

OCMC Agent Training

OCMC Multiple Touchpoint Service - Contact Centre Agent Training

12/03/2025

In this training guide



1. Introduction to OCMC
2. OCMC Service User Vulnerabilities
3. Recognising OCMC Short Tasks
4. Recognising OCMC Long Tasks

In this training guide

5. Glossary

6. Index



01

Introduction to OCMC

What you need to know



What is an Online Civil Money Claim?

OCMC stands for
Online Civil Money Claim

Users may know this service
as 'Money Claims' or 'Money
Claims – new beta service'



HM Courts &
Tribunals Service

Members of the public can apply to a county court to claim money they're owed by a person or business.

This often used to be known as taking someone to a 'small claims court'. Claimants can apply online or by post.

Small claims are for simple cases that don't involve large amounts

of money or complicated issues.

They're often used to get compensation or money back if something's gone wrong.

Small claims are never usually for more than £10,000.

Why would someone make a Civil Money Claim?

Example reasons for claims

Claims might be made due to:

- a faulty product
- being owed a refund
- being owed money for work completed

Sometimes these issues can be resolved via mediation or making a formal complaint.

Sometimes just starting a money claim against someone is enough to make them pay and the case may not have to go to court at all.



HM Courts &
Tribunals Service

02

OCMC

Service User Vulnerabilities

And how to respond



Potential service user vulnerabilities

Disputes

Users may have been through a difficult experience with a trader and be **feeling unhappy about being involved in a dispute.**

Stress

They may begin the process feeling **upset and stressed** if their experience has already been particularly negative.

Finances

If the user has existing **money worries**, then the claim may feel very important to them, and this could increase their **sensitivity.**

Confidence

The idea of going to court can be **intimidating** for many people and could result in users presenting with **low confidence or low mood.**

Potential service user vulnerabilities

Wait times

Users are likely to want to reach a resolution as quickly as possible, so are more likely to show **impatience or concern** if there are **delays**,

or if they perceive that progressing their case has been delayed.

How to respond

Make sure you

- Are patient
- Listen carefully
- Show compassion
- Are encouraging
- Refer and signpost appropriately

Tips

- Bear in mind that everyone going through the OCMC journey has had a different experience.
- We can't give users suggestions on what they should do, but we can explain and give information of options so they can make an informed choice.
- Remember that CTSC may be the right place for some enquiries

Preparing users for booked appointments

What to remember

If you are booking a user on for an appointment with a network partner, remind the user of what they may need for the supported session.

This will vary depending on the service and the help needed, but it could include:

- Identification
- Documents, such as a marriage certificate and/or translation
- Paperwork about their finances for Help with Fees application
- Debit or Credit card to pay the court fee.

Any questions?



03

Recognising OCMC Short Tasks

When you can offer
direct support



Short tasks – Quick Links

Currently supported:

[Supporting Sign In](#)

[Notifications](#)

[Viewing Documents](#)

[Resetting Passwords](#)

[Claim issued](#)

[Defendant requests extra time](#)

[Case transferred](#)

[Defendant paper response](#)

[Counterclaim](#)

[Claimant has issued a CCJ](#)

[Settlement agreement signed](#)

[Settlement agreement not signed](#)

[Uploading Documents](#)

[Viewing Hearing Bundle](#)

[Pay a Hearing Fee - Card](#)

[Pay a Hearing Fee – HWF](#)

[Viewing an Order](#)

[Confirming Trial Arrangements](#)

[Read and Review Order](#)

Supporting Sign In

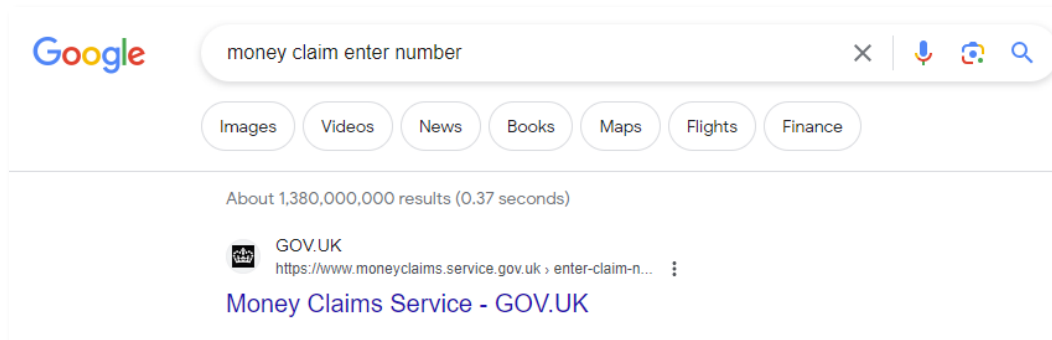
How to help users to sign in to the online portal.

The most common way for a user to sign in will be through the link in their email when they receive a notification.

If a user can't find their email, doesn't know where to go to sign in to the service, or if they are wary of clicking links in emails, you can direct them to type the words

“money claim enter number”

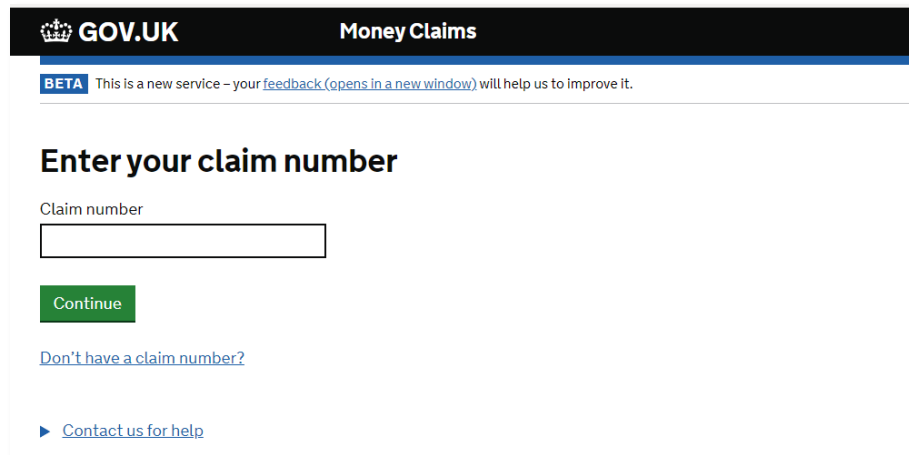
into a search engine,
this should generate the link
to click as shown:



Both claimants and respondents should have a **claim number** from their email or letter of notification that they can now enter into the claim number box to access the portal and view their case.

If they are a claimant and they don't know their claim number, they can sign in using their **email address and password**.

If they are a respondent and they don't have the claim number, this will be an automatic redirect to the CTSC.

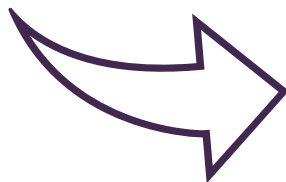


The screenshot shows the GOV.UK Money Claims portal. At the top, there's a black header with the GOV.UK logo and 'Money Claims'. Below this is a blue banner with 'BETA' and a message: 'This is a new service – your [feedback \(opens in a new window\)](#) will help us to improve it.' The main heading is 'Enter your claim number'. Below this is a text input field labeled 'Claim number'. Under the field is a green 'Continue' button. At the bottom, there are two links: '[Don't have a claim number?](#)' and '[Contact us for help](#)'.

The legacy – old – money claims system “Money Claim Online (MCOL)” looks like this.

It is only relevant for bulk claims.

You don’t need to worry about this as **we don’t offer support to users for those claims** at the moment.



Which service did you use to view or make the claim?

- ☐ Money claims - new beta service
 - ▶ What does the new service look like?
- ☐ Money Claim Online (MCOL)
 - You’ll have used an 8-digit Government Gateway user ID.
 - ▼ What does MCOL look like?

Example of MCOL



Notifications

Supporting users to view
notifications and determine their
next steps

Notifications are normally updates telling a claimant about progress on their claim. These often require the claimant to take additional action on their portal.

In most cases these are small tasks, such as confirming receipt of something or viewing or downloading a document.

In other cases, a user should be booked for support at a centre **if the notification prompts them** to take additional action on the portal, such as the one shown here:



Dear Jan Clark,

Claim number: 273MC945

Mrs. Mary Richards has been given an extra 14 days to respond to your claim.

They need to respond to your claim before 4pm on 17 March 2021.

