



**Personal Injury  
Commission**

# Pathway Portal Barrister User Guide

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## User Guide Overview

As a Barrister, 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:

- Access and Register for Pathway Portal
- Easily navigate Pathway Portal
- View matters details, including, disputes, parties and documents
- View allocations you are scheduled to attend

## Overview

### How do I register for Pathway Portal?

If you are briefed in a matter, a Legal Representative can add you to the dispute.

To access Pathway Portal and view the dispute you first need to register as a user and then contact the Commission to be registered for Barrister access.

### What can I do in Pathway Portal?

Once you have registered for Pathway Portal you can:

- Login and easily navigate to find what you need
- View the matter details and documents
- View allocations (appointments) you are scheduled to attend

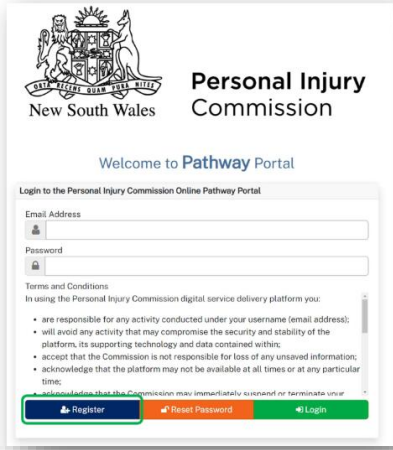
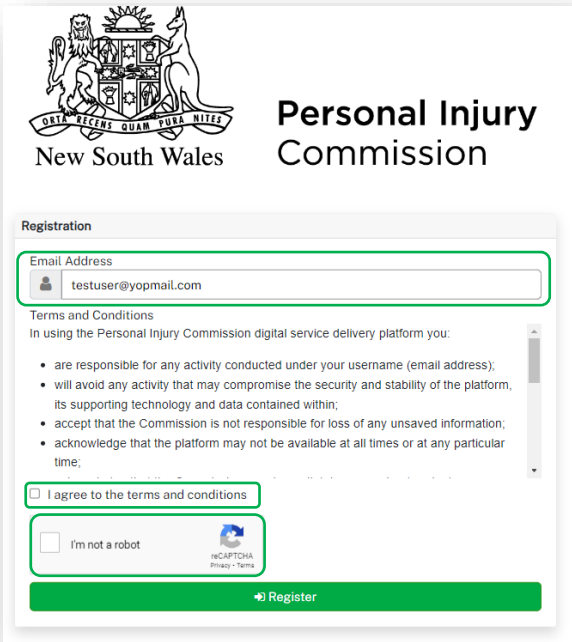
**Note:** You will not have access to send messages.

### How do I contact the Commission?

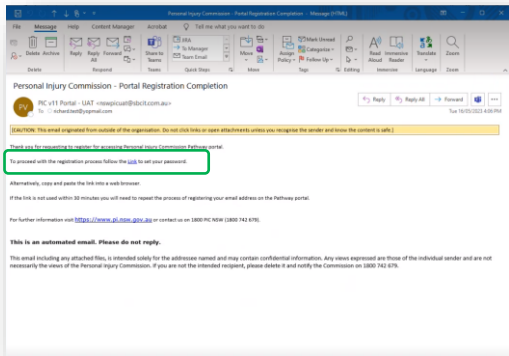
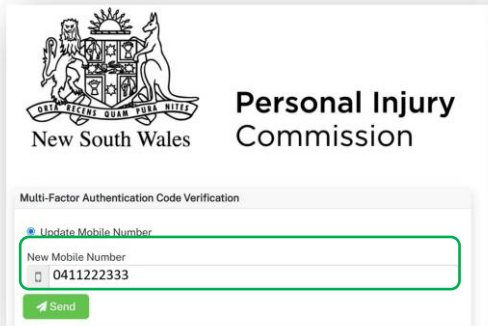
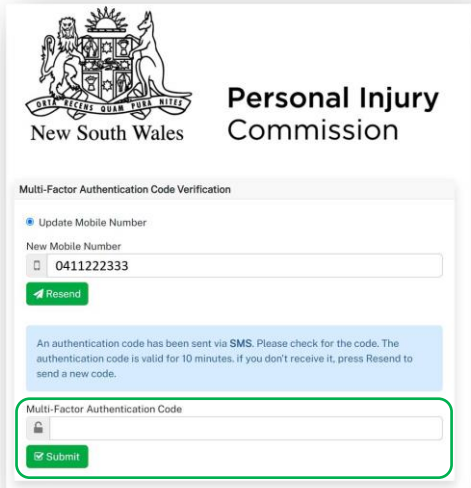
To register your email address with the Commission to get access to Pathway Portal, email **MASupport@pi.nsw.gov.au**

