



**Personal Injury
Commission**

Pathway Portal Insurer User Guide

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User Guide Overview

As an Insurer user, the Pathway Portal is your interface to the Commission's new single digital case management platform called Pathway.

What will the guide cover?

This guide will cover how to:

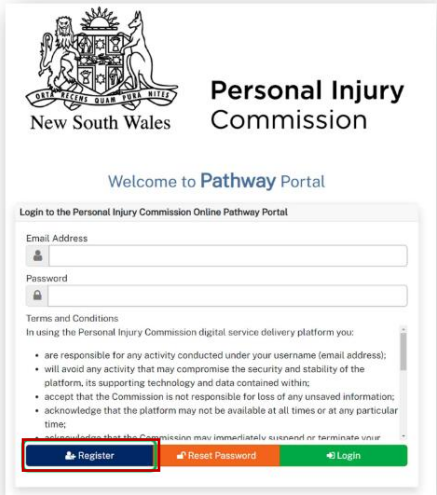
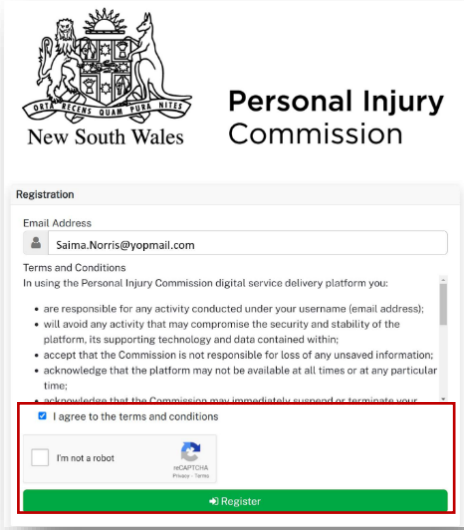
- Get started
- Navigate the Pathway Portal
- Lodge a form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Lodge an Appeal
- Assign a barrister
- Understand the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

Get started

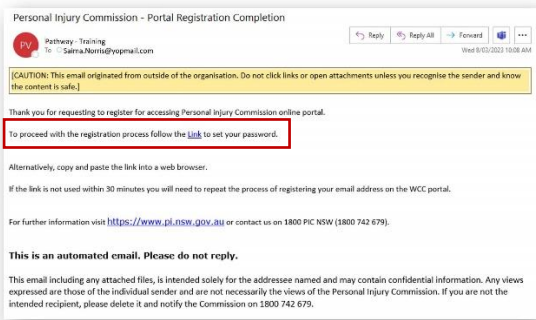
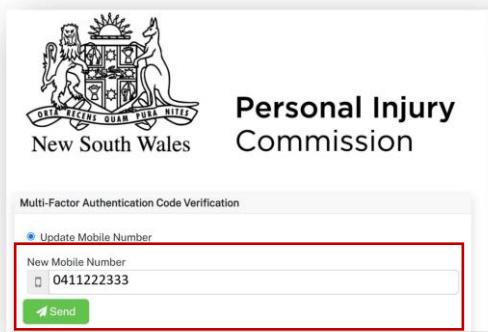
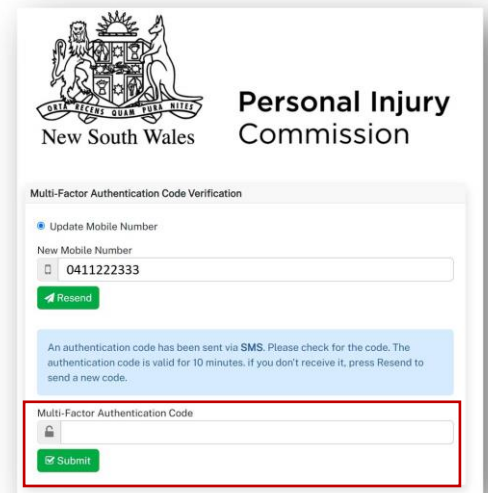
How to access and register for the Pathway Portal

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

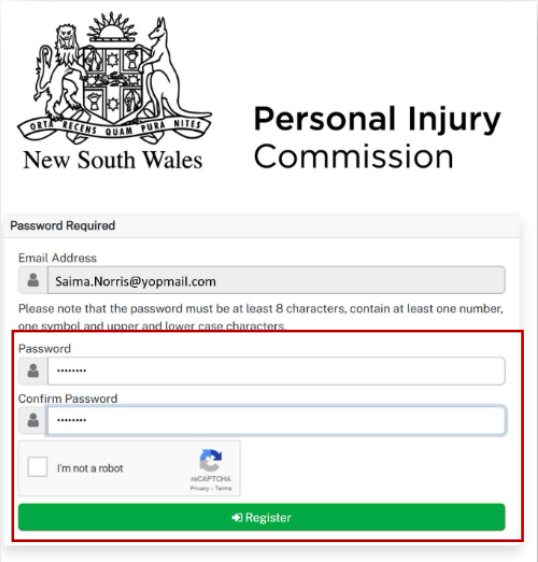
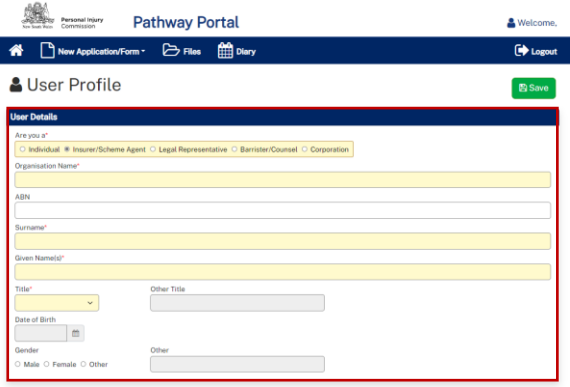
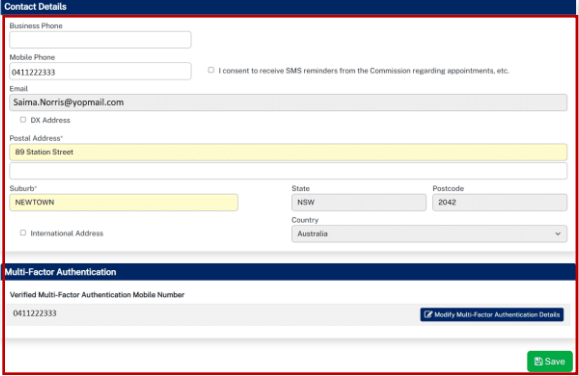
- If you are a Primary contact or Secondary contact on a Matter, you will register as an **Insurer/Scheme Agent**.

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">1. Click the following link: https://pathwayportal.pi.nsw.gov.au2. Click Register.	
<p><i>Register your email address</i></p> <ol style="list-style-type: none">3. Follow the prompts to register your email address.4. Tick to agree to the terms and conditions.5. Tick I'm not a robot and complete the Select all squares with... test.6. Click Register. <p>➤ You will then receive an email to validate your email address.</p>	

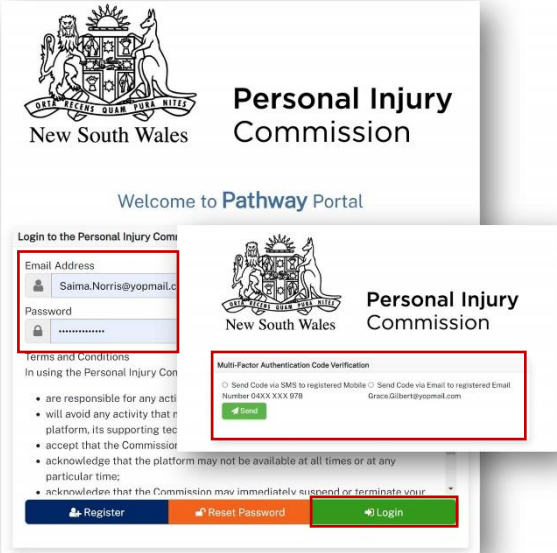
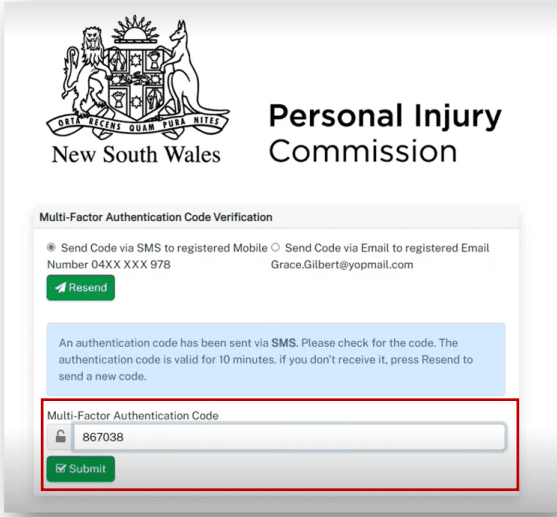
How to access and register for the Pathway Portal continued

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> <p>7. Click the Link in the email.</p>	
<p><i>Update Mobile Number</i></p> <p>8. Populate New Mobile Number to receive the code and click Send.</p>	
<p><i>Type code</i></p> <p>9. Type the code sent to your mobile and click Submit.</p>	

How to access and register for the Pathway Portal continued

Instruction	Page
<p><i>Create new Password</i></p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick I'm not a robot and complete the Select all squares with... test.</p> <p>12. Click Register.</p>	
<p><i>Populate User Profile (top of page)</i></p> <p>13. Populate the User Profile.</p> <p>14. Select Insurer/Scheme Agent</p> <p>Note: All yellow fields are mandatory.</p>	
<p><i>Populate User Profile (bottom of page)</i></p> <p>15. Populate User Profile (bottom of page).</p> <p>16. Click Save.</p>	

How to Login to Pathway Portal

Instruction	Page
<ol style="list-style-type: none"> 1. Click the Pathway Portal link on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Click Login. 4. Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). 5. Click Send. 	
<ol style="list-style-type: none"> 6. Populate the Multi-Factor Authentication Code from the SMS/email you were sent. 7. Click Submit. 	