Sign in to view your claim:

<https://moneyclaims.demo.platform.hmcts.net/dashboard>

HM Courts & Tribunals Service

Email: contactcmc@justice.gov.uk

Telephone: 0300 123 7050

Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Notifications that **do not** require further action include:

- Claim issued to defendant
- Claim transferred to local court
- IT error
- Defendant has requested extra time

Note:

If the claimant is struggling to navigate the portal with your support over the phone and may need more in-depth support, you can offer an appointment with a network partner.

Dear Alex Richards

Claim number: 222MC222

We've transferred your claim to Shoreditch County Court

From now on, you should send any forms, letters or other documents to this court and contact them with any questions you have.

Sign in to see the court contact details: https://hmcts-access.service.gov.uk/login?response_type=code&state=01a00a89-4d64-4848-8089-4161c79a5f30&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

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As just shown, **users will be sent an email** when something has happened in relation to their application, they can find out more about this by clicking the link to access the **online portal**.

Sometimes, early in the process, the other party will have acted and there is an update for the user to read before they are prompted to fill in another form.

That other form would be a long task, but **reading the update first would be a short task**.

Viewing these updates is normally straightforward once the user is signed into the portal.

Some notifications may require signposting to CTSC for **specific guidance or technical support**, e.g., if there is a technical issue with the application

Viewing Documents

Supporting users to view
documents in the portal

Viewing Documents

Viewing documents is usually straightforward once the user is signed in to the portal.

All of the user's previously submitted documents, as well as the documents submitted by the other party, will be available to view within the portal.

The option to view the document will usually be described in blue underlined text.

Hearing

View the hearing	Not available yet
Pay the hearing fee	Not available yet
<u>Upload hearing documents</u>	In progress
<u>View documents</u>	Available
Add the trial arrangements	Not available yet
View the bundle	Not available yet

GOV.UK Money Claims My account Sign out

BETA This is a new service – your [feedback \(opens in a new window\)](#) will help us to improve it. [Cymraeg](#)

Home

Miss Jane Doe v Sir John Doe

Case number: 1729 0063 9570 9582
Claim amount: £15,000

An order has been made

The judge has made an order on your claim.
[View the order](#)

The claim

View the claim	Available
View information about the claimant	Available

The response

View the response to the claim	Available
View information about the defendant	Available

I want to...

- [Contact the court to request a change to my case \(make an application\)](#)
- [Tell us you've settled the claim](#)
- [Inform the court of a breathing space debt respite](#)

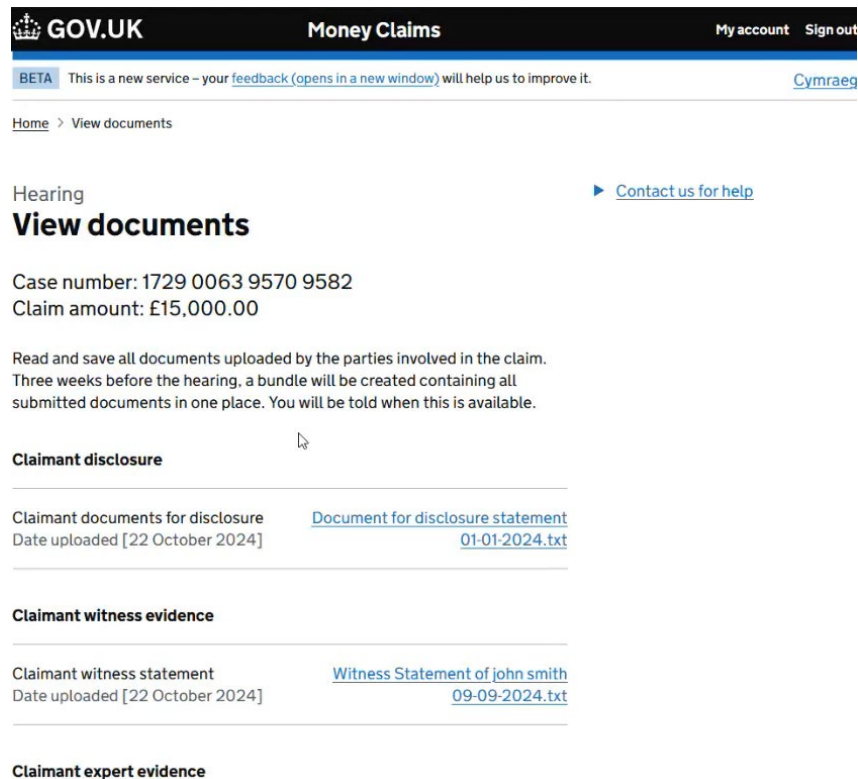
Help and support

- [Help with fees](#)
- [Find out about mediation](#)
- [What to expect at a hearing](#)
- [Represent myself at a hearing](#)
- [Find legal advice](#)
- [Find information about my court](#)
- [Contact us for help](#)

scroll down to find the Hearing

Viewing Documents

Once on the view documents page, A user can click the blue links to see the individual documents.



The screenshot shows the 'View documents' page on the GOV.UK Money Claims service. The page header includes the GOV.UK logo, 'Money Claims', and links for 'My account' and 'Sign out'. A BETA banner states: 'This is a new service – your [feedback \(opens in a new window\)](#) will help us to improve it.' A 'Cymraeg' link is also present. The breadcrumb trail is 'Home > View documents'. On the right, there is a link 'Contact us for help'. The main heading is 'View documents' under the 'Hearing' section. Below this, the case number '1729 0063 9570 9582' and claim amount '£15,000.00' are displayed. A paragraph explains that users should read and save all documents uploaded by the parties, and that a bundle will be created three weeks before the hearing. The page is divided into sections for 'Claimant disclosure', 'Claimant witness evidence', and 'Claimant expert evidence'. The 'Claimant disclosure' section shows 'Claimant documents for disclosure' with a date of '22 October 2024' and a link to 'Document for disclosure statement 01-01-2024.txt'. The 'Claimant witness evidence' section shows 'Claimant witness statement' with a date of '22 October 2024' and a link to 'Witness Statement of john smith 09-09-2024.txt'.

GOV.UK Money Claims My account Sign out

BETA This is a new service – your [feedback \(opens in a new window\)](#) will help us to improve it. [Cymraeg](#)

[Home](#) > View documents

Hearing [Contact us for help](#)

View documents

Case number: 1729 0063 9570 9582
Claim amount: £15,000.00

Read and save all documents uploaded by the parties involved in the claim. Three weeks before the hearing, a bundle will be created containing all submitted documents in one place. You will be told when this is available.

Claimant disclosure

Claimant documents for disclosure [Document for disclosure statement 01-01-2024.txt](#)
Date uploaded [22 October 2024]

Claimant witness evidence

Claimant witness statement [Witness Statement of john smith 09-09-2024.txt](#)
Date uploaded [22 October 2024]

Claimant expert evidence

Resetting Passwords

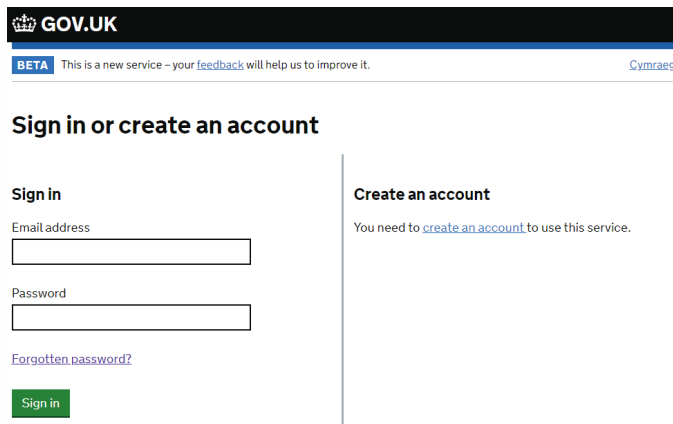
Supporting users to reset their password to gain access to the portal

Resetting Passwords

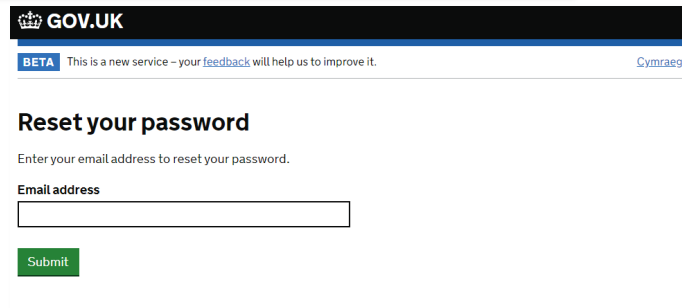
If a user has forgotten their password and needs to reset it, there are some simple steps they can take.

The guidance for this is contained in the “Password Reset Flow” document, and in the addendum at the end of the Service Overview Training Guide.

You can access the Password Reset document [here](#).



