



**Personal Injury  
Commission**

# **PIC Digital Hub – External User Guide**

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## User guide Overview

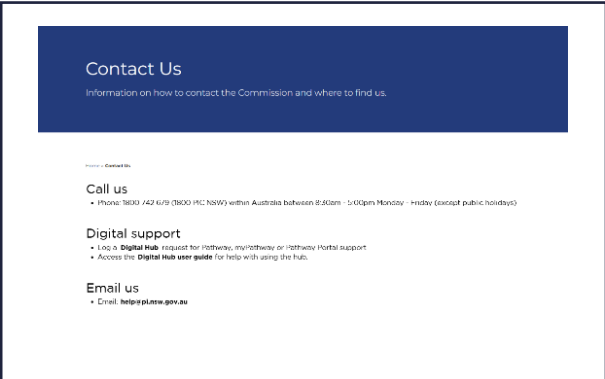
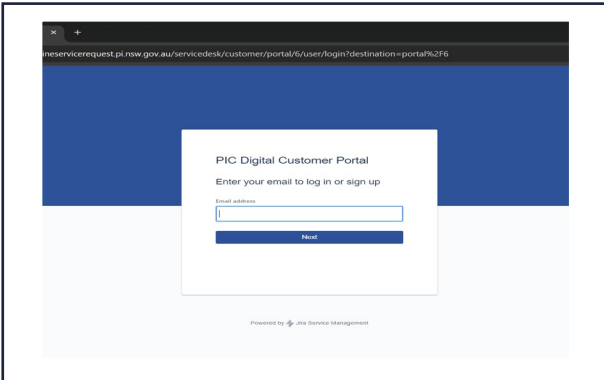
What will the guide cover?

This guide will cover how to:

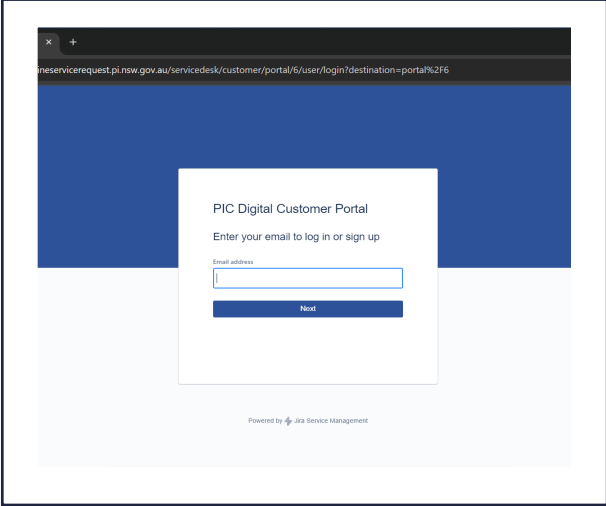
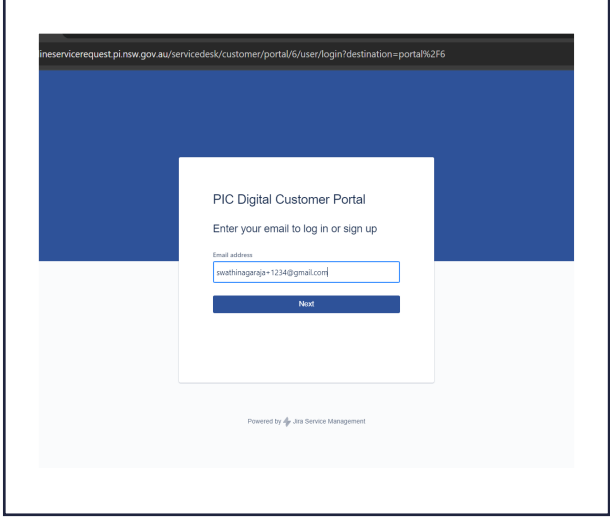
- Launch the PIC Digital Hub
- Log an online ticket to Digital Support
- How to manage follow-ups and notifications
- Troubleshooting
- How to provide us with feedback