Navigation

Home page

After you login to the Pathway Portal the **Home page** displays:

- The **grey information box** in the centre describes what you'll find in each tab in the toolbar along the top.
- The **tabs** always display along the top whatever page you're in, so you can find your way back using the tabs at the top.

The screenshot shows the Pathway Portal interface. At the top left, it says "Personal Injury Commission" and "New South Wales". The main title is "Pathway Portal". On the right, it says "Welcome, Insurer Lemmington". Below this is a dark blue navigation bar with icons and labels for "Home", "New Application/Form", "Files", "Diary", and "Logout".

Callouts provide the following information:

- New Application/Form:** Click New Application/Form to lodge new applications or forms.
- Home:** Home displays help text on welcome message.
- Files:** Files displays all your matters.
- Diary:** Diary displays booked allocations/appointments.
- User Profile:** User Profile displays your current contact details with the Commission.
- Logout:** Logout when you are finished using the Pathway Portal.

The main content area contains a welcome message and a grey information box with the following text:

Welcome to the Personal Injury Commission Pathway Portal. You can use the platform to lodge applications, view the list of Files, view specific details of those Matters, view your Diary of Allocations and view your User Profile. The menu above provides access to these functions.

The **New Application/Form** provides for lodgment of applications and forms.

The **Files** menu provides a list of Matters in which you are a party or representative of a party. You can also select a file to view the Applications, Parties, Allocations and Documents in relation to the Matter.

The **Diary** menu allows you to view a monthly list of upcoming proceedings events (allocations).

The **User Profile** menu displays your current contact details recorded with the Commission. Contact the Commission to update your details.

eLearning and User Guides

Comprehensive supporting materials including eLearning modules and User Guides are available to help you learn how to use the Pathway Portal for motor accidents dispute applications.

[Access the eLearning modules and User Guides here](#)

Files page

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

Temporary Applications are:

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

Recent Activities
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, to reflect changes during this session

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

My Reply Requests
My Reply Requests are your assigned Reply Requests

Active Files
Active Files are active disputes you are associated with

Closed Files
Closed Files display for 42 days

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

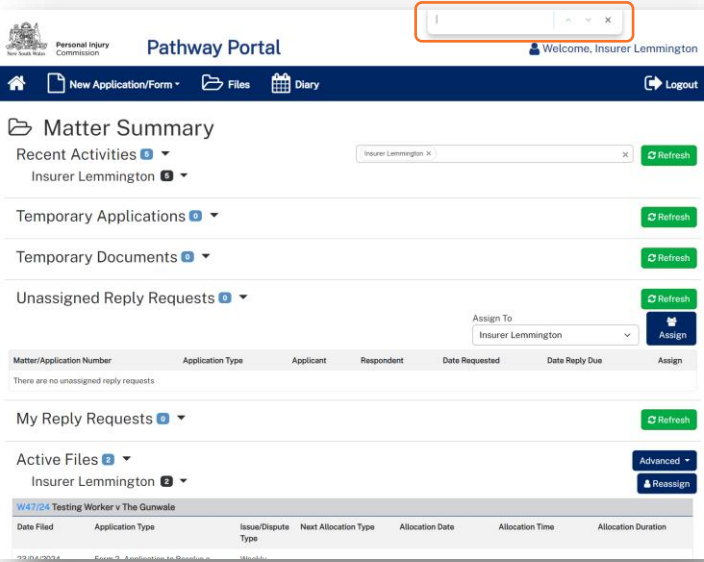
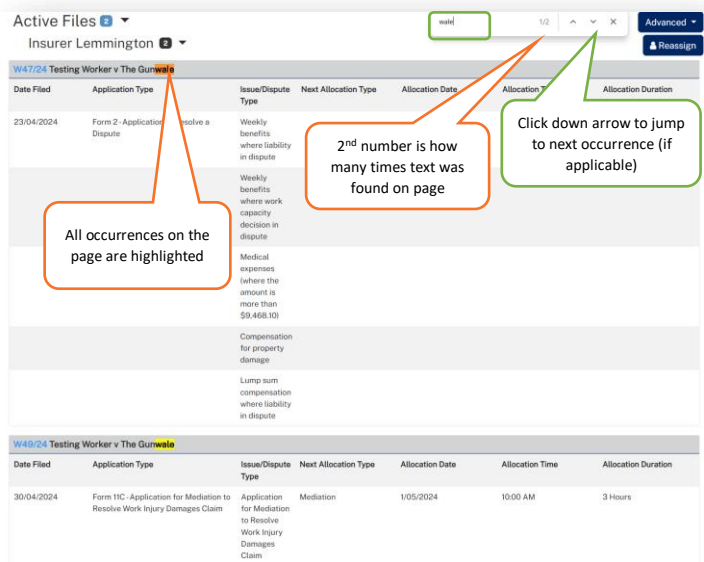
W47/24 Testing Worker v The Gunwale						
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				
		Weekly benefits where work capacity decision in dispute				
		Medical expenses (where the amount is more than \$9,468.10)				
		Compensation for property damage				
		Lump sum compensation where liability in dispute				

W49/24 Testing Worker v The Gunwale						
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/04/2024	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim	Mediation	1/05/2024	10:00 AM	3 Hours

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.

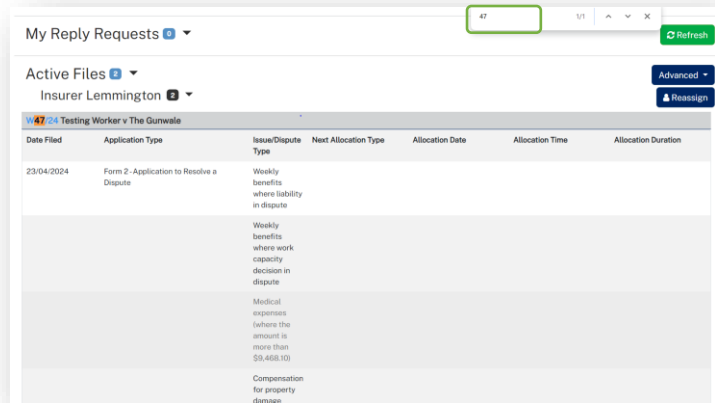
Instruction	Screen
<p><i>Use Ctrl+F</i></p> <p>Ctrl+F allows you to search for any text (i.e. letters or numbers) on the page, eg part of a party name or matter number.</p> <p>While on the Files page:</p> <ol style="list-style-type: none"> 1. Hold down the Ctrl key and press the F key on your keyboard simultaneously. <ul style="list-style-type: none"> ➤ A search box displays. 	 <p>The screenshot shows the 'Matter Summary' page for 'Insurer Lemmington'. A search box is highlighted in the top right corner. Below the search box, there are sections for 'Recent Activities', 'Temporary Applications', 'Temporary Documents', 'Unassigned Reply Requests', and 'My Reply Requests'. At the bottom, there is an 'Active Files' section with a table of files.</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> <ul style="list-style-type: none"> ➤ In this example, we typed part of the surname of the party, which is wale (upper/ lower case doesn't matter with Ctrl+F). ➤ Can search for a partial name (eg type work to search for Worker) 	 <p>The screenshot shows the 'Active Files' page with search results for 'wale'. The search box contains 'wale' and shows '1/2' results. The first result is highlighted in orange, and the rest are highlighted in yellow. Callouts explain that the orange highlight indicates the first occurrence, yellow highlights other occurrences, and the number '2' indicates the total number of occurrences. A callout also points to the search box, indicating that clicking the down arrow jumps to the next occurrence.</p>

Instruction

Matter number example

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

Screen

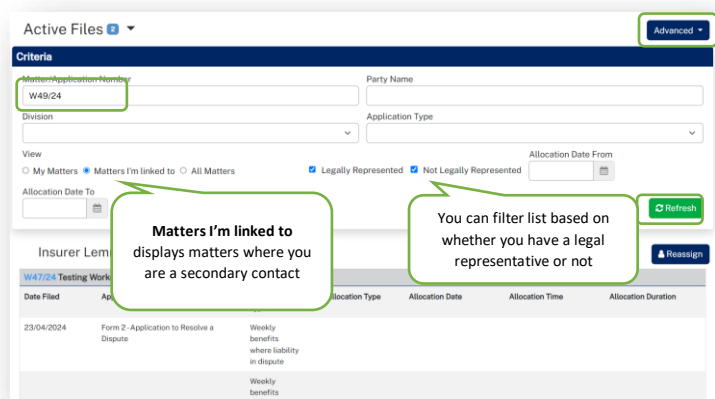


Use Advanced button

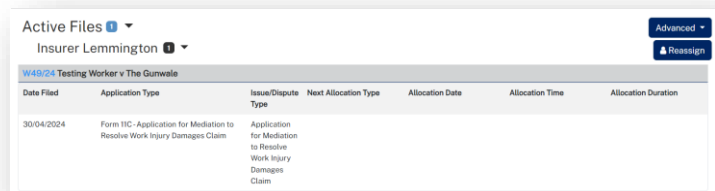
The **Advanced** button on the **Files** page allows you to filter the list of Active Files.