## How to access and register for Pathway Portal

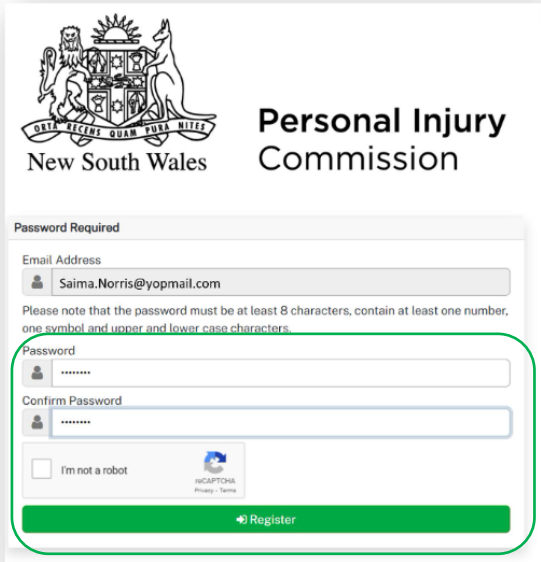
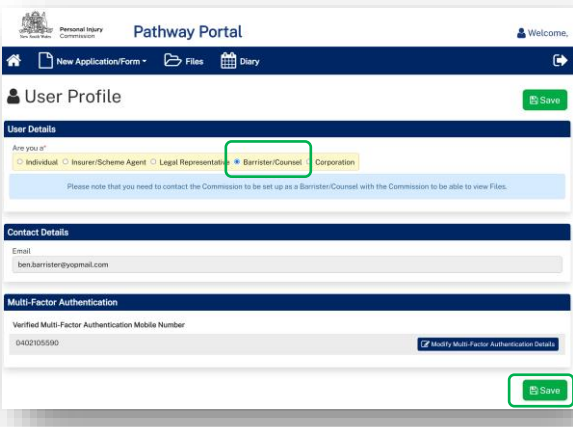
To view matter and dispute details you must first register to use Pathway Portal.

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

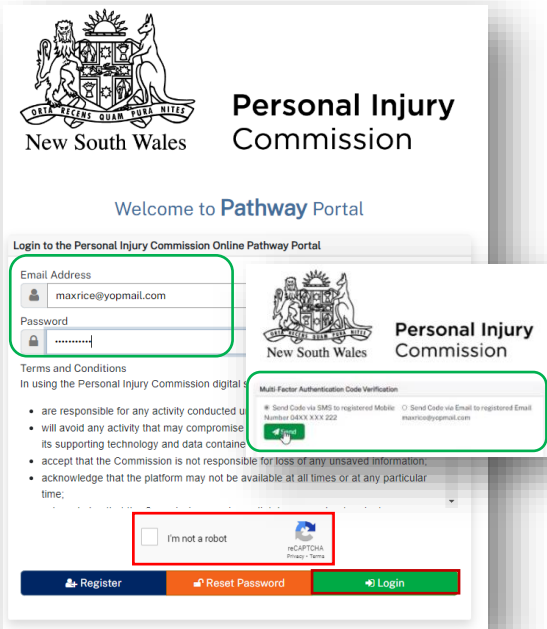
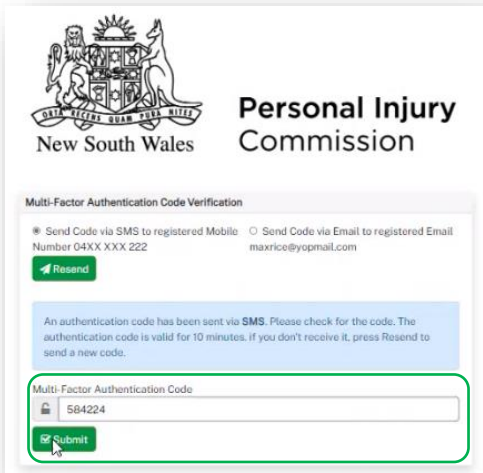
## How to access and register for Pathway Portal continued