## Launch PIC Digital Hub

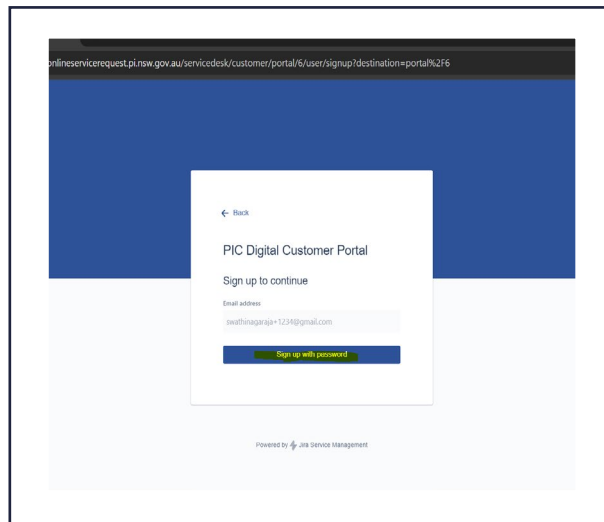
How to access the PIC Digital Hub to log an online ticket to Digital Support

Instruction	Page
<p>Click on the <a href="#">link</a> from Personal Injury Commission website:</p>	
<p>Once you have clicked on the link, the PIC Digital Hub will launch and will ask you to sign-up the first time you use it. See 'Initial sign-up' below.</p>	

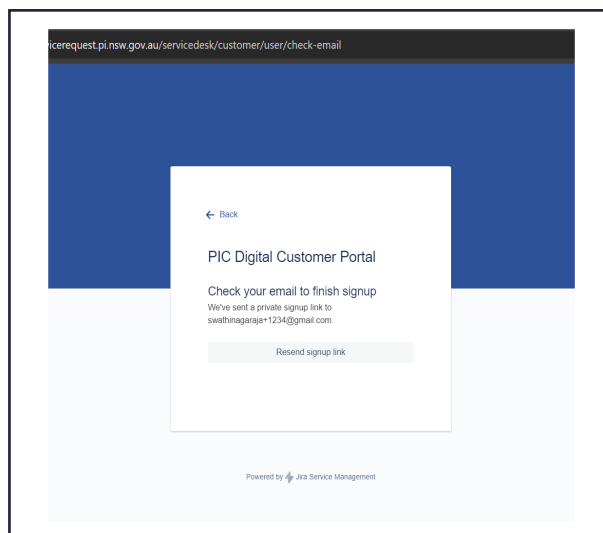
## Initial sign-up

Instruction	Page
Enter your email address.	
Click on Next	

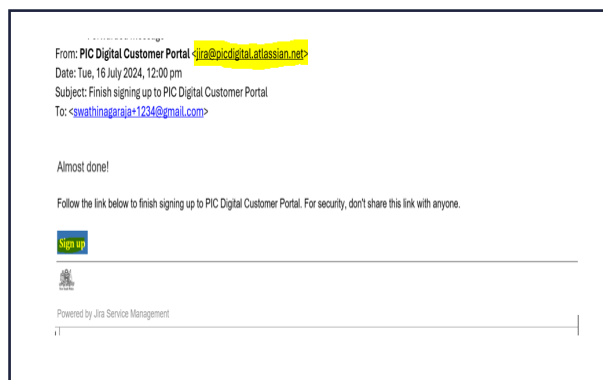
Click on 'Sign up with password'



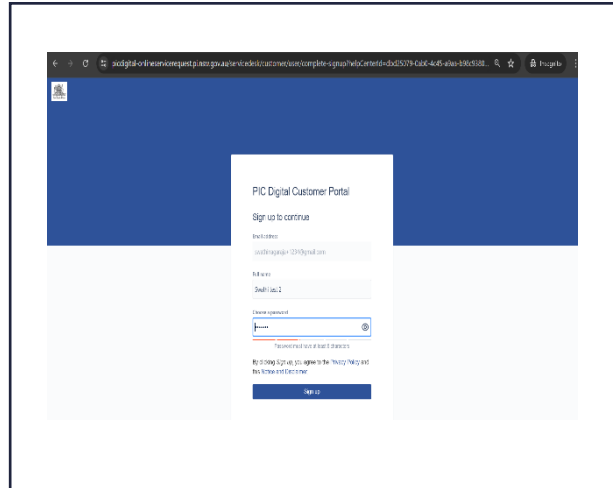
Check your email (if you have any trouble finding it, remember to check your Other or Spam folder and/or see the trouble shooting section below)