To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
 - For **Application Number**, you must type the full application number, eg M49/24
 - 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 files that match your criteria display.



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**.



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. It includes a top navigation bar with 'New Application/Form', 'Files', and 'Diary'. Below this are sections for 'Application Forms', 'Testing Worker v The Gunwale' (with a table of dispute types), 'Parties', 'Messages', and 'Documents'. Callout boxes provide instructions on how to use various buttons and links within the interface.

Callout 1: Click New Submission/Correspondence to submit additional information

Callout 2: Click New Form to lodge a new application for this matter

Callout 3: Click here to Generate Consent Order to lodge with The Commission.

Callout 4: Click New Message to create a new message thread for

Callout 5: Super Users Can click to maintain Primary and Secondary Contact details

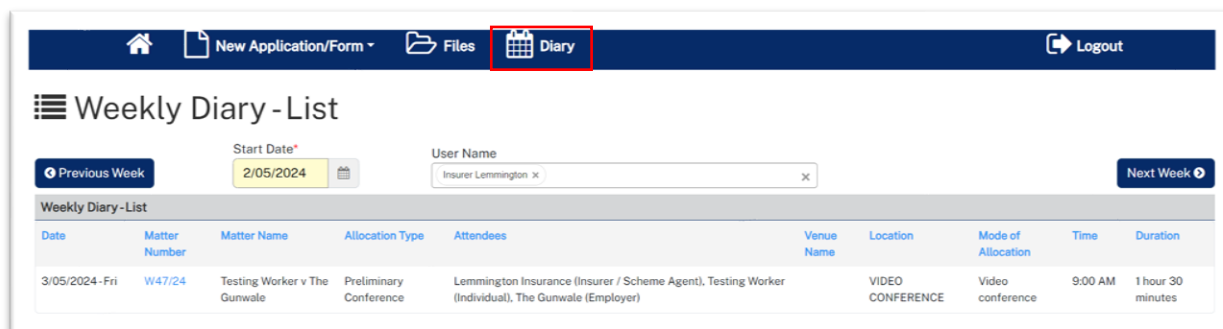
Callout 6: Click Assign Barrister to give a Barrister visibility of the matter

Callout 7: Click any blue heading to sort by that column

Callout 8: Click blue document date link to download, then view

Diary

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



Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
3/05/2024 - Fri	W47/24	Testing Worker v The Gunwale	Preliminary Conference	Lemmington Insurance (Insurer / Scheme Agent), Testing Worker (Individual), The Gunwale (Employer)		VIDEO CONFERENCE	Video conference	9:00 AM	1 hour 30 minutes

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.

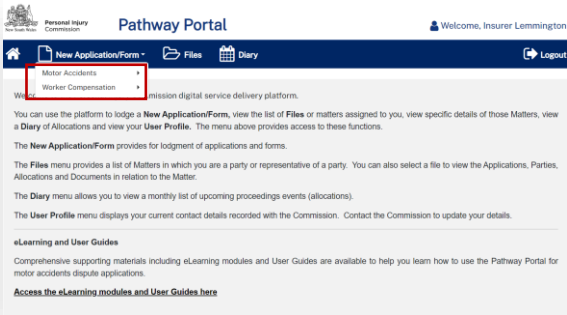

What application forms can be submitted?


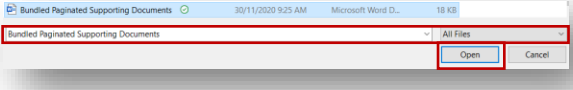
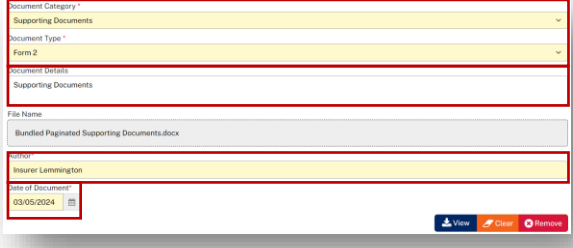
Forms and Form Names

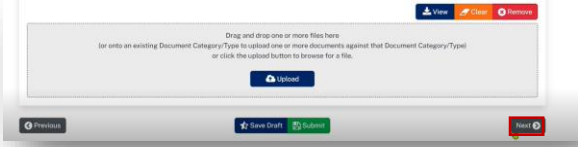
Application forms that can be submitted by parties via the Pathway Portal are:

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. <p>➤ The Notice to Parties page displays.</p>											
<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> <p>➤ All forms are embedded in the Pathway Portal.</p> <p>➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</p> <p>➤ When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</p> <p>➤ You will be unable to move onto the next page unless all mandatory fields have been filled.</p> <p>➤ Supporting documents are uploaded as a single file (see separate section below).</p>	 <table border="1" data-bbox="869 992 1114 1108"> <thead> <tr> <th>Claim Type</th> <th>Form Type</th> </tr> </thead> <tbody> <tr> <td>Weekly benefits work capacity (20)</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits up to 12 weeks post-medical expenses up to \$9,722</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits work capacity post-medical expenses greater than \$9,722 any future medical expenses</td> <td>Form 2</td> </tr> <tr> <td>Weekly benefits more than 12 weeks post-medical expenses greater than \$9,722 any future medical expenses</td> <td>Form 2</td> </tr> </tbody> </table>	Claim Type	Form Type	Weekly benefits work capacity (20)	Form 1	Weekly benefits up to 12 weeks post-medical expenses up to \$9,722	Form 1	Weekly benefits work capacity post-medical expenses greater than \$9,722 any future medical expenses	Form 2	Weekly benefits more than 12 weeks post-medical expenses greater than \$9,722 any future medical expenses	Form 2
Claim Type	Form Type										
Weekly benefits work capacity (20)	Form 1										
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Weekly benefits more than 12 weeks post-medical expenses greater than \$9,722 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. 	

<ul style="list-style-type: none"> • Author – Type in your name. • 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

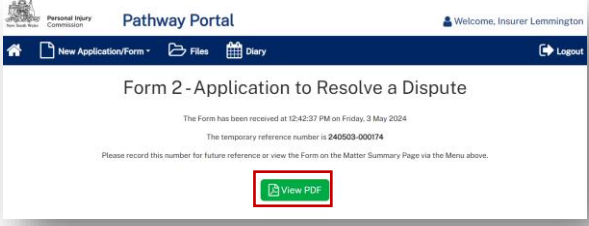
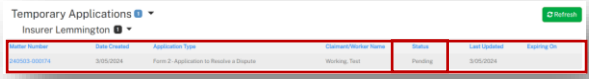
- You can **Save Draft** so that the application can be reviewed before it is signed and submitted.
 - The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
 - Click the **PDF icon** to view the draft.
 - Once the draft has been updated, you can submit the application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

- 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><i>View PDF</i></p> <p>10. Click View PDF to view and download the application.</p>	 <p>The screenshot shows the Pathway Portal interface. At the top, it says 'Pathway Portal' and 'Welcome, Insurer Lemmington'. Below the navigation bar, the main heading is 'Form 2 - Application to Resolve a Dispute'. A message states: 'The Form has been received at 12:42:37 PM on Friday, 3 May 2024. The temporary reference number is 240503-000074. Please record this number for future reference or view the Form on the Matter Summary Page via the Menu above.' A green button labeled 'View PDF' is highlighted with a red rectangular box.</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>	 <p>The screenshot shows a table titled 'Temporary Applications' for 'Insurer Lemmington'. A green 'Refresh' button is in the top right corner. The table has the following columns: Name Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expiring On. A red box highlights the first row of data.</p> <table border="1" data-bbox="821 716 1412 761"> <thead> <tr> <th>Name 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>240503-000074</td> <td>3/05/2024</td> <td>Form 2 - Application to Resolve a Dispute</td> <td>Working, Text</td> <td>Pending</td> <td>3/05/2024</td> <td></td> </tr> </tbody> </table>	Name Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240503-000074	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Text	Pending	3/05/2024	
Name Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240503-000074	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Text	Pending	3/05/2024										

Temporary Applications

The screenshot shows the 'Matter Summary' page in the Pathway Portal. The page has a dark blue header with navigation icons for Home, New Application/Form, Files, Diary, and Logout. Below the header, there's a 'Matter Summary' section with a search bar containing 'Insurer Lemmington'. Underneath, there's a table with columns for Matter Number, Matter Name, and Details. A row shows 'W47/24' for 'Testing Worker v The Gunwale' with a 'New' message icon. Below this is a 'Temporary Applications' section, also filtered by 'Insurer Lemmington'. It contains a table with columns: Matter Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expiring On. A row shows '240503-000174' created on '3/05/2024' for 'Form 2 - Application to Resolve a Dispute' by 'Working, Test', with a status of 'Pending' and 'Last Updated' on '3/05/2024'. A callout box on the right explains the status: 'Pending = temporary application submitted to the Commission', 'Draft = you have saved the application to finish later', and 'Rejected = the Commission has rejected the application, refer to the email notification for reason'. A callout box on the left points to the '240503-000174' link, stating: 'Click blue temporary Matter Number link to open and update any application with Status of Draft or Rejected'.

