



**Personal Injury
Commission**

Pathway Portal Barrister User Guide

Contents

User Guide Overview	3
What will the guide cover?	3
Overview	4
How do I register for Pathway Portal?	4
What can I do in Pathway Portal?	4
How do I contact the Commission?.....	4
How to access and register for Pathway Portal	5
How to access and register for Pathway Portal continued.....	6
How to access and register for Pathway Portal continued.....	7
How to Login to Pathway Portal.....	8
Where do I find information for my application?	9
Home page	9
Files page.....	10
Matter Details	11
Diary page	12
How to download a document to view?	13

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.

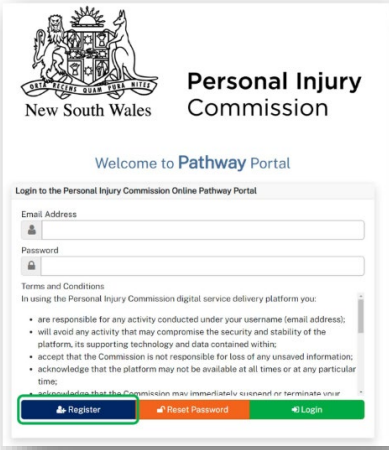
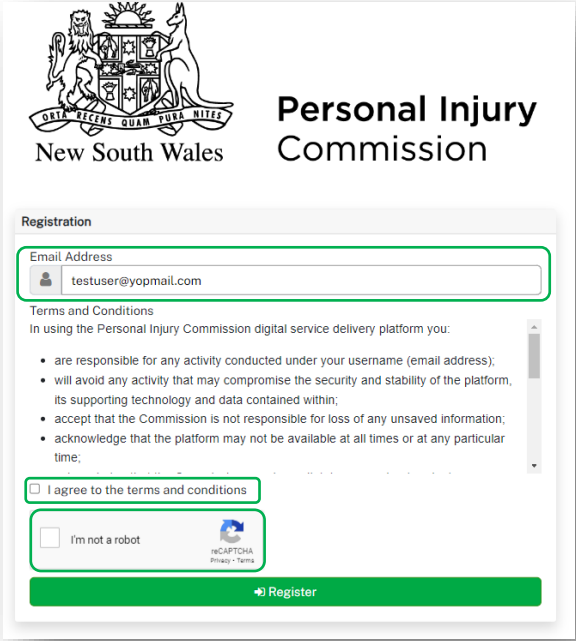
How do I contact the Commission?

Please log a ticket via the [PIC Digital Hub's Online form](#) to register your email address for Pathway Portal access. When you first access the form, you will be required to register. You should include as much information as possible to assist the team in actioning your request.

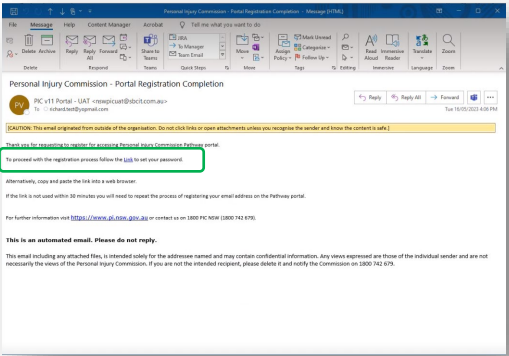

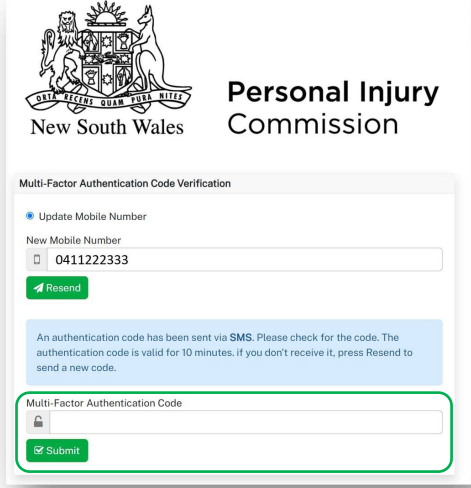
More information, including how to register for the PIC Digital Hub's Online form, is available in the [PIC Digital Hub User Guide](#)