The screenshot shows the GOV.UK login page. At the top is the GOV.UK logo and a 'BETA' banner with the text 'This is a new service - your [feedback](#) will help us to improve it.' and a 'Cymraeg' link. The main heading is 'Sign in or create an account'. On the left, under 'Sign in', there are input fields for 'Email address' and 'Password', a link for 'Forgotten password?', and a green 'Sign in' button. On the right, under 'Create an account', there is a message: 'You need to [create an account](#) to use this service.'



The screenshot shows the GOV.UK password reset page. At the top is the GOV.UK logo and a 'BETA' banner with the text 'This is a new service - your [feedback](#) will help us to improve it.' and a 'Cymraeg' link. The main heading is 'Reset your password'. Below it is the instruction 'Enter your email address to reset your password.' followed by an 'Email address' input field and a green 'Submit' button.

Claim issued

Supporting users to view the status of their claim and find out more about what happens next

Claim issued

This notification is received when the claimant has submitted their claim application *and* they have been able to provide the email address of the defendant.

It is an automatic notification that is telling the claimant how long the defendant has to respond.

The user can click the link in the email to see more about what happens next, including what happens if they don't get a response, or if the defendant refuses to pay.

Dear Sam Clark

Claim number: 222MC222

Your claim against Alex Richards was issued on 28 June 2021

The defendant needs to respond before 4pm on 10 July 2021.

The defendant can ask for an extra 14 days to respond. If they do you will be notified of the date you need to respond by.

Sign in to your money claims account: [\[URL login link\]](#)

More information about what happens after you claim:
<https://www.gov.uk/make-court-claim-for-money/after-you-make-your-claim>

HM Courts & Tribunals Service
Email: contactcmc@justice.gov.uk
Telephone: 0300 123 7050
Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Defendant requests extra time

Supporting users to view the update about the defendant's request and the new deadline for a response

Defendant requests extra time

This notification is received if the defendant has read the claimant's initial application and has asked for longer than the original deadline to respond.

The defendant will have been given a new deadline, and this date will be detailed in the update to the claimant, so that they know what is happening.

The claimant can click the link in the email to see more about what happens next, including what happens if they don't get a response, or if the defendant refuses to pay.

Dear Sam Clark

Claim number: 222MC222

Alex Richards has been given an extra 14 days to respond to your claim.

They need to respond to your claim before 4pm on 24 July 2021.

Sign in to view your claim: https://hmcts-access.service.gov.uk/login?response_type=code&state=0e06c91a-b835-44a2-b11f-f7cb88e99a7f&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

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Email: contactcmc@justice.gov.uk
Telephone: 0300 123 7050
Monday to Friday, 8.30am to 5pm

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Case transferred

Supporting users to see which court
their case has been transferred to
and how to get in touch

Case transferred

The user will only receive this notification if their case is being moved completely away from the central system and will be dealt with directly by the court itself.

All communications will now need to be sent to that nominated court, including forms, letters, evidence or any enquiries.

The link in the notification will take the user to view the contact details for this court. They may wish to write these down for reference.

Dear Alex Richards

Claim number: 222MC222

We've transferred your claim to Shoreditch County Court

From now on, you should send any forms, letters or other documents to this court and contact them with any questions you have.

Sign in to see the court contact details: https://hmcts-access.service.gov.uk/login?response_type=code&state=01a00a89-4d64-4848-8089-4161c79a5f30&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

HM Courts & Tribunals Service
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Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Defendant paper response

Supporting users to see the status
of their claim at the point it moves
offline

Defendant paper response

If the user receives this notification, it is because the defendant in their claim has decided not to continue responding to the claim process online but wants instead to respond through the paper forms by post.

This means that the whole process will now move offline, and all further communication will be through letters.

The same timelines and process applies, but there will be no further update to the online portal.

The user does not need to take any action, they will be notified by post of the next steps.

Subject: Alex Richards will respond by post

Dear Sam Clark

Claim number: 222MC222

Alex Richards has decided to respond to your claim by post.

This means they now need to respond before 4pm on [response deadline]. We'll contact you when they do.

Sign in to view the claim: https://hmcts-access.service.gov.uk/login?response_type=code&state=1efdaa69-81de-4f2c-93d8-64e0bf4b4bed&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

HM Courts & Tribunals Service
Email: contactcmc@justice.gov.uk
Telephone: 0300 123 7050
Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Counterclaim

Supporting users to understand that the defendant has changed the case, and how it will move offline

If the user receives this notification, it is because the defendant in their claim has decided to change the claim made against them and launch a counterclaim - to say that *they* are owed something by the original claimant. At this point, the claim process will now move offline, and all further communication will be by post.

The claimant can view the status of their claim by clicking the link, but there will be no further updates to the online portal.

They don't need to take any action; they will be notified by post of the next steps.

Subject The defendant has applied to change the claim

Dear Sam Clark

Claim number: 222MC222

Alex Richards has applied to change the claim you made against them.

We'll contact you by post to tell you what to do next.

This claim will now continue outside the online service. Your online account won't show any more updates to this claim.

Sign in to your account: https://hmcts-access.service.gov.uk/login?response_type=code&state=1efdaa69-81de-4f2c-93d8-64e0bf4b4bed&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

This is an automated email – we cannot respond to replies.

HM Courts & Tribunals Service
Email: contactcmc@justice.gov.uk
Telephone: 0300 123 7050
Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Claimant has issued a CCJ

Supporting users to understand the implications of a CCJ and what happens next

Claimant has issued a CCJ

If the defendant **hasn't responded to the claim by the deadlines set by the service**, then the claimant is entitled to request a County Court Judgement (CCJ). This is an order by the court to the defendant to pay the money claimed.

The defendant will receive a notification like the one shown, stating a CCJ has been requested, or issued, against them.

Note:

If the defendant has previously sent a letter in response before the deadline which hasn't yet been picked up by the service, then the request for a CCJ will be rejected.

Subject County Court Judgment requested against you

Dear Alex Richards

Claim number: 222MC222

Sam Clark has requested a County Court Judgment (CCJ) against you.

Sign in to your account to see what happens next:

https://hmcts-access.service.gov.uk/login?response_type=code&state=1efdaa69-81de-4f2c-93d8-64e0bf4b4bed&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

HM Courts & Tribunals Service

Email: contactcmc@justice.gov.uk

Telephone: 0300 123 7050

Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Claimant has issued a CCJ

The link in the notification will take the defendant to information about the CCJ and will advise that the judgement (and the request for the defendant to pay the claimant) has been sent by post.

If the defendant pays within one month and supplies evidence of payment to the court, then they will not have to worry about the judgement being added to a public register. **If they do not pay within a month then their credit rating may be affected by the listing on the register, which will remain for 6 years.**

Agents should support the user to read and understand the update. There is no further online process, but [information is available online](#) that may support the user and they should be helped to access it.

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

[All claims](#) > Claim details

Sam Clark v Alex Richards

Claim number: 352MC733

Latest update

[Documents](#)

Pay the judgment debt

A County Court Judgment (CCJ) has been issued against you.

We've sent a copy of the judgment to you and to Jan Clark.

If you pay the debt within one month of the date of judgment, the CCJ is removed from the public register. You can pay £15 to [apply for a certificate](#) that confirms this.

[Contact Jan Clark](#) if you need their payment details. Make sure you get receipts for any payments.

Settlement agreement signed

Supporting users to view and download a copy of the settlement agreement

Settlement agreement signed

The claimant will receive this notification if the defendant has accepted and signed a settlement agreement. This marks the final stage in the online claim process.

A link to the agreement is contained in the email, which the claimant can access to view the terms of the agreement.

Subject The defendant signed the agreement

Dear Sam Clark,

Claim number: 222MC222

Alex Richards signed the settlement agreement.

Go to your account to view the agreement: https://hmcts-access.service.gov.uk/login?response_type=code&state=1efdaa69-81de-4f2c-93d8-64e0bf4b4bed&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

HM Courts & Tribunals Service
Email: contactcmc@justice.gov.uk
Telephone: 0300 123 7050
Monday to Friday, 8.30am to 5pm

Find out about call charges: <https://www.gov.uk/call-charges>

Please do not reply to this email, we do not check replies to this email address.

Settlement agreement signed

The user may wish to view and download the agreement for reference and safekeeping. They can do this by clicking the blue underlined link in the portal.

It may be important for the user to keep a copy of the agreement (printed or digital) so that they can refer to it at a later date, should either they or the other party do something that breaks the terms.

You should help the user to view the document and then to download or save it if they wish.

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

[All claims](#) > Claim details

Sam Clark v Alex Richards

Claim number: 352MC733

Latest update

[Documents](#)

This claim is settled

You've both signed a settlement agreement.