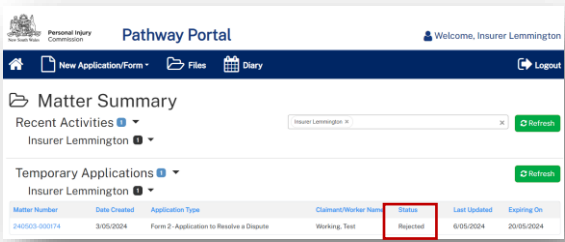

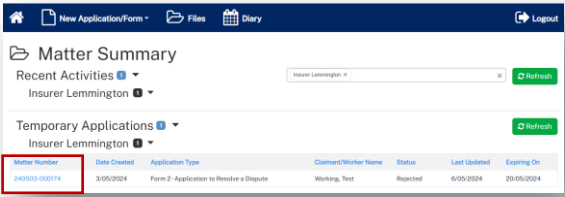

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Test	Pending	3/05/2024	

- 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

1. Click **Upload** to upload the supporting document bundle (if this was the reason for rejection) and click **Next**.

Document Category *
Supporting Documents

Document Type *
Form 2

Document Details
Supporting Documents

File Name
Bundled Paginated Supporting Documents.docx

Author*
Insurer Lemmington

Date of Document*
3/05/2024

Drag and drop one or more files here
(or onto an existing Document Category/Type to upload one or more documents against that Document Category/Type)
or click the upload button to browse for a file.

Upload

Previous Save Draft Submit Next

2. Once changes are made, sign and date the application on the last page and click **Submit**.

New Application/Form * Files Diary Logout

Form 2 - Certification and Signature

Pages Save Draft Submit

Certification and Signature

The applicant certifies that:

- The applicant is entitled to lodge this application because it satisfies the statutory procedural requirements under section 280 or section 280A of the Workplace Injury Management and Workers Compensation Act 1988 and clauses 44, 45 and 46 of the Workers Compensation Regulation 2016.
- The dispute is limited to those matters identified in Part 1 of this form.

Application Signed Date Signed
6/05/2024

Previous Save Draft Submit

- The **Status** updates to **Pending** in the Temporary Application list).

Note: If the Commission accepts and registers the resubmitted application, the **Filed** date will be the date the application was resubmitted.

Personal Injury Commission Pathway Portal Welcome, Insurer Lemmington

New Application/Form * Files Diary Logout

Matter Summary

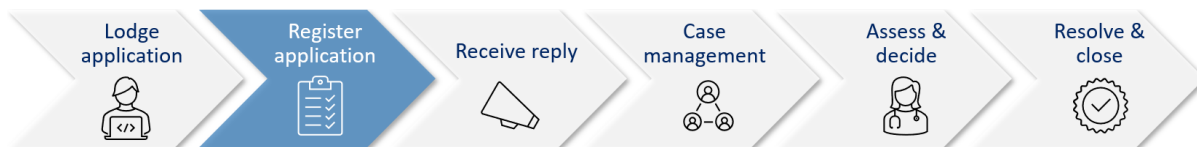
Recent Activities Insurer Lemmington Refresh

Temporary Applications Insurer Lemmington Refresh

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240503-000714	6/05/2024	Form 2 - Application to Resolve a Dispute	Working_Text	Pending	6/05/2024	

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:

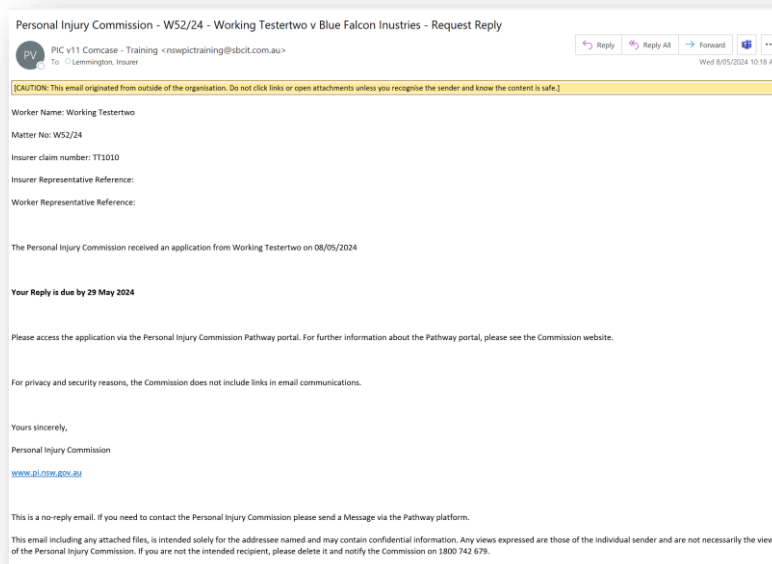
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

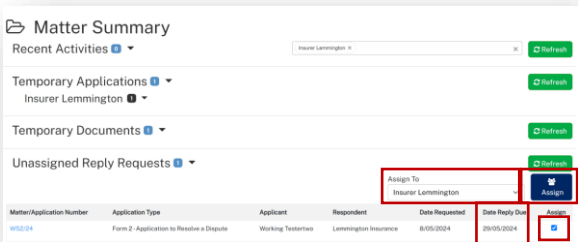
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

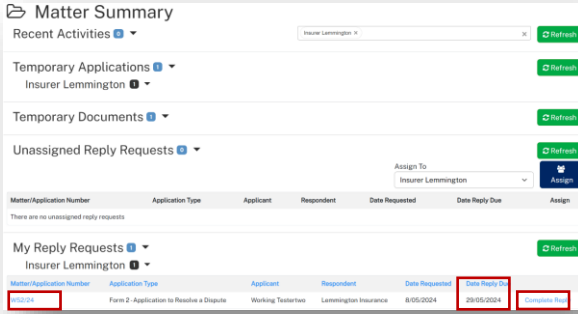
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

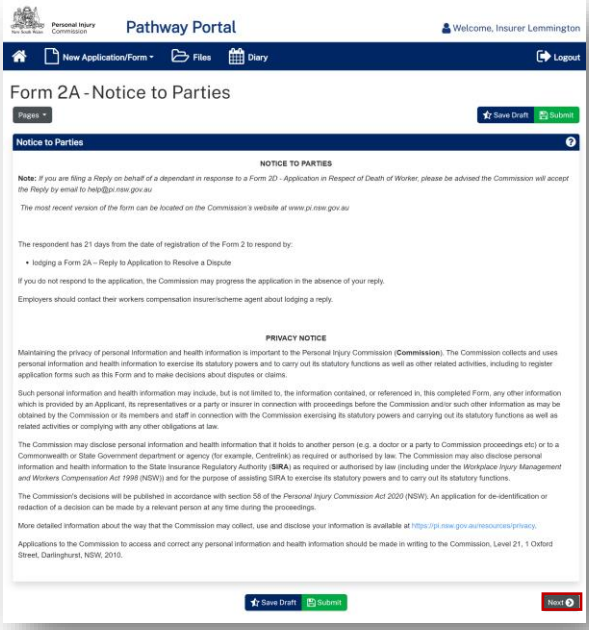
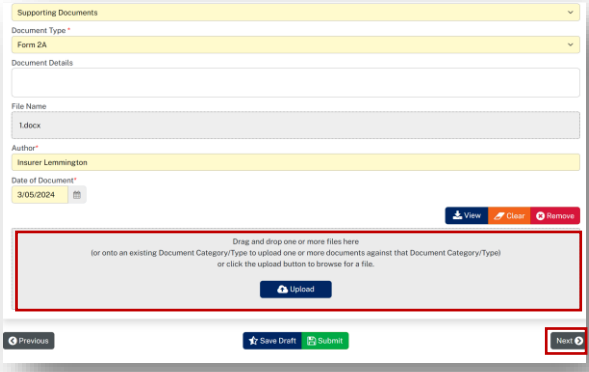
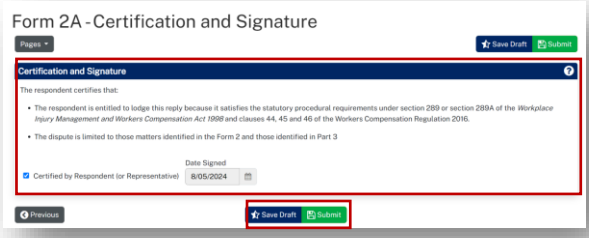


How to Assign the Reply Request

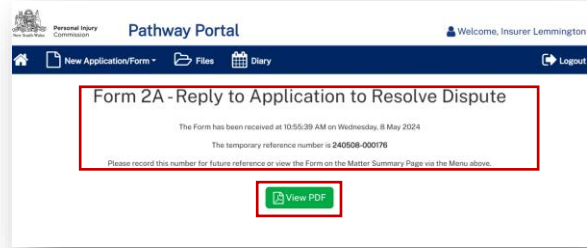
Instruction	Page
<p>Unassigned Reply Requests must be assigned to someone in your organisation. All Reply Requests are unassigned initially, and Unassigned Reply Requests are visible to all users. Any user can assign a Reply Request.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete 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>	

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>	

Instruction	Page
<p>2. Review the Notice to Parties, then click Next to proceed to begin completing the reply form.</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>	

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



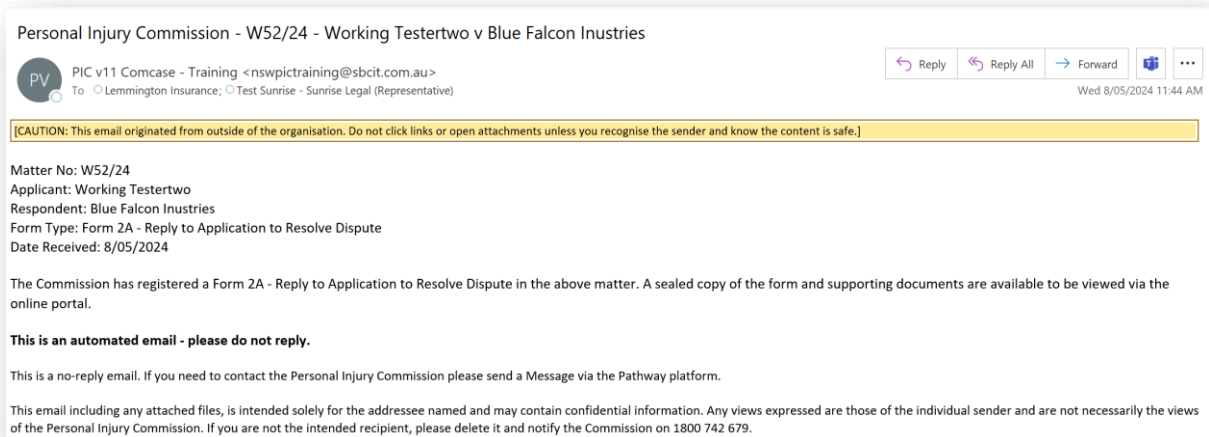
How to view the Reply

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.