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

## How to access and register for Pathway Portal continued

Instruction	Page
<p><i>Create new Password</i></p> <p>10. Enter <b>Password</b> and <b>Confirm Password</b>.</p> <p>11. Tick <b>I'm not a robot</b> and complete the <b>Select all squares</b> with... test.</p> <p>12. Click <b>Register</b>.</p>	
<p><i>Populate User Profile (top of page)</i></p> <p>13. Populate the <b>User Profile</b> as follows:</p> <ul style="list-style-type: none"> <li>• Select <b>Barrister/Counsel</b></li> <li>• Populate any other fields as appropriate</li> <li>• Click <b>Save</b>.</li> </ul> <p><i>Register your email with the Commission</i></p> <p>14. To complete the registration process, email <b>MASupport@pi.nsw.gov.au</b> asking for your email address to be registered for barrister access.</p>	

## How to Login to Pathway Portal

Instruction	Page
<ol style="list-style-type: none"> <li>1. Click the <b>Pathway Portal link</b> - <a href="https://pathwayportal.pi.nsw.gov.au">https://pathwayportal.pi.nsw.gov.au</a> on the Personal Injury Commission website.</li> <li>2. Populate the <b>Email Address</b> and <b>Password</b>.</li> <li>3. Tick <b>I'm not a robot</b> and complete the <b>Select all squares with...</b> test and click <b>Next</b> until the test is completed.</li> <li>4. Click <b>Login</b>.</li> <li>5. Select where you would like the <b>Multi Factor Authentication Code (MFA)</b> sent (either your mobile or email).</li> <li>6. Click <b>Send</b>.</li> </ol>	
<ol style="list-style-type: none"> <li>7. Populate the <b>Multi-Factor Authentication Code</b> from the SMS/email you were sent.</li> <li>8. Click <b>Submit</b>.</li> </ol>	

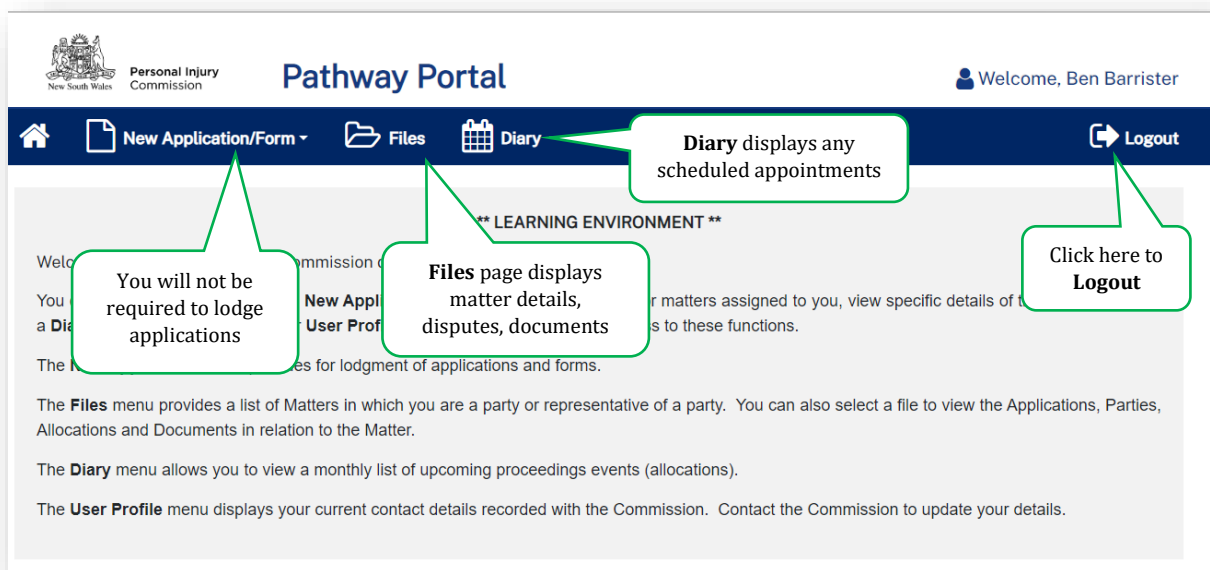


# Where do I find information for my application?

## Home page

After you login to 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.