The agreement explains what can happen if either party breaks the terms.

[Download the agreement](#) (PDF)

Settlement agreement not signed

Supporting users to view the update on their settlement agreement status and understand their options

Settlement agreement not signed

The claimant will receive this notification if the defendant has chosen **not to accept or sign** the settlement agreement. They may also receive this notification if the defendant has **not responded** to the settlement agreement.

A link to the agreement is contained in the email, which the claimant can access to view details of the update.

If the defendant actively refused to accept the agreement, then the claim will be referred to a local court for review. This will be an offline process and the court will contact both parties directly.

Subject The defendant refused to sign the agreement

Dear Sam Clark

Claim number: 222MC222

Alex Richards refused to sign the settlement agreement.

Go to your account for more information: https://hmcts-access.service.gov.uk/login?response_type=code&state=1efdaa69-81de-4f2c-93d8-64e0bf4b4bed&client_id=cmc_citizen&redirect_uri=https://www.moneyclaims.service.gov.uk/receiver

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Please do not reply to this email, we do not check replies to this email address.

Settlement agreement not signed

If the defendant didn't respond to the settlement agreement at all, then the claimant can request a CCJ (County Court Judgement).

You can support the user to view the update and they can decide whether they want to request a CCJ. This is a long task and should be booked with a partner.

[All claims](#) > Claim details

Jan Clark v Mary Richards

Claim number: 352MC733

Latest update

[Claim history](#)

[Defendant's details](#)

You can request a County Court Judgment

Mary Richards didn't respond to your claim by the deadline. You can request a County Court Judgment (CCJ) against them.

The court will order them to pay the money. It doesn't guarantee that they'll pay it.

Mary Richards can still respond to the claim until you request a CCJ.

[Request a CCJ](#)

Tell us you've ended the claim

If you've been paid or you've made another agreement with the defendant, you need to tell us.

[Tell us you've settled](#)

[▶ Contact us for help](#)

Any questions?



Uploading Documents

Upload documents

You can [upload](#) and [submit documents](#) to support your claim. Follow the instructions set out in the [directions order](#). Any documents submitted after the deadlines in the directions order may not be considered by the judge.

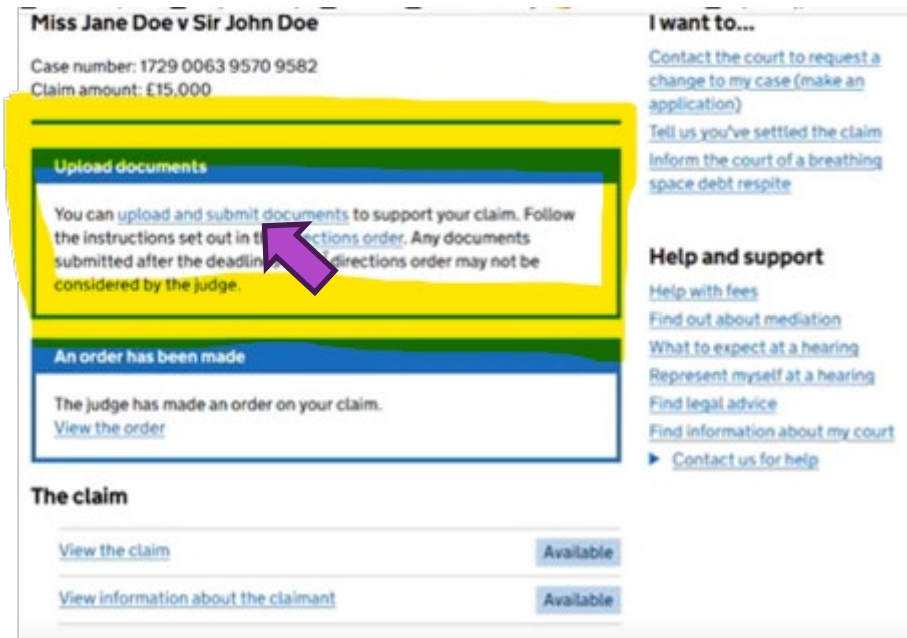
Uploading Documents

When there has been a requirement for hearing documents to be uploaded, there is a blue highlighted panel at the top of the user's money claims home page.

The user can click the 'upload and submit documents' link as shown by  to begin the process.

They can also see the bundle in other ways as shown by the next slide.

Agent Note: If there are Multiple Documents to upload this may need to be a long task.



Miss Jane Doe v Sir John Doe

Case number: 1729 0063 9570 9582
Claim amount: £15,000

Upload documents

You can [upload and submit documents](#) to support your claim. Follow the instructions set out in the [directions order](#). Any documents submitted after the deadline in the [directions order](#) may not be considered by the judge.

An order has been made

The judge has made an order on your claim.
[View the order](#)

The claim

View the claim	Available
View information about the claimant	Available

I want to...

- [Contact the court to request a change to my case \(make an application\)](#)
- [Tell us you've settled the claim](#)
- [Inform the court of a breathing space debt respite](#)

Help and support

- [Help with fees](#)
- [Find out about mediation](#)
- [What to expect at a hearing](#)
- [Represent myself at a hearing](#)
- [Find legal advice](#)
- [Find information about my court](#)
- [Contact us for help](#)

Uploading Documents

When uploading hearing documents is required, it will appear in the hearing section of their money claims home page.

If the **Upload hearing documents** section is marked as 'not available yet' then it cannot be viewed at this time.

If it is marked '**Action needed**' then the user needs to click the '**Upload hearing documents**' link as shown by



Hearing

View the hearing	Not available yet
Pay the hearing fee	Not available yet
Upload hearing documents	Action needed
View documents	Not available yet
Add the trial arrangements	Not available yet
View the bundle	Not available yet



Uploading Documents

The user will get information on the requirements and deadlines for uploading documents.

The user must click 'start now' to begin the process as shown by

[Home](#) > Upload your documents

Hearing

Upload your documents

Case number: 1729 0063 9570 9582

Claim amount: £15,000

Check the order the court sent you for what documents you need to upload for your case.

You cannot withdraw a document once you have submitted it. If you want to add more information to something you have already submitted, you can upload the document again. You should add a version number to the name, for example 'version2'.

The other parties will be able to see the documents you have uploaded, and you will be able to see their documents.

Deadlines for uploading documents

Check the order the court sent you for the deadlines for uploading your documents.

After the deadline, you will have to [apply to the court](#) if you want any new document to be used at the trial or hearing.

You do not have to upload all your documents at once. You can return to upload them later.

Before you upload your documents

Before you upload the document, give it a name that tells the court what it is, for example 'Witness statement by Jane Smith'.

Each document must be less than 100MB. You can upload the following file types: Word, Excel, PowerPoint, PDF, RTF, TXT, CSV, JPG, JPEG, PNG, BMP, TIF, TIFF.

Start now >

[Cancel](#)

Uploading Documents

The next page will cover what types of documents the user wants to upload. Users must tick the box next to the item to indicate they want to upload that document.

Its important to note that for each of the items ticked on this list, the user will have to provide the upload in the relevant section on the next page (the list can get quite long if they have a lot to upload)

The user must click 'continue' to begin the process as shown by 

Hearing What types of documents do you want to upload?

Case number: 1729 0063 9570 9582
Claim amount: £15,000

Select the types of documents that apply to your case. You may not need to upload documents for every category.

Disclosure

- ☐ Documents for disclosure
Recorded information that you must show the other parties - for example, contracts, invoices, receipts, emails, text messages, photos, social media messages
- ☐ Disclosure list
A list of the documents that you must show the other parties

Witness evidence

- ☐ Witness statement
A written statement of what your witness wants to tell the court
- ☐ Witness summary
If you cannot get a written statement from your witness, you can write a summary of the evidence you would want to include in the witness statement. You must apply to the court to use a witness summary at the hearing. You must do this before the deadline. Use [form N244 'application notice' \(opens in a new tab\)](#)
- ☐ Notice of intention to rely on hearsay evidence
Notice to tell the other parties that you intend to rely on hearsay evidence at the trial. If the evidence is in a witness statement and the witness is not going to be in court, you must say why
- ☐ Documents referred to in the statement
Documents you or your witness refer to in the statement, including emails, receipts, invoices, contracts and photos

Expert evidence

- ☐ Expert's report
A written report by your expert. Expert evidence is an opinion based on the expertise of a specialist, for example - a building surveyor who can comment on the quality of building work. An expert is not a legal representative
- ☐ Joint statement of experts
A statement by the experts for both parties, setting out the facts in the case that they agree on or disagree on. This only applies if you and the other party set up a meeting for your experts. The experts write this statement after their discussion
- ☐ Questions for other party's expert or joint expert
Written questions about an expert's report or a joint statement of experts
- ☐ Answers to questions asked by other party
Your expert's answers to questions put by the other party

Trial documents

- ☐ Case summary
Overview of your whole case
- ☐ Skeleton argument
Summary of the case, the areas in dispute and the reasons why you think those disputes should be resolved in your favour
- ☐ Legal authorities
You can use legal authorities to support your case. These are Acts of Parliament, Rules - for example, the Civil Procedure Rules - or other court cases that have decided a point that is relevant to your case. Copy and paste the relevant extracts from Acts, Rules or cases into a document to upload
- ☐ Costs
A detailed list of the costs you have incurred in making or defending the claim, for example photocopying, getting copies of contracts, include receipts
- ☐ Documentary evidence for trial
Documents that you wish to rely on at the trial, including emails, receipts, invoices, contracts and photos. You do not need to add documents that you have already added under witness evidence

Uploading Documents

The first section of the document upload **in this example is disclosure**, however the sections shown here depend on what the user has selected.