Instruction

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.

Page

Personal Injury Commission
Pathway Portal
Welcome, Insurer Lemmington

New Application/Form - Files Diary Logout

Matter Details - W52/24
New Submission/Correspondence New Form

Application Forms 2

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- Reply to Application to Resolve Dispute	Sunrise Legal	Worker Representative	Open

Working Testertwo v Blue Falcon Industries
Generate Consent Order New Message

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		User:CT Dispute

Parties 3
Main Contacts Assign Roles

Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemmington Insurance	Issuer / Scheme Agent	Lemmington, Insurer B	
Applicant	Working Testertwo	Worker	0411 211 112	Sunrise Legal (Test Sunrise, 0411 111 112)
Respondent	Blue Falcon Industries	Employer		

Messages 6
View All Messages

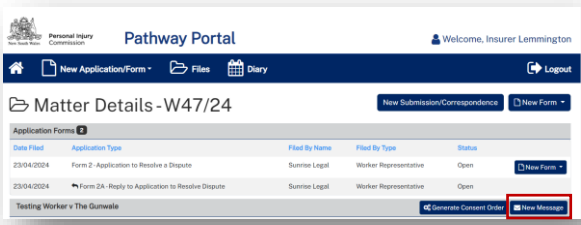
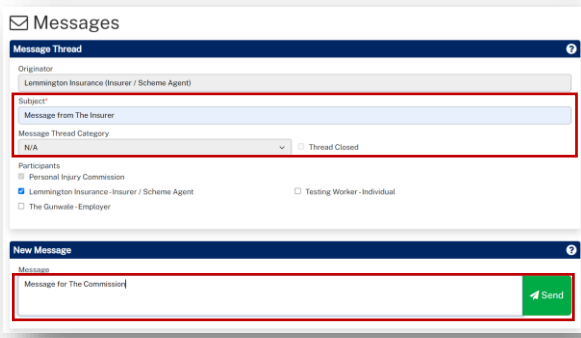
There are no open message threads. Click View All Messages to view closed message threads.

Documents 3

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	240508-000175.pdf	Sender: Portal- Recipient:
8/05/2024	Portal	Electronic Application Form- Form 2A- Reply to Application to Resolve Dispute	240508-000176.pdf	Sender: Portal- Recipient:
8/05/2024	Test Sunrise	Supporting Documents- Form 2	Bundled Pagnated Supporting Documents.docx	08/05/2024- Form 2- Application to Resolve a Dispute
8/05/2024	Insurer Lemmington	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 **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 Action	1 New 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

Callout 1 (top): New badge indicates a new message in the thread

Callout 2 (left): Category for incoming messages will be:

- For Action
- For Noting
- For Review

N/A Category indicates thread was initiated by you

Callout 3 (middle): Click [blue subject link](#) to view and respond to the message

Callout 4 (right): 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
Question for the Insurer

Message Thread Category
For Action Thread Closed

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


[Print Message Thread](#)

New Message

Message

[Send](#)

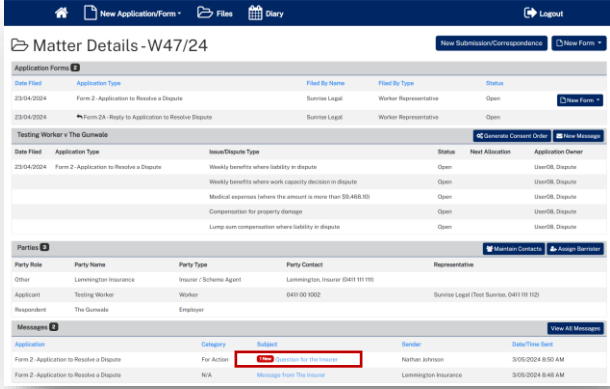
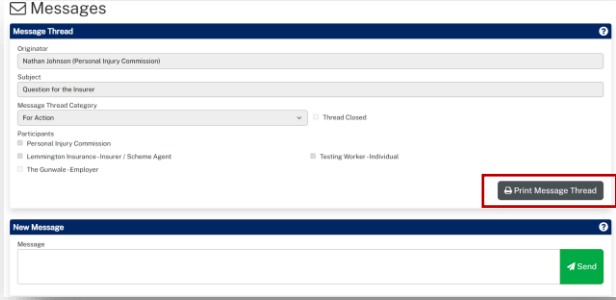
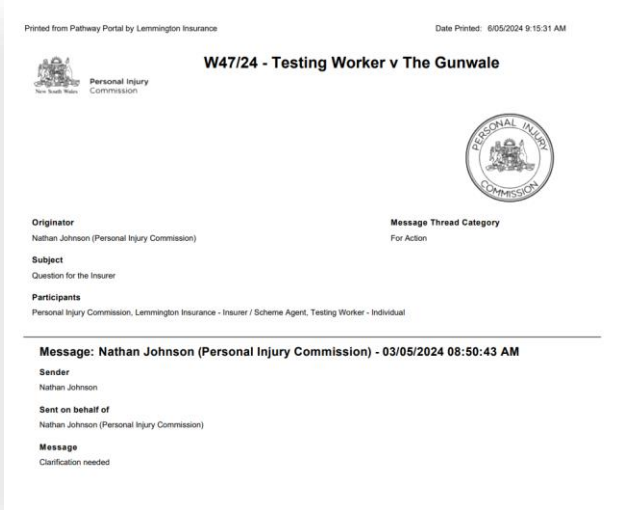
Message: Nathan Johnson (Personal Injury Commission) - 3/05/2024 8:50:43 AM

Sent on Behalf Of Nathan Johnson (Personal Injury Commission)	Sender Nathan Johnson	Date/Time Sent 3/05/2024 8:50:43 AM	
--	--------------------------	--	---

Message
Clarification needed

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>5. Click the Print Message Thread button.</p>	
<p>➤ A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.</p>	

Case Management

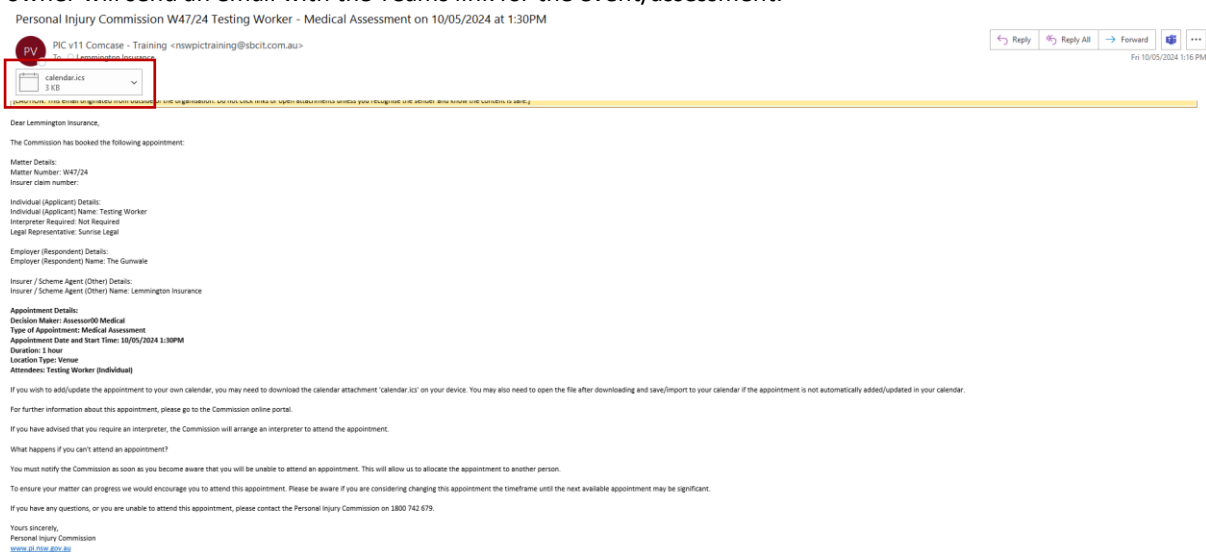


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- 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 Teams link if allocation/appointment is to be virtual.