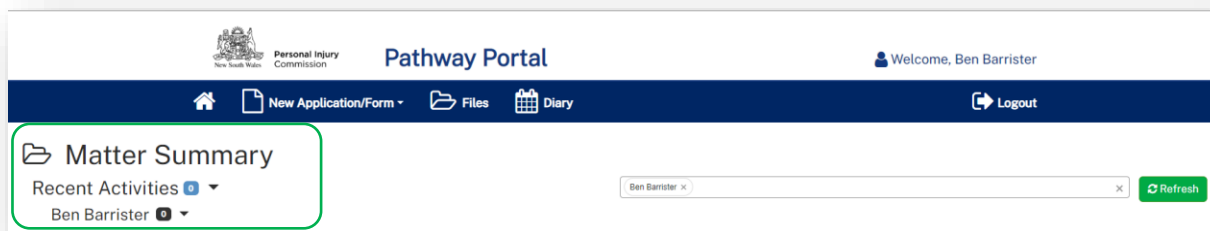


## Files page

The **Files** page contains all the information, messages and documents that relate to the applications filed. The **Files** page is broken down into sections that contain this information as follows:

### Recent Activities

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



### Active Files

**Active Files** displays the **Matters** that have been assigned to you by the Legal Representative.

The screenshot shows a table titled 'Active Files' with a notification badge showing '3'. The user's name 'Ben Barrister' is displayed above the table. The table has the following columns: 'Date Filed', 'Application Type', 'Issue/Dispute Type', 'Next Allocation Type', 'Allocation Date', 'Allocation Time', and 'Allocation Duration'. There are three rows of data, each representing a different matter.

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				
6/04/2023	Form M01 - Medical assessment	Threshold Injury Late additional documentation				
22/05/2023	Form M03 - Further medical assessment	Further medical assessment				

### Closed Files

**Closed Files** display at the bottom of the page for **30 days** after they have been closed.



## Matter Details

To view details for the matter:

- Locate the **Matter** in **Active Files** and click on the [blue matter number hyperlink](#).

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
6/04/2023	Form M01 - Medical assessment	Threshold Injury				
		Late additional documentation				

➤ The **Matter Details** page displays.

*Matter Details (top of page)*

### Matter Details

**Application Forms** 3

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
6/04/2023	M165/23-01-1	Form M01 - Medical assessment	Benjamin Button	Claimant Legal Representative	
14/04/2023	M165/23-01-1	Motor Accident Reply	Insurer99	Insurer/Scheme Agent	
22/05/2023	F-M165/23-03-1	Form M03 - Further medical assessment	Benjamin Button	Claimant Legal Representative	Open

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
6/04/2023	Form M01 - Medical assessment	Threshold Injury	Awaiting allocation	Teleconference 02/06/2023 09:00 AM	Tran, Jasmine
		Late additional documentation	Awaiting allocation		Tran, Jasmine

Applications filed for the matter.

Issue/Disputes for the application and information for the **Next Allocation, Allocation Date, Time and Duration.**

*Matter Details (bottom of page)*

**Parties** 2

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	Umbrella Insurance	Insurer / Scheme Agent	Hargreaves, Klaus (0433444555)	
Applicant	Harry Hunt	Claimant	0410 414141	Timeless Lawyers (B...

**Messages** 0

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	Language
Teleconference	M165/23-01-1/D1 (Chest)			2/06/2023 9:00 AM	1 hour	Teleconference	Harry Hunt + Legal Rep (Claimant), Umbrella Insurance (Insurer / Scheme Agent), Medical99, Training	

**Documents** 0

Document Date	Author	Document Category and Type	File Name
22/05/2023	Portal	Electronic Application Form - Sealed Form M03 - Further medical assessment	230522-000546.pdf
22/05/2023	benjamin button	Application - Further medical assessment - bundle	Upload.doc.docx
14/04/2023	Portal	Electronic Application Form - Sealed Motor Accident Reply	230414-000421.pdf
14/04/2023	Training,Insurer99	Reply - Medical dispute - bundle	Medical dispute bundle.docx
6/04/2023	Portal	Electronic Application Form - Sealed Form M01 - Medical assessment	230406-000349.pdf
4/04/2023	Benjamin Button	Application - Medical dispute - bundle	

Parties displays all the parties for the matter.

Messages - will not be available for you to view.

Allocations (appointments) can be found here.

All Documents relating to the matter can be accessed by clicking on the [blue Document Date link](#).

## Diary page

The **Diary** displays any allocations (appointments) that are scheduled.