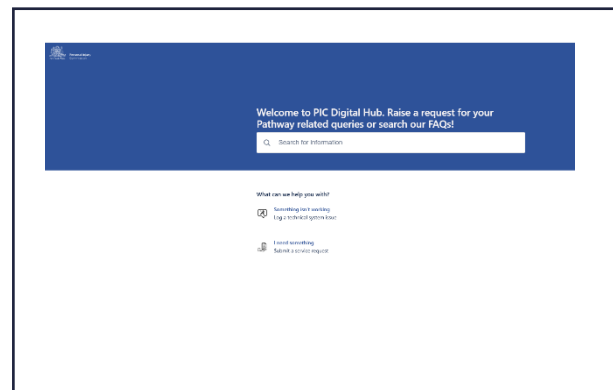
Check that the email is 'from' 'jira@picdigital.atlassian.net' and click on the 'Sign up' button in the email



Enter/Create your password and click on 'Sign up'

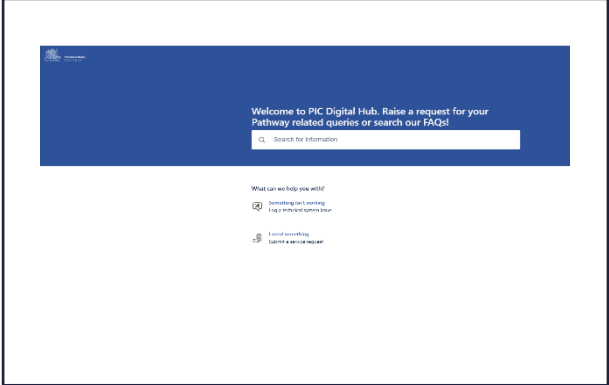
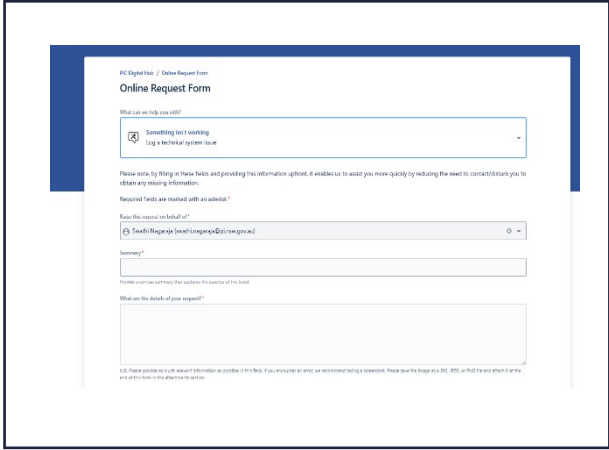


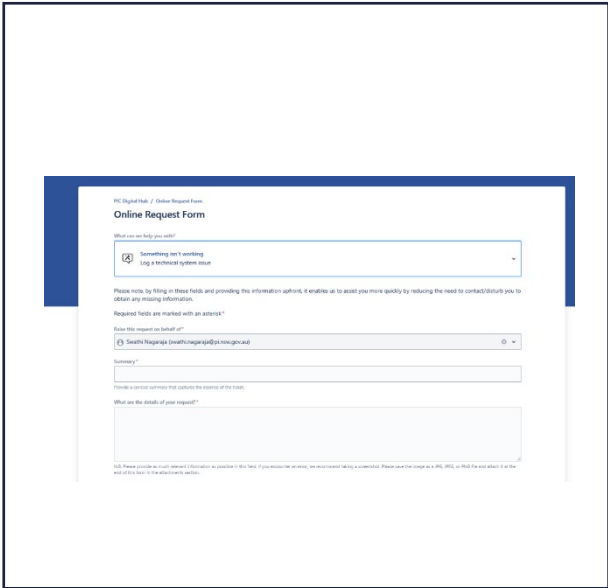
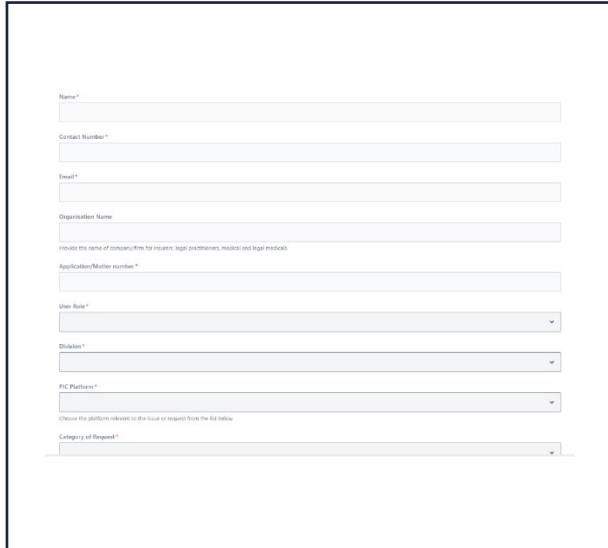
You will then be presented with the PIC Digital Hub landing page. See further instructions below on how to Log a Ticket.