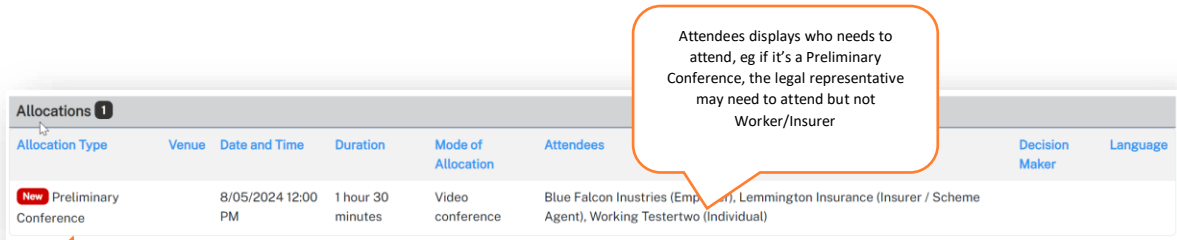
Allocation email notification

- 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
New Preliminary Conference		8/05/2024 12:00 PM	1 hour 30 minutes	Video conference	Blue Falcon Industries (Emp...), Lemington Insurance (Insurer / Scheme Agent), Working Testertwo (Individual)		

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

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

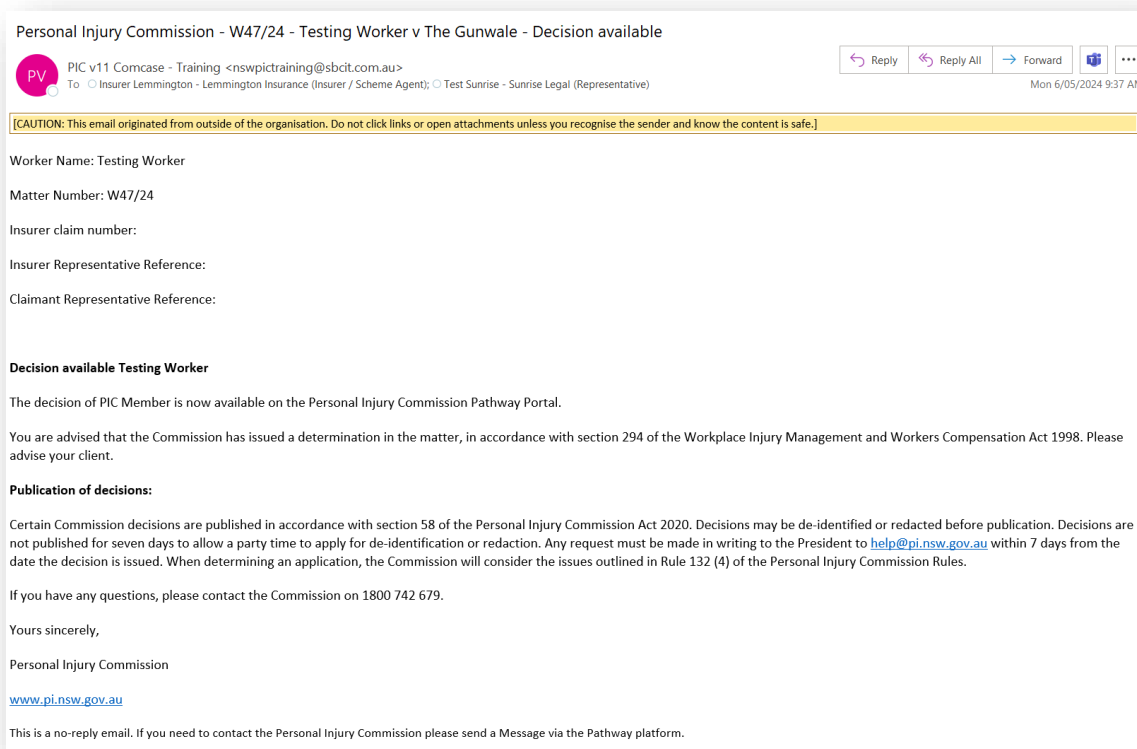
Assess and Decide



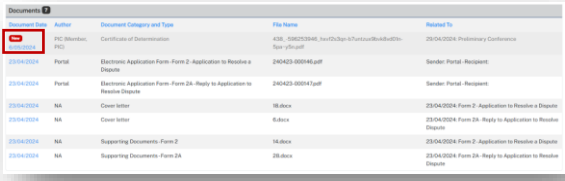
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

- 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

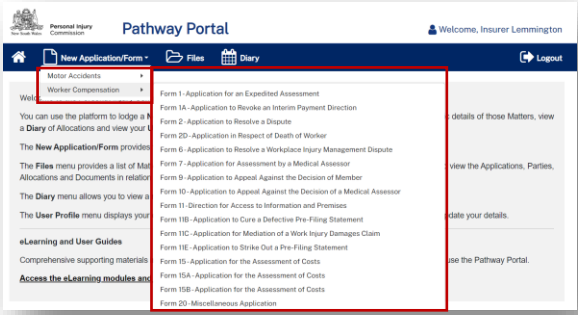


How to view the Outcome Document

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. 	

How to lodge an Appeal

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

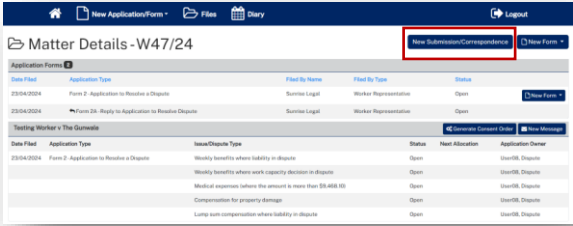
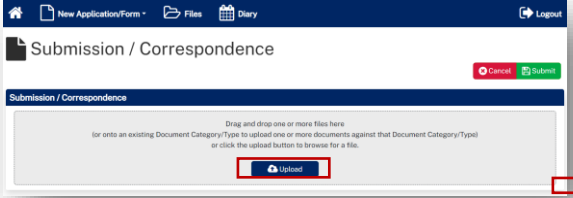
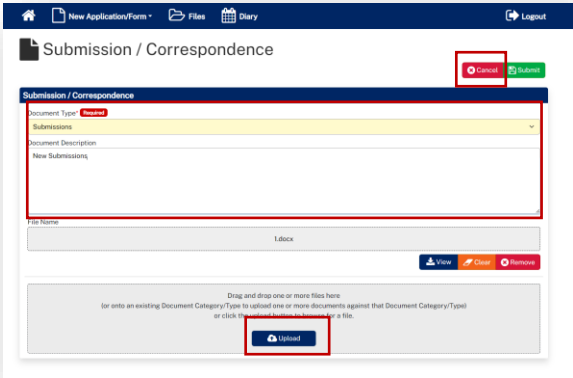
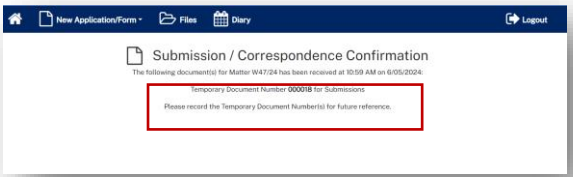
Instruction	Page
<ol style="list-style-type: none"> 1. Click on New Application/Form, choose Workers Compensation, then click on the form type. 2. You can now follow the process covered in Lodge a new application to lodge your appeal. 	

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 Lodged	Matter No.	Document Type	Status	Last Updated	Expiring On
00000	8/05/2024	W52/24	Submissions	Pending	8/05/2024	

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.

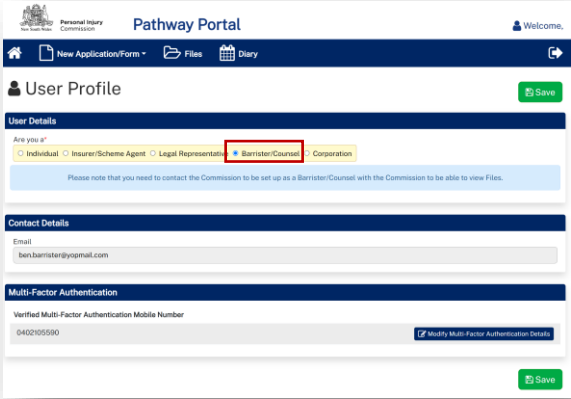
Date Filed	Application Type	Filed By Name	Filed By Type	Status
8/05/2024	Form 2 - Application to Resolve a Dispute	Survive Legal	Worker Representative	Open
8/05/2024	Form 2A - Ready to Application to Resolve Dispute	Survive Legal	Worker Representative	Open

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

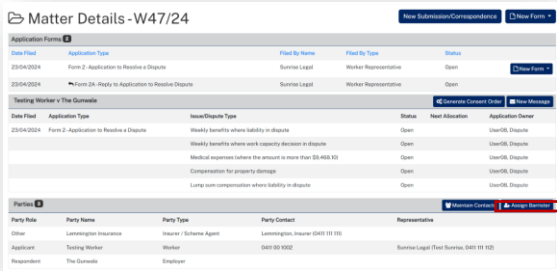
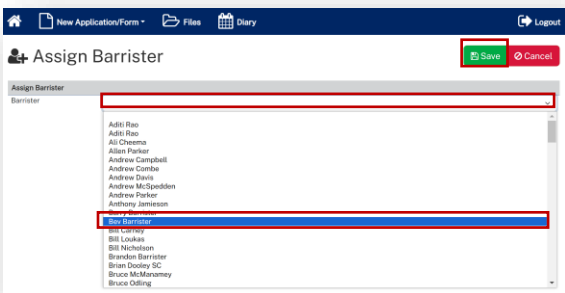
How to give a Barrister visibility to a dispute

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:</p> <ol style="list-style-type: none">1. Select Barrister/ Counsel2. Click Save3. The barrister then emails wcsupport@pi.nsw.gov.au asking for their email address 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"> In the Matter Details, click Assign Barrister. 	
<ol style="list-style-type: none"> Select the Barrister from the drop-down menu. Click Save. <p><i>To change the barrister:</i></p> <ol style="list-style-type: none"> Repeat above steps and select the new Barrister name. <p><i>To remove barrister:</i></p> <ol style="list-style-type: none"> Select the blank line at the top of Barrister drop down menu. 	