(examples of these are on the following pages)

The user needs to provide all the information requested (some will cause error messages if not complete).

Users can use the 'Add another' button to upload more than one file.

When all evidence is uploaded, the user needs to click the green 'Continue' button at the bottom of the page to proceed.



Hearing

Upload documents

Case number: 1729 0063 9570 9582
Claim amount: £15,000

Acceptable documents formats

Each document must be less than 100MB. You can upload the following file types: Word, Excel, PowerPoint, PDF, RTF, TXT, CSV, JPG, JPEG, PNG, BMP, TIF, TIFF.

Disclosure

Documents for disclosure

Type of document
For example, contract, invoice, receipt, email, text message, photo, social media message

Date document was issued or message was sent
For example, 27 9 2022

Day	Month	Year

Upload a file

No file selected.

Sections depend on user selection (next slide)

Uploading Documents

This is an example of what the **witness evidence** section of the page asks for when a user wants to provide (upload) a **witness statement** as evidence.

When all evidence is uploaded, the user needs to click the green 'Continue' button at the bottom of the page to proceed.

Witness evidence

Witness statement

Witness's name

Date statement was written

For example, 27 9 2022

Day Month Year

Upload a file

No file selected.

Uploading Documents

This is an example of what the **Expert Advice** section of the page asks for when a user wants to provide (upload) an **Expert's Report** as evidence.

When all evidence is uploaded, the user needs to click the green 'Continue' button at the bottom of the page to proceed.

Expert evidence

Expert's report

Expert's name

Field of expertise

Date report was written

For example, 27 9 2022

Day Month Year

Upload a file

No file selected.

This is an example of what the **Trial documents** section of the page asks for when a user wants to provide (upload) a **Skeleton argument** as evidence.

When all evidence is completed, the user needs to click the green 'Continue' button at the bottom of the page to proceed.

Trial documents

Skeleton argument

Upload a file

No file selected.

[Cancel](#)

Uploading Documents

The final page is the **‘Check your answers’** page the user needs to review their answers on this page.

The user can click **‘change’** on any of the uploaded items on this page by clicking the ‘Change’ link. This lets the user alter the information or upload another copy **before** submitting.

Finally, the user must confirm the documents are correct and they understand they cannot withdraw them after submission. They do this by ticking the box and clicking the green ‘Submit’ button.

Hearing Check your answers

Case number: 1729 0063 9570 9582

Claim amount: £15,000

Warning

You cannot withdraw a document once you have submitted it.

Disclosure

Documents for
disclosure

Type of document
statement

[Change](#)

Date document was issued or
message was sent
1/1/2024

Document uploaded
[remediatoroutputfile.txt](#)

Sections depend on user selection for upload
(it can be longer or shorted in sections)

Confirmation

i You cannot withdraw a document once you have submitted it.

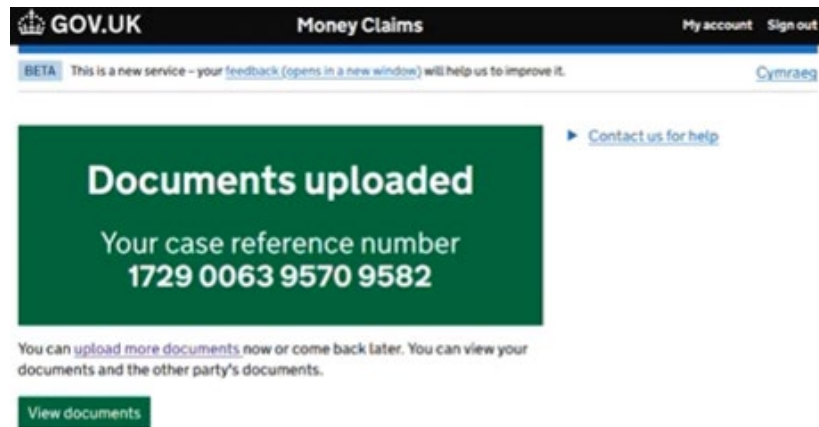
☐ I confirm the documents are correct and understand that I cannot withdraw documents once I have submitted them.

[Submit](#) [Cancel](#)

Uploading Documents

The final page should be a confirmation page like the image on the right of this page.

The user can click the green **‘view documents’** button to look at the uploaded documents post submission.



Viewing the Hearing Bundle

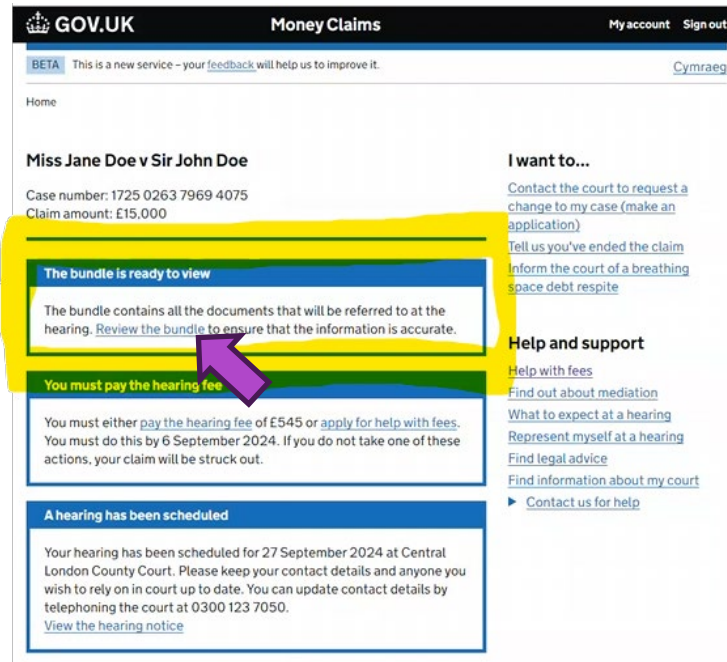


Viewing the Hearing Bundle

When a bundle is available, there is a blue highlighted panel at the top of the user's money claims home page.

The user can click the 'Review the bundle' link as shown by  to see the bundle.

They can also see the bundle in other ways as shown by the next slide.



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Home

Miss Jane Doe v Sir John Doe
Case number: 1725 0263 7969 4075
Claim amount: £15,000

The bundle is ready to view
The bundle contains all the documents that will be referred to at the hearing. [Review the bundle](#) to ensure that the information is accurate.

You must pay the hearing fee
You must either [pay the hearing fee](#) of £545 or [apply for help with fees](#). You must do this by 6 September 2024. If you do not take one of these actions, your claim will be struck out.

A hearing has been scheduled
Your hearing has been scheduled for 27 September 2024 at Central London County Court. Please keep your contact details and anyone you wish to rely on in court up to date. You can update contact details by telephoning the court at 0300 123 7050.
[View the hearing notice](#)

I want to...
[Contact the court to request a change to my case \(make an application\)](#)
[Tell us you've ended the claim](#)
[Inform the court of a breathing space debt respite](#)

Help and support
[Help with fees](#)
[Find out about mediation](#)
[What to expect at a hearing](#)
[Represent myself at a hearing](#)
[Find legal advice](#)
[Find information about my court](#)
▶ [Contact us for help](#)

Viewing the Hearing Bundle

When a bundle is ready for the user to view, it will appear in the hearing section of their money claims home page.

If the view the bundle section says 'not available yet' then it cannot be viewed at this time.