The screenshot displays the 'Weekly Diary - List' interface. At the top, a dark blue navigation bar contains icons for Home, New Application/Form, Files, and Diary (highlighted with a green box), and a Logout button. Below the navigation bar, the page title 'Weekly Diary - List' is shown. A 'Start Date' field is set to '1/06/2023', with 'Previous Week' and 'Next Week' buttons on either side. The main content area is a table titled 'Weekly Diary - List' with the following data:

Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
2/06/2023 - Fri	M165/23	Harry Hunt v Umbrella Insurance	Teleconference	Harry Hunt + Legal Rep (Claimant), Umbrella Insurance (Insurer / Scheme Agent)			Teleconference	9:00 AM	1 hour

## How to download a document to view?

To download and view a document, follow these steps:

1. From the **Files** tab, locate the matter and click on the [blue matter number link](#).

The screenshot shows the 'Matter Summary' page in the Pathway Portal. The 'Files' tab is highlighted in green. Below the navigation bar, there are sections for 'Recent Activities', 'Temporary Applications', and 'Unassigned Reply Requests'. A table titled 'Active Files' is visible, with the following data:

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation
8/03/2023	Form M12 - Damages assessment	Damages assessment		
6/04/2023	Form M01 - Medical assessment	Threshold Injury	Teleconference	2/06/2023

S

➤ The **Matter Details** page displays.

2. Scroll to the **Documents** section at the bottom of the page.

The screenshot shows the 'Matter Details' page in the Pathway Portal. The 'Documents' section at the bottom is highlighted in green. The page displays various sections including 'Application Forms', 'Parties', 'Messages', and 'Allocations'. The 'Documents' section shows a table with the following data:

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Teleconference	M165/23-01-101 (Chev)			2/06/2023 9:00 AM	1 hour	Teleconference	Harry Hunt - Legal Rep (Claimant); Umbrella Insurance (Insurer / Scheme Agent)	Medical99, Training	

3. Click the [blue Document Date link](#) for the document you wish to download.

Document Date	Author	Document Category and Type	File Name	Related To
<a href="#">22/05/2023</a>	Portal	Electronic Application Form- Sealed Form M03- Further medical assessment	230522-000546.pdf	F-M165/23-03-1, Sender: Portal- Recipient:
22/05/2023	benjamin button	Application -Further medical assessment - bundle	Upload.doc.docx	F-M165/23-03-1, 22/05/2023: Form M03 - Further medical assessment
14/04/2023	Portal	Electronic Application Form- Sealed Motor Accident Reply	230414-000421.pdf	M165/23-01-1, Sender: Portal- Recipient:
14/04/2023	Training.Insurer99	Reply -Medical dispute -bundle	Medical dispute bundle.docx	M165/23-01-1, 06/04/2023: Motor Accident Reply
6/04/2023	Portal	Electronic Application Form- Sealed Form M01- Medical assessment	230406-000349.pdf	M165/23-01-1, Sender: Portal- Recipient:
4/04/2023	Benjamin Button	Application -Medical dispute - bundle	Medical dispute bundle.docx	M165/23-01-1, 06/04/2023: Form M01- Medical assessment

4. Click on the downloaded document to open and view.

Document Date	Author	Document Category and Type	File Name	Related To
<a href="#">22/05/2023</a>	Portal	Electronic Application Form- Sealed Form M03- Further medical assessment	230522-000546.pdf	F-M165/23-03-1, Sender: Portal- Recipient:
22/05/2023	benjamin button	Application -Further medical assessment - bundle	Upload.doc.docx	F-M165/23-03-1, 22/05/2023: Form M03 - Further medical assessment
14/04/2023	Portal	Electronic Application Form- Sealed Motor Accident Reply	230414-000421.pdf	M165/23-01-1, Sender: Portal- Recipient:
14/04/2023	Training.Insurer99	Reply -Medical dispute -bundle	Medical dispute bundle.docx	M165/23-01-1, 06/04/2023: Motor Accident Reply

230522-000546 (3).pdf [Show all](#)

➤ The document displays.

File | C:/Users/MEADJ/Downloads/230522-000546%20(3).pdf

230522-000546 (3).pdf 1 / 6 100%

Personal Injury Commission  
New South Wales

Matter No:  
**M165/23**  
Date Registered: 22/05/2023

### Form M03 - Further medical assessment

#### Notice to Parties

**Notice to Parties**

**Terms and Conditions of Use**

**For Legal Practitioners:** Use is limited to Certified Australian Legal Practitioners or their employees whose use is the responsibility of Certified Australian Legal Practitioners.

**For other Portal users:** Use this form if you want to make an application to resolve a dispute about a motor accident. Before you begin, you need to agree to our terms and conditions.

**Legal Incapacity**

For accidents which occurred on or after 1 December 2017, the Personal Injury Commission (PIC) may decline to accept an application if the application is made by a person under legal incapacity. If you are making an application relating to an accident which occurred on or after this date, by agreeing to these terms and conditions you declare you are not under legal incapacity as defined in Section 7.4(2) of the Motor Accident Injuries Act 2017.