What does the Barrister see?

After a Barrister logs into the Pathway Portal they will see the assigned disputes in the **Files** page

Matter Summary
Recent Activities Ben Barrister Refresh

Matter Number	Matter Name	Details
M151/23	Adel Beshai v PPI/Insurer	Index
M151/23	Adel Beshai v Ins/Insurer	Court order
M151/23	Adel Beshai v Ins/Insurer	Sealed Form M12 - Damages assessment
M151/23	Adel Beshai v Ins/Insurer	Sealed Motor Accident Reply

Temporary Applications Ben Barrister Refresh

Unassigned Reply Requests Ben Barrister Refresh

My Reply Requests Ben Barrister Refresh

Active Files Ben Barrister Advanced

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
8/03/2023	Form M12 - Damages assessment	Damages assessment				

The Barrister:

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

Matter Details

Application Forms 2

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
8/03/2023	M151/23-12-1	Form M12 - Damages assessment	Savanna Gray	Claimant Legal Representative	Open
8/03/2023	M151/23-12-1	Motor Accident Reply	Lola Level	Insurer/Scheme Agent	Open

M151/23-12-1 Adel Beshai v UAT_QBE

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/03/2023	Form M12 - Damages assessment	Damages assessment	Awaiting decision		Asquith, Andrew

Parties 2

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	UAT_QBE	Insurer / Scheme Agent	Rutez, Jerry D	Timeless Lawyers (Lola Level, 041277777) - Barrister: Ben Barrister
Applicant	Adel Beshai	Claimant	0415666777	SC Motor Accident (lawyer (Savanna Gray, 0412067838))

Messages 0 View All Messages

There are no open message threads. Click View All Messages to view closed message threads.

Allocations 1

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Teleconference	M151/23-12-1/D1 Damages assessment			8/03/2023 10:00 AM	1 hour	Teleconference	Adel Beshai (Claimant), UAT_QBE (Insurer / Scheme Agent)	Cassidy, Belinda	

Documents 4

Document Date	Author	Document Category and Type	Related To
8/03/2023	Portal	Electronic Application Form - Sealed Form M12 - Damages assessment	M151/23-12-1, Sender: Portal - Recipient:
8/03/2023	Portal	Electronic Application Form - Sealed Motor Accident Reply	M151/23-12-1, Sender: Portal - Recipient:
5/03/2023	Central Court	Application - Court order	M151/23-12-1, 08/03/2023: Form M12 - Damages assessment
4/11/2022	Ami Vifalobis	Reply - Index	M151/23-12-1, 06/03/2023: Motor Accident Reply

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 an Insurer User 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 (if there is no legal representation for the matter) • Receive email notifications for the matter (if there is no legal representation for the matter)
Secondary contact for a matter	<ul style="list-style-type: none"> • Be registered as an Insurer User 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 to”:</p> <ul style="list-style-type: none"> • Can see that matter details, documents and messages • Can send messages for that matter • Does NOT receive email notifications
Super user	<ul style="list-style-type: none"> • Be registered on the Pathway Portal as an Insurer User • Another super user can add / remove you as a Super User 	<ul style="list-style-type: none"> • Can see and act on all matters • Can add/remove other Super Users (can’t remove self) • Can assign any reply request to other Insurer Users • 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 such matters where there is no legal representative for the Insurer

Primary contact and secondary contacts

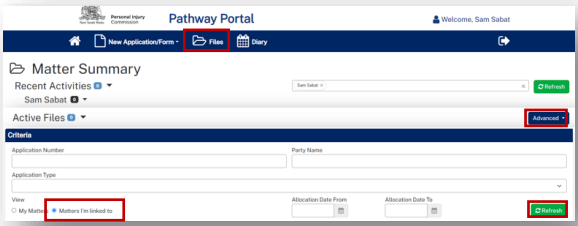
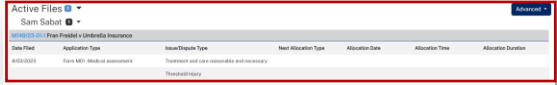
- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation that will also work on a matter, they can be setup to be a secondary contact which provides visibility to the matter.
- A Super User in your organisation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

In this example Klaus Hargreaves is the Party Contact for the Insurer (Umbrella Insurance) and neither the Insurer or worker are legally represented:

The screenshot displays the 'Matter Details' page in the Pathway Portal. The page is titled 'Matter Details' and includes a navigation bar with options like 'New Application/Form', 'Files', 'Diary', and 'Logout'. The main content area is divided into several sections:

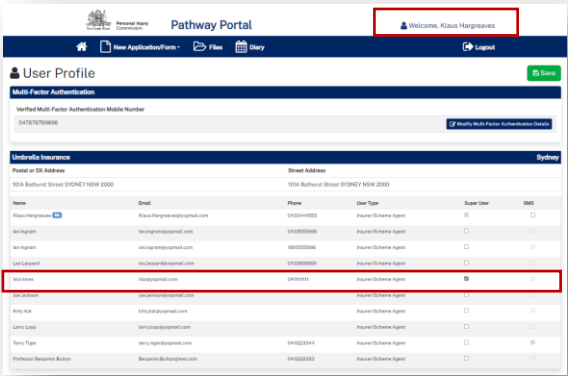
- Application Forms:** A table listing application forms with columns for Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status. Two forms are listed, both filed on 21/04/2023.
- M199/23-514 Max Rice v Umbrella Insurance:** A table showing the status of the application. It lists 'Degree of permanent impairment' as 'Closed' and 'Dismiss medical assessment application' and 'Late additional documentation' as 'Awaiting decision'. The Application Owner is 'Ninovic, Vera'.
- M199/23-624 Max Rice v Umbrella Insurance:** A table showing the status of the application. It lists 'Damages Assessment' as 'Stood over list - medical dispute not yet finalised' and 'Stood over list' as 'Closed'. The Stood Over Expiry Date is 21/10/2023. The Application Owner is 'Barake, Ehab'.
- Parties:** A table listing the parties involved in the matter. The 'Respondent' row is highlighted with a red box. The columns are Party Role, Party Name, Party Type, Party Contact, and Representative. The 'Respondent' row shows 'Umbrella Insurance' as the Party Name, 'Insurer / Scheme Agent' as the Party Type, and 'Hargreaves, Klaus @' as the Party Contact.
- Messages:** A section indicating there are no open message threads.
- Documents:** A section for listing documents.

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

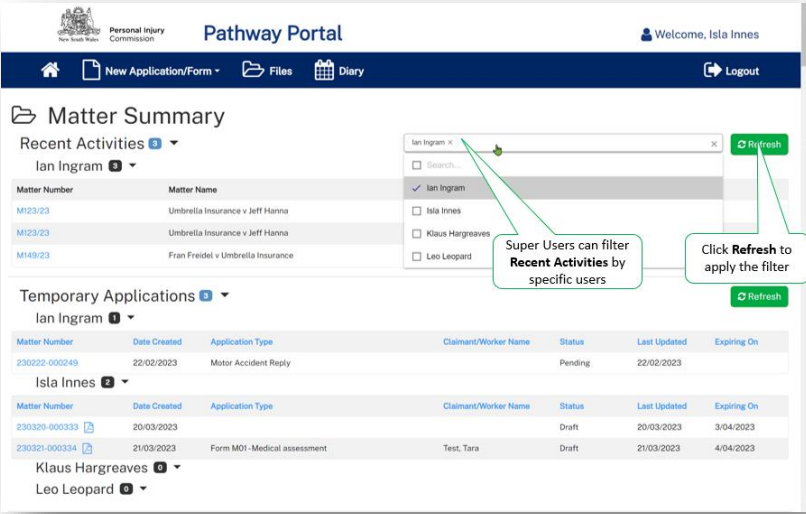
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> • Click the name of the Super User in the top right corner • Tick or untick the Super User box • Click Save. 	
<p>In this example Isla Innes is now a Super User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

What can Super Users see – Files – Recent Activities

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

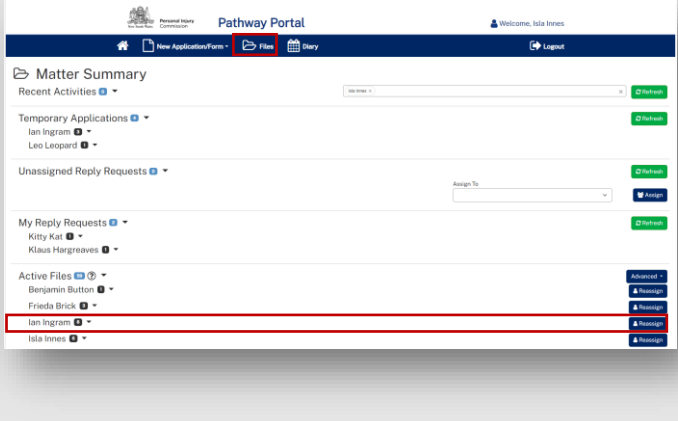
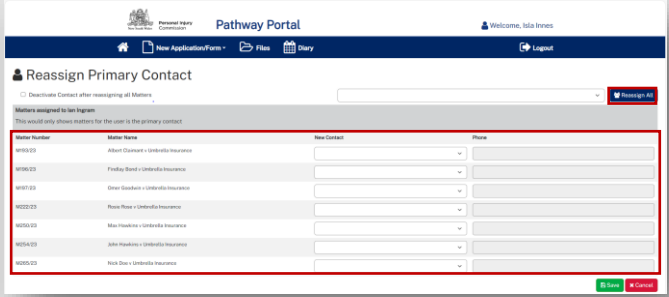
To view **Recent Activities** for specific users:

- 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 and their delegates.</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 Chantler v Umbrella Insurance	Leo Leopold	
M196-03	Friday Bond v Umbrella Insurance	Leo Leopold	
M197-03	Oliver Goodwin v Umbrella Insurance	Leo Leopold	
M202-03	Rose Rose v Umbrella Insurance	Leo Leopold	
M250-03	Max Hawkins v Umbrella Insurance	Leo Leopold	
M254-03	John Hawkins v Umbrella Insurance	Leo Leopold	
M255-03	Nick Dow v Umbrella Insurance	Leo Leopold	

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 Chantler v Umbrella Insurance	Leo Leopold	0433066999
M196-03	Friday Bond v Umbrella Insurance	Leo Leopold	0433066999
M197-03	Oliver Goodwin 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
M255-03	Nick Dow v Umbrella Insurance	Leo Leopold	0433066999

To Reassign some

1. 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.

2. Click **Save**

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

Pathway Portal

Welcome, Lisa Innes

Reassign Primary Contact

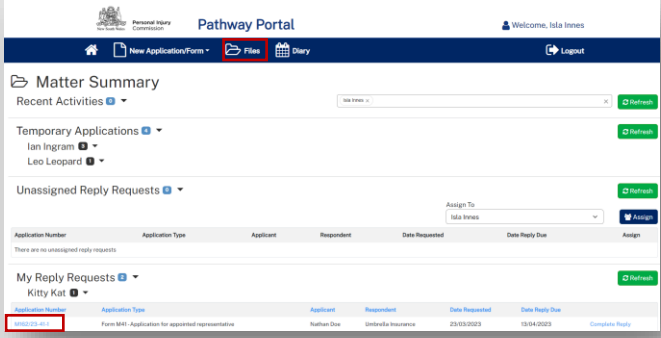
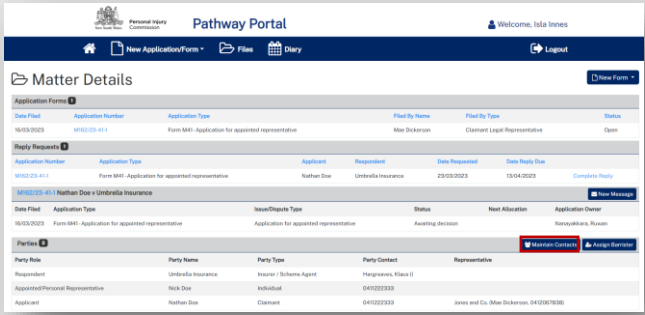
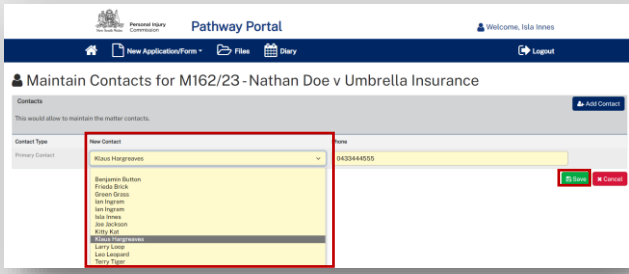
Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

Matter Number	Matter Name	New Contact	Phone
M193-03	Albert Chantler v Umbrella Insurance	Leo Leopold	
M196-03	Friday Bond v Umbrella Insurance	Leo Leopold	
M197-03	Oliver Goodwin v Umbrella Insurance	Leo Leopold	
M202-03	Rose Rose v Umbrella Insurance	Leo Leopold	
M250-03	Max Hawkins v Umbrella Insurance	Leo Leopold	
M254-03	John Hawkins v Umbrella Insurance	Leo Leopold	
M255-03	Nick Dow v Umbrella Insurance	Leo Leopold	

Super Users - How to Manage Primary and Secondary Contacts

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

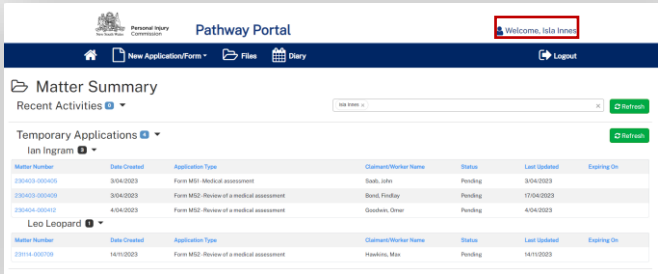
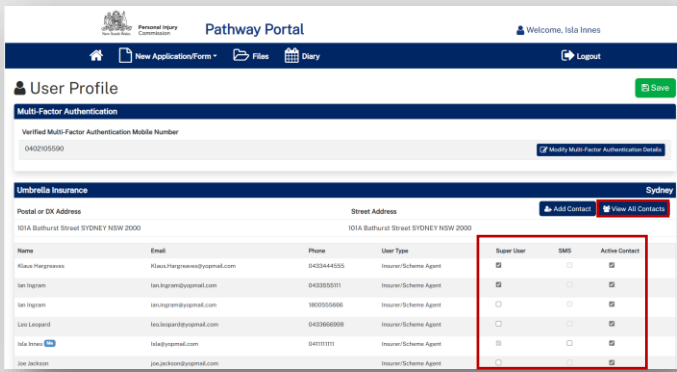
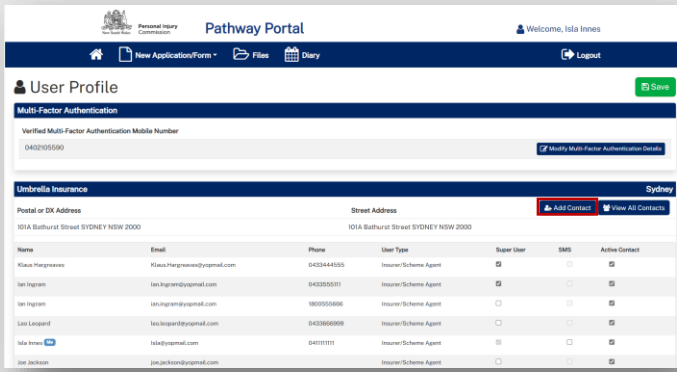
Instruction	Page
<ol style="list-style-type: none"> 1. Click on the Files tab. 2. Click on the blue Matter Number link. 	
<ol style="list-style-type: none"> 3. Go to Parties section and Click on Maintain Contacts 	
<p>➤ Maintain Contacts page displays with current contacts.</p> <p>To update Primary Contact:</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 shows the 'Pathway Portal' interface for 'Maintain Contacts for M162/23-Nathan Doe v Umbrella Insurance'. The page includes a navigation bar with 'New Applications/Form', 'Files', and 'Diary'. The main content area has a 'Contacts' section with a sub-header 'This would allow to maintain the matter contacts.' and an 'Add Contact' button. Below this, there are fields for 'Contact Type' (set to 'New Contact'), 'Name', and 'Phone' (0433448555). A '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 Taylor. The 'Add Contact' button is highlighted in red.

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

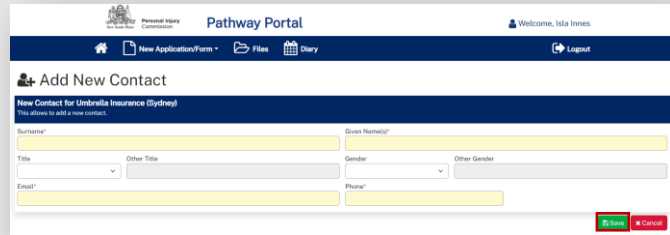
Instruction	Page
<p>1. Click the Welcome, name in the top right corner</p> <p>Note: Only Super User can add a new contact.</p>	
<p>➤ User Profile page displays with a list of all active users for your organisation.</p> <p>Note: Before creating a new contact. Click on View All Contacts to check if there 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 'Pathway Portal' interface. At the top, there is a navigation bar with 'Personal Injury Compensation' and 'Pathway Portal' logos, and a user greeting 'Welcome, Isla Innes'. Below the navigation bar, there are icons for 'New Applications/Form', 'Files', and 'Diary', along with a 'Logout' button. The main content area is titled 'Add New Contact' and includes a sub-header 'New Contact for Umbrella Insurance (Sydney)'. The form contains several fields: 'Surname*' (yellow), 'Given Name*' (yellow), 'Title' (dropdown), 'Other Title' (text), 'Gender' (dropdown), 'Other Gender' (text), 'Email*' (yellow), and 'Phone*' (yellow). At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

Appendix A – Document requirements

What is the maximum document size and file types that can be uploaded 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 Mediator

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
1.1	7 May 2024	Nate Johnson	Initial version	Melissa Golfes