How to access and register for Pathway Portal

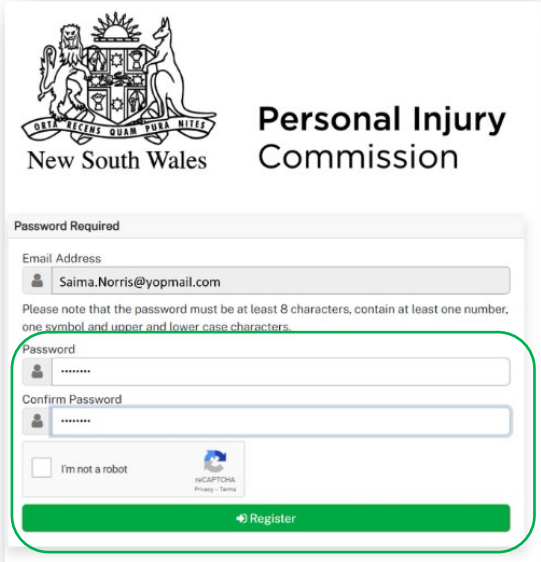
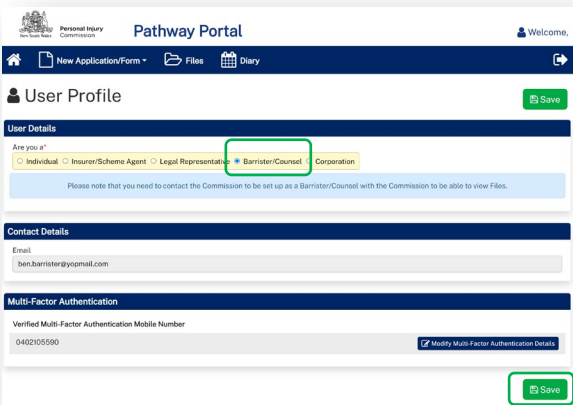
To view matter and dispute details you must first register to use Pathway Portal.

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

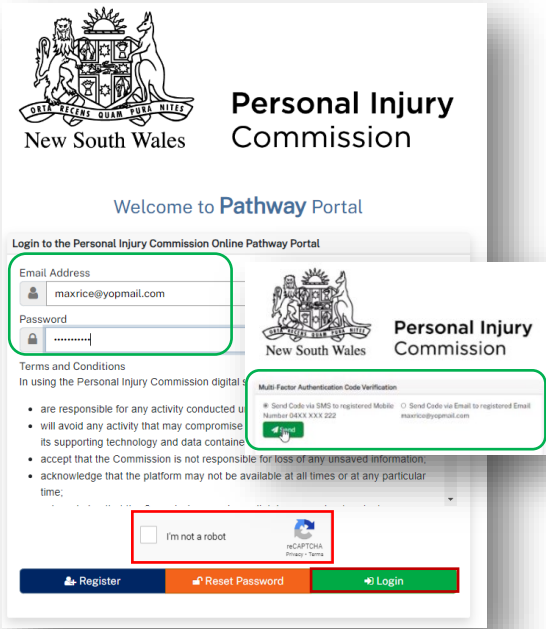
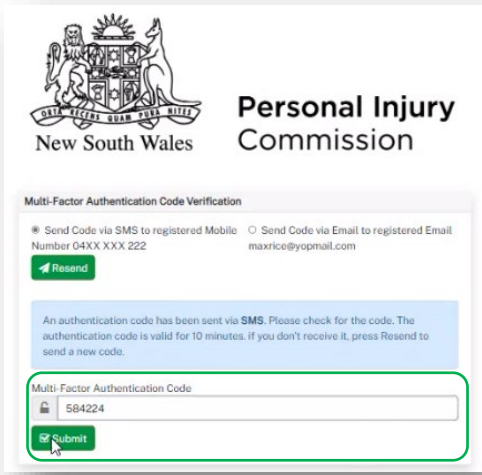
How to access and register for Pathway Portal continued

Instruction	Page
<p>Click Pathway Portal link in email</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>The screenshot shows an email interface with the subject 'Personal Injury Commission - Portal Registration Completion'. A yellow warning banner is at the top. A green box highlights the text: 'To proceed with the registration process, follow the link to set your password.' Below this, there are instructions and a 'Send' button.</p>
<p>Update mobile number</p> <p>8. Populate New Mobile Number to receive the code and click Send.</p>	 <p>The screenshot shows the 'Multi-Factor Authentication Code Verification' page. The 'Update Mobile Number' radio button is selected. The 'New Mobile Number' field contains '0411222333'. A green box highlights the 'Send' button.</p>
<p>Type code</p> <p>9. Type the code sent to your mobile and click Submit.</p>	 <p>The screenshot shows the 'Multi-Factor Authentication Code Verification' page. The 'Update Mobile Number' radio button is selected. The 'New Mobile Number' field contains '0411222333'. A 'Resend' button is visible. A blue box contains the text: 'An authentication code has been sent via SMS. Please check for the code. The authentication code is valid for 10 minutes. If you don't receive it, press Resend to send a new code.' Below this, a 'Multi-Factor Authentication Code' field is empty, and a green box highlights the 'Submit' button.</p>

How to access and register for Pathway Portal continued

Instruction	Page
<p>Create new Password</p> <ol style="list-style-type: none"> Enter Password and Confirm Password. Tick I'm not a robot and complete the Select all squares with... test. Click Register. 	
<p>Populate User Profile (top of page)</p> <ol style="list-style-type: none"> Populate the User Profile as follows: Select Barrister/Counsel Populate any other fields as appropriate Click Save. <p>Register your email with the Commission</p> <ol style="list-style-type: none"> Please log a ticket via the PIC Digital Hub's Online form for email address registration. Please include as much information as possible to assist the team in actioning your request. <p>More information is available in the PIC Digital Hub user guide</p>	