If it is marked available then the user needs to click the 'view the bundle' link as shown by

Hearing

View the hearing	Available
Pay the hearing fee Deadline is 12am on 6 September 2024	Action needed
Upload hearing documents	Action needed
View documents	Not available yet
Add the trial arrangements	Not available yet
View the bundle	Not available yet



Hearing

View the hearing	Available
Pay the hearing fee Deadline is 12am on 6 September 2024	Action needed
Upload hearing documents	Action needed
View documents	Not available yet
Add the trial arrangements	Inactive
View the bundle	Available



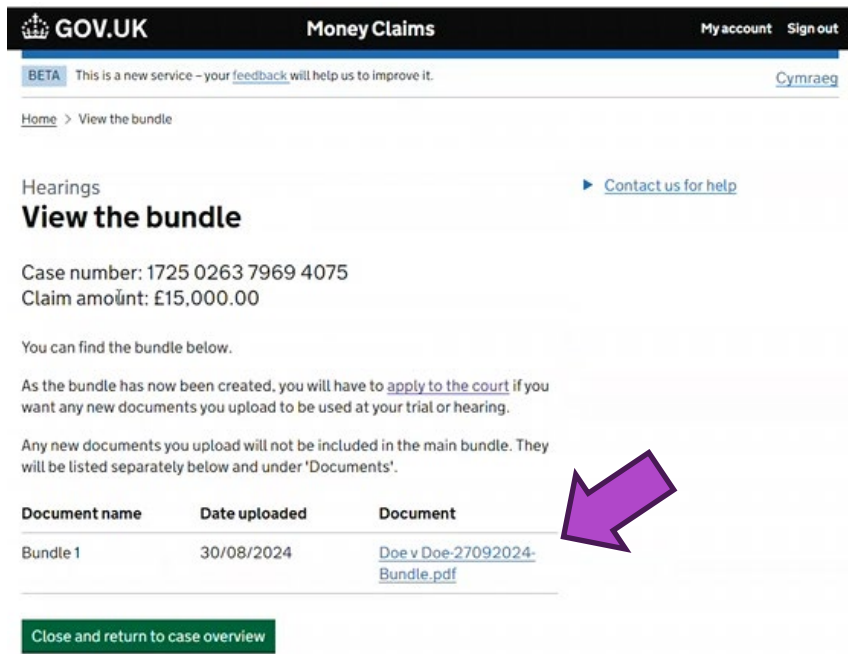
Viewing the Hearing Bundle

After clicking 'View the bundle' this page will appear.

User must click the link shown by 

A pdf document will then appear on their browser with the bundle information.

To leave the page the user must click the green 'Close and return to case overview' button.



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[Home](#) > [View the bundle](#)

Hearings [Contact us for help](#)

View the bundle

Case number: 1725 0263 7969 4075
Claim amount: £15,000.00

You can find the bundle below.

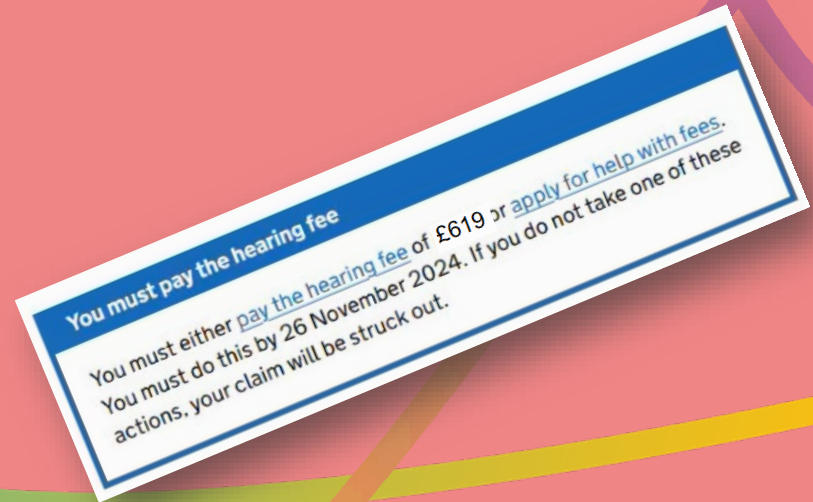
As the bundle has now been created, you will have to [apply to the court](#) if you want any new documents you upload to be used at your trial or hearing.

Any new documents you upload will not be included in the main bundle. They will be listed separately below and under 'Documents'.

Document name	Date uploaded	Document
Bundle 1	30/08/2024	Doe v Doe-27092024-Bundle.pdf

[Close and return to case overview](#)

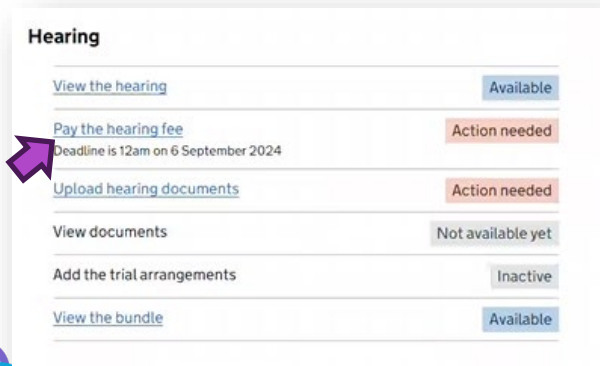
Pay a Hearing Fee (Card)



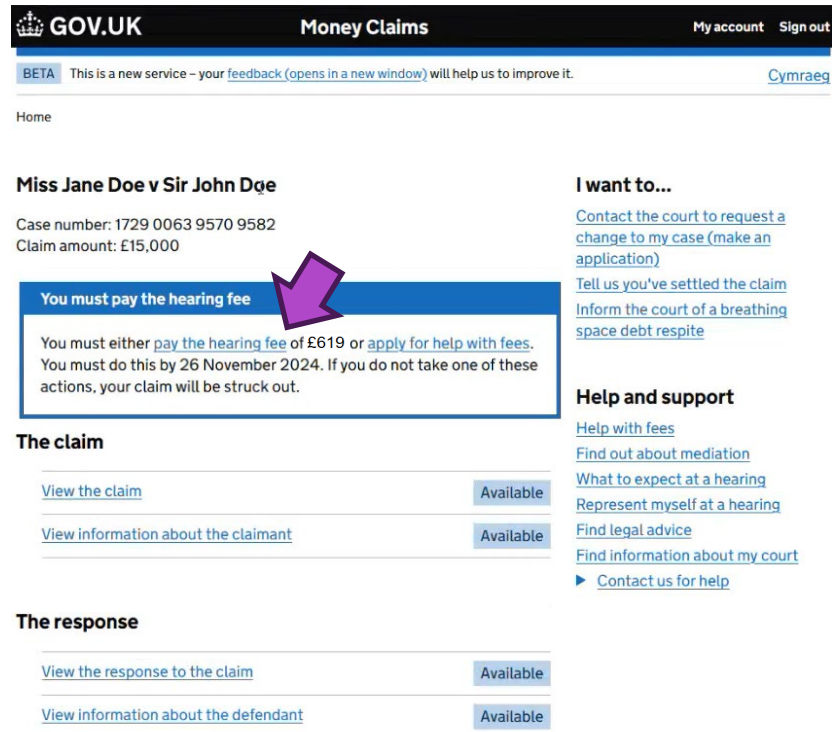
Pay a Hearing Fee (Card)

To pay a hearing fee the user needs to click the [‘pay the hearing fee’](#) URL on the Home Page or by clicking the same text in the notification.

See the URLS marked by the  for the location.



Hearing	
View the hearing	Available
Pay the hearing fee Deadline is 12am on 6 September 2024	Action needed
Upload hearing documents	Action needed
View documents	Not available yet
Add the trial arrangements	Inactive
View the bundle	Available



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Home

Miss Jane Doe v Sir John Dqe

Case number: 1729 0063 9570 9582
Claim amount: £15,000

You must pay the hearing fee

You must either [pay the hearing fee](#) of £619 or [apply for help with fees](#). You must do this by 26 November 2024. If you do not take one of these actions, your claim will be struck out.

I want to...

- [Contact the court to request a change to my case \(make an application\)](#)
- [Tell us you've settled the claim](#)
- [Inform the court of a breathing space debt respite](#)

Help and support

- [Help with fees](#)
- [Find out about mediation](#)
- [What to expect at a hearing](#)
- [Represent myself at a hearing](#)
- [Find legal advice](#)
- [Find information about my court](#)
- [Contact us for help](#)

The claim

View the claim	Available
View information about the claimant	Available

The response

View the response to the claim	Available
View information about the defendant	Available

Scroll down to find the hearing section

Pay a Hearing Fee (Card)

This will redirect the user from the HMCTS Service to a Government Payment service.