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## How do I log an online ticket to Digital Support?

Instruction	Page
<p>Welcome to PIC Digital Hub.</p> <ul style="list-style-type: none"> <li>To log an online ticket, click on one of the two links provided under ‘What can we help you with?’:</li> <li>“<a href="#">Something isn’t working</a>” (If you are having a technical issue, such as an error message in Pathway)</li> <li>“<a href="#">I need something</a>” (such as access to Pathway for a new starter or a change in role)</li> </ul>	
<ul style="list-style-type: none"> <li>All required fields are marked with a red asterisk *</li> <li><b>Summary</b> – Provide a concise summary that captures the essence of why you are raising the ticket.</li> </ul>	

Instruction	Page
<ul style="list-style-type: none"> <li>• “What are the details of your request?”</li> <li>• Type in relevant details outlining the support you need.</li> <li>• <b>Note:</b> If you are receiving an error message, please take a screenshot and save the file in JPG, JPEG or PNG format which are the only allowed filetype formats. This will assist in troubleshooting.</li> <li>• Screenshots can be uploaded to the form by <b>saving it in PNG, JPEG or JPG formats</b> only. Any other formats will not be visible to the support team, same as for copying and pasting into the ticket.</li> </ul>	
<p>Please enter your:</p> <ul style="list-style-type: none"> <li>• <b>Name</b></li> <li>• <b>Contact</b> phone number</li> <li>• <b>Email</b></li> <li>• <b>Organisation Name</b> (if relevant)</li> <li>• The <b>Application/Matter</b> number relating to your request</li> <li>• <b>User Role</b> – please pick a role from the list that best describes your position (e.g. Decision-Maker (Member) or Insurer)</li> <li>• <b>Division</b> – MA or WC</li> <li>• <b>PIC Platform</b> – which Digital Platform are you needing support with</li> <li>• <b>Category of Request</b> – please select a keyword that best describes the functionality related to your support request.</li> </ul>	
<ul style="list-style-type: none"> <li>• Once you have entered the details, click on <b>‘Send’</b> to</li> </ul>	



Instruction	Page
<p>submit your ticket to Digital Support.</p> <ul style="list-style-type: none"> <li>You will see the reference number immediately on screen and</li>   <li>You will also receive an email confirmation of the reference number (if you have any issues with receiving email notifications, please check your Other or Spam folder and see the Trouble-shooting section below)</li> </ul>	<div data-bbox="796 360 1407 862"> </div> <p data-bbox="727 891 1171 922">Email with Reference Number:</p> <div data-bbox="788 934 1401 1301"> </div>

## Follow-ups and Notifications

There are 4 main scenarios when you will receive emails regarding the ticket you have logged:

- Once your ticket has been logged you will have a reference number by email.
- Additionally, if the Digital Support team need to reach out to ask you any additional questions, you may receive another email with the same reference number requesting further information.

**Note:** All responses/requests in the email will only be visible by navigating to the online ticket.

- When the ticket has been resolved, you will be notified via email. In this email you'll also have the opportunity to provide feedback on our service with a 1-5 star rating.
- When you have added attachments of filetypes which are not supported. i.e. any other file type except jpg, jpeg and png.

### Email with Reference Number:

From: Online Request Form <noreply-jira-notifications@pi.nsw.gov.au>  
Date: Thu, Mar 13, 2025, 11:58 AM  
Subject: **ORF-2852** Online Request Form  
To: [swathinagaraja@gmail.com](mailto:swathinagaraja@gmail.com) <[swathinagaraja@gmail.com](mailto:swathinagaraja@gmail.com)>

OFFICIAL: Sensitive – Personal  
Reply above this line.