How to Login to Pathway Portal

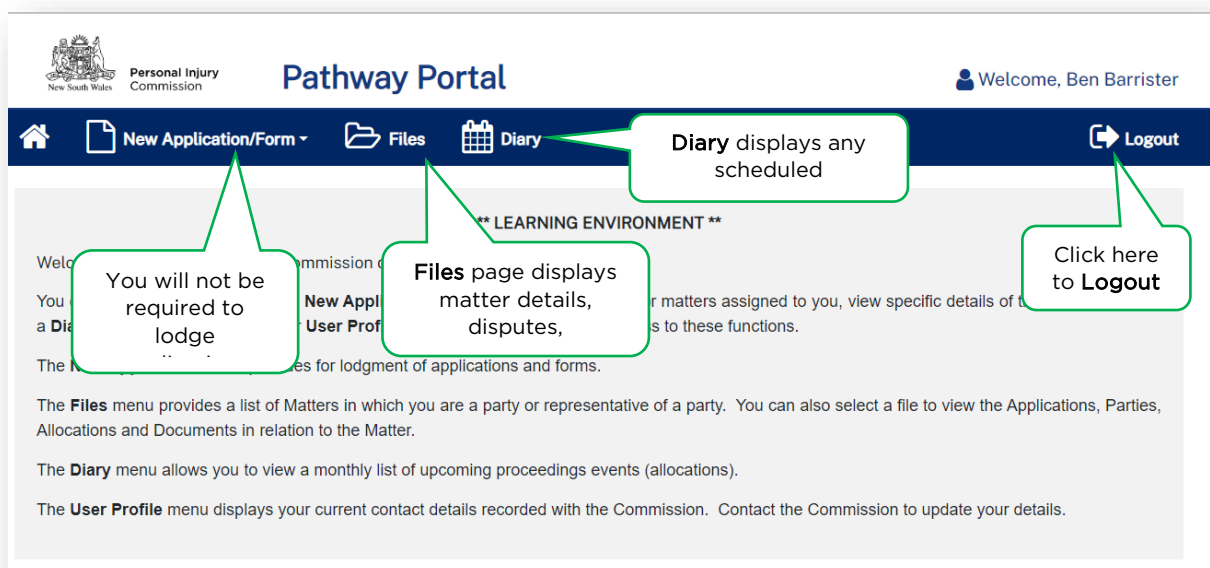
Instruction	Page
<ol style="list-style-type: none"> 1. Click the Pathway Portal link - https://pathwayportal.pi.nsw.gov.au on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Tick I'm not a robot and complete the Select all squares with... test and click Next until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

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.

The screenshot shows the top navigation bar of the Pathway Portal. On the left, there is the NSW Government logo and the text 'Personal Injury Commission'. In the center, the 'Pathway Portal' logo is displayed. On the right, a user greeting says 'Welcome, Ben Barrister'. Below the navigation bar, there are icons for 'Home', 'New Application/Form', 'Files', and 'Diary', along with a 'Logout' button. A 'Matter Summary' card is highlighted with a green border, showing 'Recent Activities' with a count of 0 and the user's name 'Ben Barrister' with a count of 0. A search bar with the text 'Ben Barrister' and a 'Refresh' button are also visible.

Active Files

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

The screenshot shows the 'Active Files' section. At the top, there is a filter for 'Active Files' with a count of 3 and the user's name 'Ben Barrister' with a count of 3. An 'Advanced' filter button is on the right. Below this, there are three table entries, each representing a matter:

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
M151/23-12-1 Adel Beshai v UAT_QBE						
8/03/2023	Form M12 - Damages assessment	Damages assessment				
M165/23-01-1 Harry Hunt v Umbrella Insurance						
6/04/2023	Form M01 - Medical assessment	Threshold Injury				
		Late additional documentation				
F-M165/23-03-1 Michael Mumford v Umbrella Insurance						
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.

The screenshot shows the 'Closed Files' filter section. It features a filter for 'Closed Files' with a count of 0 and the user's name 'Ben Barrister' with a count of 0. An 'Advanced' filter button is on the right.

Matter Details

To view details for the matter:

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

M165/23-01-1 Harry Hunt v Umbrella Insurance						
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

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

M165/23-01-1 Harry Hunt v Umbrella Insurance

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					
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					
Application	Category	Subject	Sender	Date/Time Sent	
There are no open message threads. Click View All Messages to view closed message threads.					

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

Documents			
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	M165/23-01-1, 06/04/2023: Motor Accident Reply
			M165/23-01-1, Sender: Portal - Recipient: ...
			5/23-01-1, 06/04/2023: Form M01 - Medical assessment

Parties displays all the parties for the matter.

Messages - will not be available for you to

Allocations (appointments) can be found here.

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

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](#).

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date
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.

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Teleconference	M165/23-01-101 (Chess)			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
22/05/2023	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
22/05/2023	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 7.47(2) of the *Motor Accident Injuries Act 2017*.

