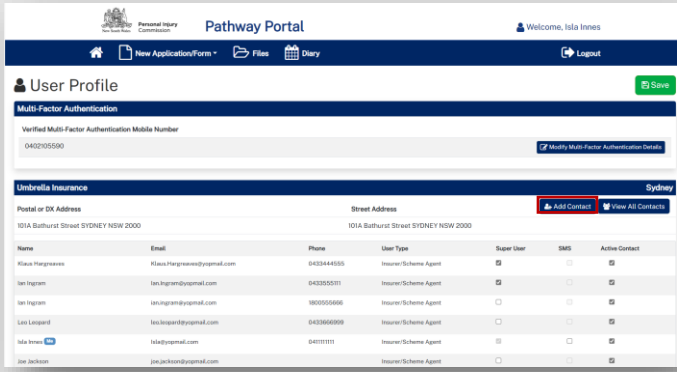
Instruction	Page
<ol style="list-style-type: none"> 1. Click on the Files tab. 2. Click on the blue Matter Number link. 	
<p>➤ Matter Details page displays</p> <ol style="list-style-type: none"> 3. Go to Parties section and Click on Maintain Contacts 	
<p>➤ Maintain Contacts page displays with current contacts.</p> <p>To update Primary Contact:</p> <ol style="list-style-type: none"> 4. In the Primary Contact section, select the new Primary Contact's name from the New Contact drop-down menu. 5. Click Save 	

If you need to add a Secondary Contact:

1. Click **Add Contact**
2. In the Secondary Contact section, select name from the New Contact drop down list
3. Click **Save**

The screenshot displays the 'Pathway Portal' interface for maintaining contacts. The page title is 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The 'Contacts' section includes a header with an 'Add Contact' button. Below this, there are fields for 'New Contact' (a dropdown menu), 'Phone' (0433448555), 'Primary Contact' (Klaus Hargreaves), and 'Secondary Contact'. The 'Secondary Contact' dropdown menu is open, showing a list of names: Benjamin Button, Francis Brink, Graham Grass, Ian Ingram, Isla Innes, Iwa Jackson, Joe Jackson, Kelly Kell, Klaus Hargreaves, Larry Long, Lois Longard, and Mary Page. The 'Save' button is highlighted in green. There are also 'Remove Contact' and 'Cancel' buttons.

Super Users - How to Add a new Contact or Deactivate Contact

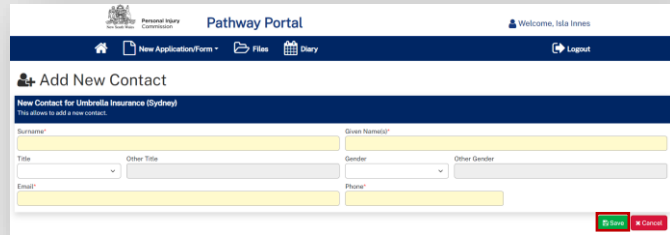
Instruction	Page
<p>1. Click the Welcome, name in the top right corner</p> <p>Note: Only Super User can add a new contact.</p>	
<p>➤ User Profile page displays with a list of all active users for your organisation.</p> <p>Note: Before creating a new contact. Click on View All Contacts to check if there is an existing inactive account.</p> <p>Super User: Ticked box indicates the person has Super User access.</p> <p>Active Contact: Ticked box indicates this user is Active.</p> <p><i>To deactivate user:</i></p> <ol style="list-style-type: none"> 1. Untick Active Contact check box. 2. Click Save 	
<p><i>To add a new user:</i></p> <ol style="list-style-type: none"> 1. Click Add Contact 	

2. Fill in all yellow mandatory fields
3. Click **Save**

Note: The system will perform checks for duplication of contact name and valid email address. If there is an error, it will generate a message with instructions.

- The new contact will now be added and will be available to assign Matters to. (It may take few minutes to update)

Note: The new user still needs to register to use the Pathway Portal via the Portal's home page and to set up Multi-factor authentication.



The screenshot shows the 'Add New Contact' form in the Pathway Portal. The form is titled 'New Contact for Umbrella Insurance (Sydney)' and includes the following fields: 'Surname*', 'Given Name*', 'Title', 'Other Title', 'Gender', 'Other Gender', 'Email*', and 'Phone*'. The 'Surname*' and 'Given Name*' fields are highlighted in yellow, indicating they are mandatory. The 'Email*' and 'Phone*' fields are also highlighted in yellow. The form has a 'Save' button (green) and a 'Cancel' button (red) at the bottom right. The portal header includes the 'Pathway Portal' logo, a user profile 'Welcome, Isla Innes', and navigation links for 'New Applications/Form', 'Files', 'Diary', and 'Logout'.

Appendix A – Document requirements

What is the maximum document size and the file types that you can upload to the Pathway Portal?

Permitted file types: Size = 2GB (each file)				
.avi	.gif	.mp4	.pptx	.wma
.csv	.jpeg	.mpg	.rtf	.wmv
.dicm	.jpg	.msg	.tif	.xls
.doc	.mkv	.pdf	.tiff	.xlsx
.docx	.mov	.png	.txt	
.eml	.mp3	.ppt	.wav	

What should I do if the document is bigger than the maximum size?

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

Term	Definition
Case Owner	The person responsible at the Commission for managing the case.
Multi Factor Authentication (MFA)	When logging into the Pathway Portal a code is sent to your email/mobile. The code needs to be entered in the MFA field before you can login. This code ensures that your access is protected and guards against cyber security attacks.
Related matters	Matters or applications that are related, for example the same Worker but a different accident date or a different Worker for the same accident.
Temporary Application	The state of an application before it becomes registered or a full matter.
Registered Application	When a temporary application has been reviewed and registered by the Commission Registry it becomes a full matter.
Yellow field	Indicates that data is mandatory.
Blue link	Click to be taken to the Matter/Document/Task etc
Allocation	An appointment or event that has been scheduled with a Medical Assessor, Member or Merit Reviewer.

Appendix C – Email Notifications – When and what happens

When	What happens
An application is lodged in the Pathway Portal	The applicant gets an email that temporary application received
An application is registered / rejected by the Commission	The applicant gets an email notification
A reply is requested	The respondent gets email notification
A reply submitted	The respondent gets email notification that reply temporary application received
Reply is registered / rejected by the Commission	The respondent and applicant get an email notification
Allocation is booked / cancelled / rescheduled	The legal representative (or self-represented party) gets email notification
Outcomes are available	The legal representative (or self-represented party) gets email notification
Documents have been shared with you	The legal representative (or self-represented party) gets email notification
You receive a message from the other party or the Commission	The legal representative (or self-represented party) gets email notification
Application closed	The legal representative (or self-represented party) gets email notification

Appendix D – Version Control

Version	Date	Author	Major changes	Approved by
1.0	8 May 2024	Nathan Johnson	Initial version	Melissa Golfes