We have received your request, please note the reference number in the email subject line. We're on it and we'll get back to you as soon as we have an update.

Please note, if you need to reach out, we are always contactable via phone as well as online.

Best Regards,  
Personal Injury Commission

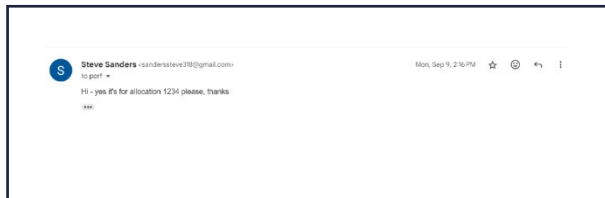
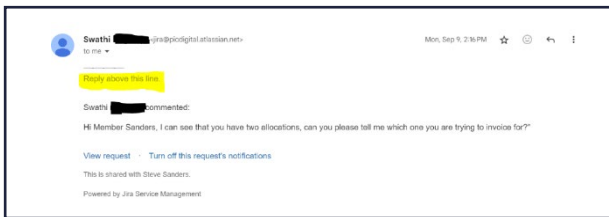
[View request](#) - Turn off this request's notifications

This is shared with [swathinagaraja@gmail.com](mailto:swathinagaraja@gmail.com)

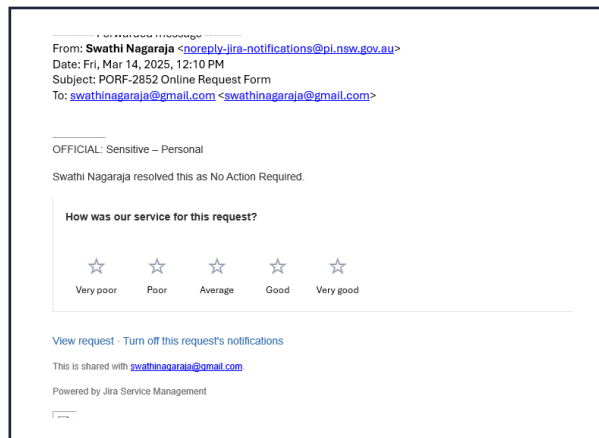
Powered by Jira Service Management

Hit 'Reply' to the email to follow-up or reach out to us regarding your ticket:

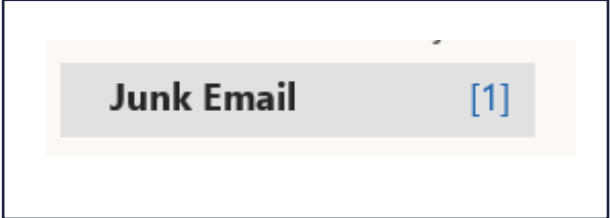
- Whether the Digital Support team reach out to you to request further information, or if you need to follow-up after receiving the original reference number email, all you need to do is hit the 'Reply' on the email, type your message and send. This will automatically be appended to the same ticket as a comment and notify Digital Support.



- Once the ticket is resolved you will receive an email that looks like this and you'll be able to provide the appropriate feedback on our customer service according to how you felt it was out of 5 stars.



## Troubleshooting

Instruction	Page
<p>I have tried to register for the PIC Digital Hub, and I haven't received my email.</p>	<p>Check your Junk folder, or your Spam folder in your email system to see if the email has been sent there.</p> 
<ul style="list-style-type: none"> <li>• Note that if you have used your browser's password manager when first signing up to the PIC Digital Hub, that means your password may have been automatically saved in that browser. Therefore, if it's not working, please ensure you access it using a different/the original browser you used.</li> <li>• Where password managers are not used, typically it is expected that the password will be saved in your browser cookies, which is why it is necessary to click on 'Accept All' when you first sign-up to the cookie consent message. This should mean that you should always be automatically logged in whenever you go to the PIC Digital Hub. The cookie does have an expiry, so on occasion you may need to reset your password, however, we don't expect this to happen very often.</li> </ul>	

## **Providing Feedback on the Online Form**

We encourage your feedback on the new online form, so that we can continuously improve our digital service.

Please use the form to send us feedback and please put 'HUB/FORM FEEDBACK' into the subject line and then outline in the description the feedback you'd like to provide. We look forward to hearing from you.