The User will need their Card Details, Billing Address and Contact Details ready.

They will get a confirmation email to confirm the payment.

Enter card details

Payment summary

card payment

Total amount:

£619

Card number

Accepted credit and debit card types



4444333322221111

Expiry date

For example, 10/26

Month

Year

01

/

2026

Name on card

asd

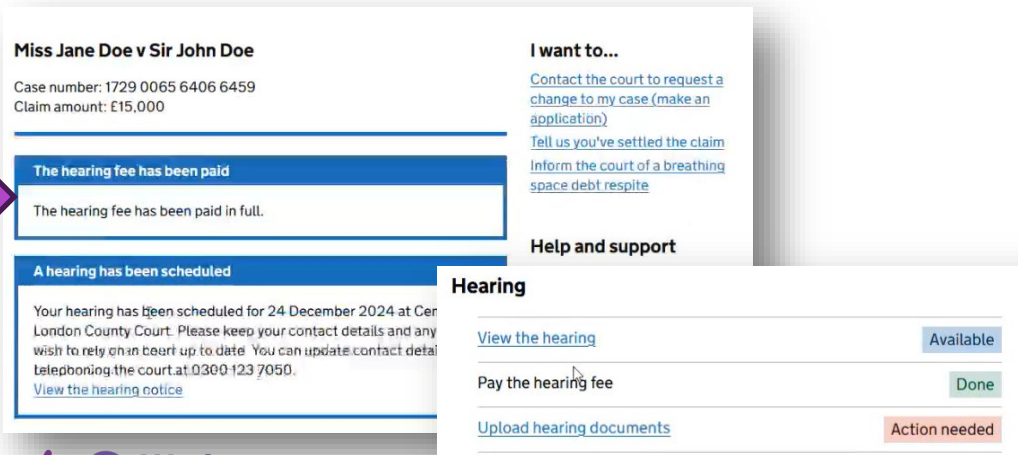
Card security code

The last 3 digits on the back of the card

Pay a Hearing Fee (Card)

Once complete the user will get a green confirmation screen to confirm their payment was successful.

They will also see a blue notification confirming this on their case page (below).



Miss Jane Doe v Sir John Doe
Case number: 1729 0065 6406 6459
Claim amount: £15,000

The hearing fee has been paid
The hearing fee has been paid in full.

A hearing has been scheduled
Your hearing has been scheduled for 24 December 2024 at Cer London County Court. Please keep your contact details and any wish to rely on them up to date. You can update contact details telephoning the court at 0300 123 7050.
[View the hearing notice](#)

I want to...
[Contact the court to request a change to my case \(make an application\)](#)
[Tell us you've settled the claim](#)
[Inform the court of a breathing space debt respite](#)

Help and support

Hearing
[View the hearing](#) Available
Pay the hearing fee Done
[Upload hearing documents](#) Action needed

Your payment was successful
Your payment reference number is
RC-1729-6068-5482-5579

You'll receive a confirmation email in the next hour.

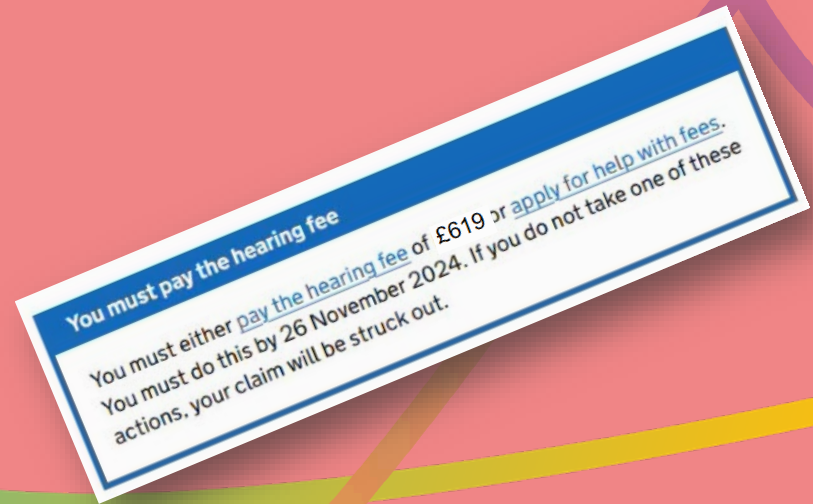
Payment summary

Payment for	Hearing fee
Total amount	£619

[Go to your account](#)

Pay a Hearing Fee (Help with fees)

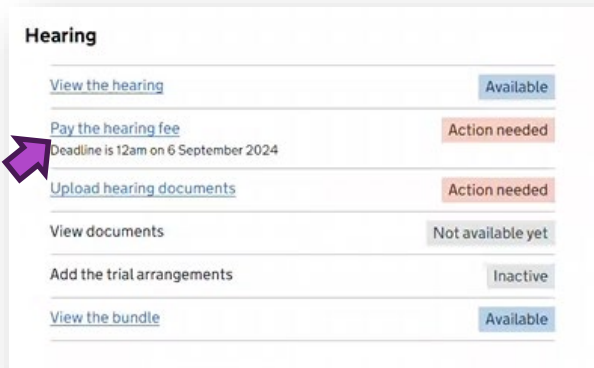
If a user does not have a
HWF reference number –
They will need a long task
with a partner.



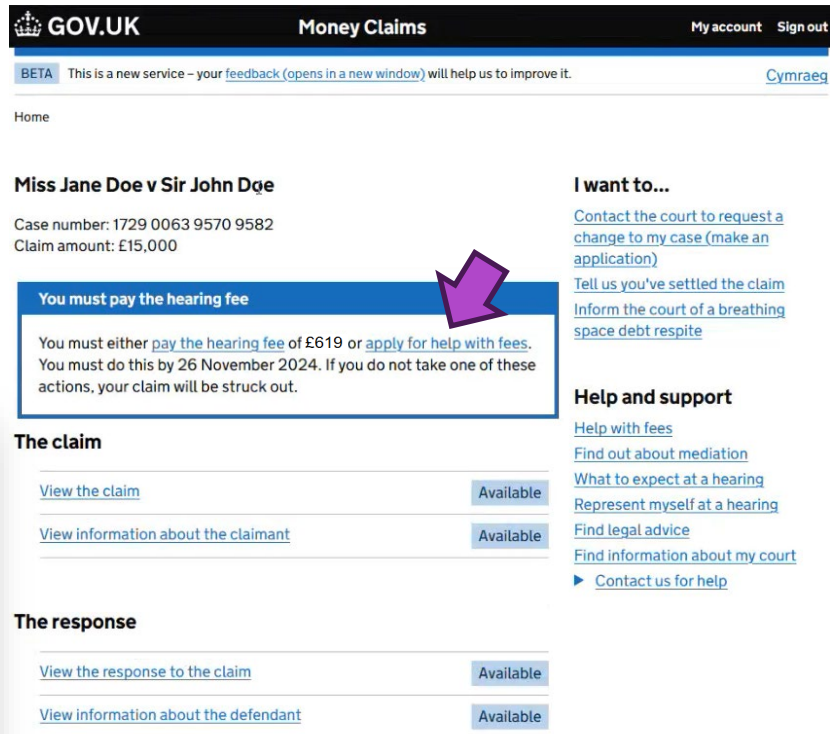
Pay a Hearing Fee (Help with Fees)

To pay a hearing fee the user needs to click the [‘apply for help with fees’](#) URL on the Home Page or by clicking the same text in the notification.

See the URLs marked by the  for the location.



Hearing	
View the hearing	Available
Pay the hearing fee	Action needed
Deadline is 12am on 6 September 2024	
Upload hearing documents	Action needed
View documents	Not available yet
Add the trial arrangements	Inactive
View the bundle	Available



GOV.UK Money Claims My account Sign out

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Home

Miss Jane Doe v Sir John Dqe

Case number: 1729 0063 9570 9582
Claim amount: £15,000

You must pay the hearing fee

You must either [pay the hearing fee](#) of £619 or [apply for help with fees](#). You must do this by 26 November 2024. If you do not take one of these actions, your claim will be struck out.

I want to...

- [Contact the court to request a change to my case \(make an application\)](#)
- [Tell us you've settled the claim](#)
- [Inform the court of a breathing space debt respite](#)

Help and support

- [Help with fees](#)
- [Find out about mediation](#)
- [What to expect at a hearing](#)
- [Represent myself at a hearing](#)
- [Find legal advice](#)
- [Find information about my court](#)
- [Contact us for help](#)

The claim

- [View the claim](#) Available
- [View information about the claimant](#) Available

The response

- [View the response to the claim](#) Available
- [View information about the defendant](#) Available

Pay a Hearing Fee (Help with Fees)

This will redirect the user to a help with fees application page.

They must click the '[Apply for Help with Fees \(open in a new window\)](#)' URL and complete that process before clicking continue.

Hearing

Apply for help with fees

Case number: 1729 0068 8989 5590

Claim amount: £1,500

If you already have a help with fees reference number in relation to the claim issue fee or any application fees, you should not use this reference number for this application.

Instead, you should make a new help with fees application which will provide you with a new reference number. Note down this number and keep it safe as you will need it later in the process.

During your application, you will be asked for the number of your court or tribunal form. Enter 'hearing fee' followed by short explanation, for example 'hearing fee small claims' or 'hearing fee for fast track'.

Once you have made your application, return to this page and click continue to proceed.

[Apply for Help with Fees \(open in a new window\)](#)



Continue

[Cancel](#)



Pay a Hearing Fee (Help with Fees)

The user will now need to either provide their help with fees reference number (starts with HWF).

If they do not have a help with fees reference number they will have to complete the longer help with fees journey (please follow the help with fees guidance).

If a user does not have a HWF reference number – They will need a long task with a partner.

Hearing

Help with fees

Case number: 1729 0068 8989 5590

Claim amount: £1,500

Do you have a help with fees reference number?



Yes

Enter your help with fees reference number

You'll only have this reference number if you've applied for help with fees. Do not submit a number that has already been used for a previous application.

For example, HWF-A1B-23C



No

Next steps

You must apply for help with fees before submitting your application.

1. Go to [apply for help with fees \(opens in a new tab\)](#).
2. When you are asked to enter a court or tribunal number, enter 'hearing fee' followed by short explanation, for example 'hearing fee for small claims' or 'hearing fee for fast track'.
3. Complete the help with fees application.
4. Return here to your online money claims account.
5. Complete the hearing fee payment by entering your help with fees reference number.

[Continue](#)

[Cancel](#)

Pay a Hearing Fee (Help with Fees)

The next page (if a HWF reference was provided) confirms the application is complete for HWF.

The user needs to now close the window and click the green continue on the original window (see on the far right of this page)

GOV.UK Money Claims

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Your application for help with the hearing fee is complete

Your reference number
HWF-123-123

What happens next

You'll receive a decision on your application within 5 to 10 working days

[Go to your account](#)

Hearing
Apply for help with fees

Case number: 1729 0068 8989 5590
Claim amount: £1,500

If you already have a help with fees reference number in relation to the claim issue fee or any application fees, you should not use this reference number for this application.

Instead, you should make a new help with fees application which will provide you with a new reference number. Note down this number and keep it safe as you will need it later in the process.

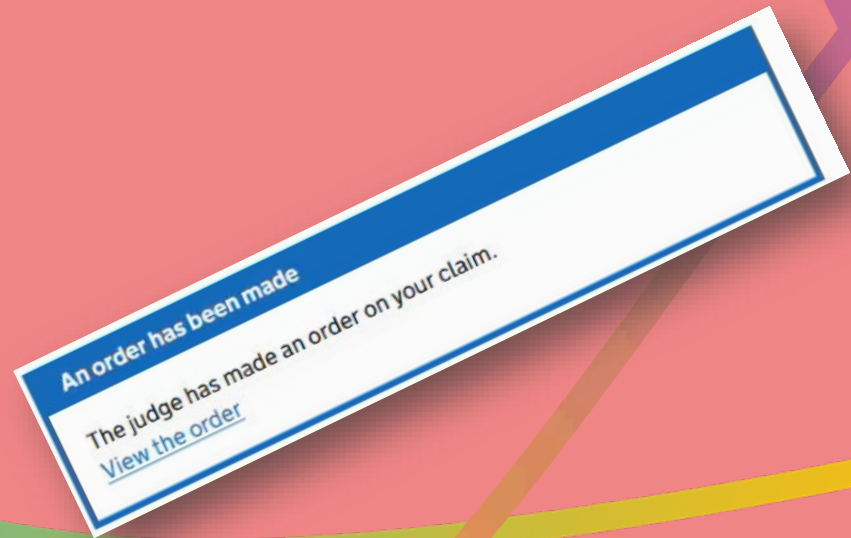
During your application, you will be asked for the number of your court or tribunal form. Enter 'hearing fee' followed by short explanation, for example 'hearing fee small claims' or 'hearing fee for fast track'.

Once you have made your application, return to this page and click continue to proceed.

[Apply for Help with Fees \(open in a new window\)](#)

[Continue](#)

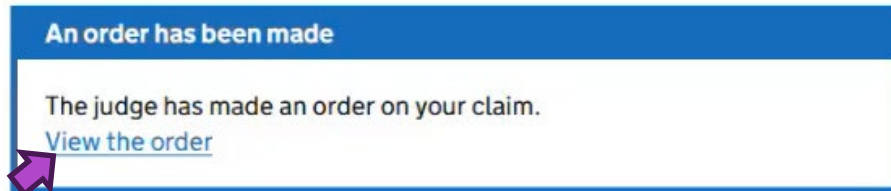
Viewing an Order



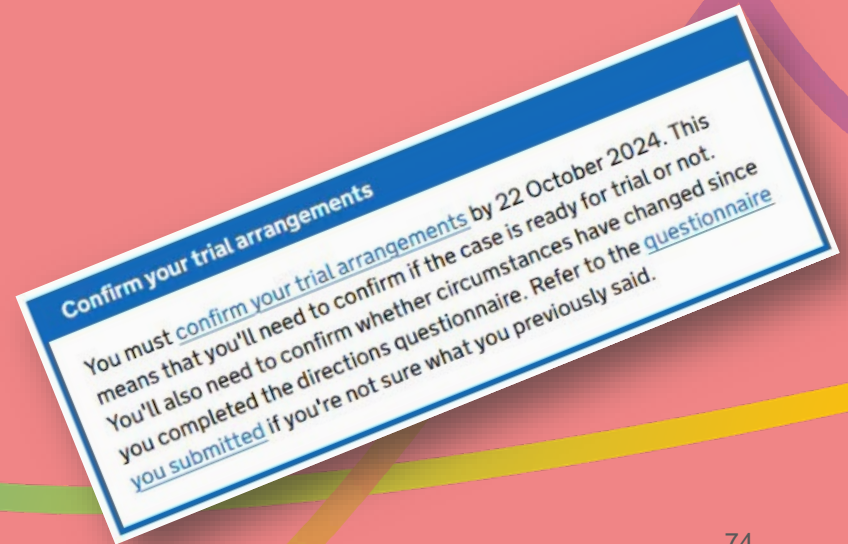
Viewing an Order

To View to an order the user needs to click the [‘View the Order’](#) URL on the Home Page or by clicking the same text in the notification.

See the URLs marked by the  for the location.



Confirming Trial Arrangements



Confirming Trial Arrangements

To confirm trial arrangements the user needs to click the '[confirm your trial arrangements](#)' URL on the Home Page or by clicking the same text in the notification.

See the URLs marked by the  for the location.

The user can also refer to the '[questionnaire you submitted](#)' if the  are not sure what they had said previously. See  for the location.

Confirm your trial arrangements

You must [confirm your trial arrangements](#) by 22 October 2024. This means  that you'll need to confirm if the case is ready for trial or not. You'll also need to confirm whether circumstances have changed since you completed the directions questionnaire. Refer to the [questionnaire you submitted](#) if you're not sure what you previously said. 

Confirming Trial Arrangements

The user will be greeted with a page that explains information around the process for finalising their trial arrangements.

The user can also refer to the [‘directions questionnaire’](#) if they are not sure what they had said previously. See  for the location.

To start the process, the user needs to click the Green ‘Start now’ Button.

Hearing

Finalise your trial arrangements

Case number: 1729 0071 1906 7521

Claim amount: £15,000



! You have until 22 October 2024 to provide this information.

You should finalise your trial arrangements to ensure the court has the necessary information for the trial to proceed in a suitable way.

Is the case ready for trial?

We are asking you to confirm the case is ready for the trial. This means you have taken all the action required of you in the [directions order](#) that you have received.

If your case is not ready and you do not think it will be ready by the deadline for finalising your trial arrangements, you may wish to postpone or adjourn the trial. To do this, you will need to make an application to the court.

If you need to make an application, you must complete and submit your trial arrangements first. You should only make an application once this has been completed. There will be a link to make an application once you have finalised your trial arrangements.

If you make an application, please note the trial will go ahead as planned until the application is reviewed by a judge and an order made changing the date of the trial.

Trial adjustments and duration

You will be asked to specify if there are any changes to the support or adjustments you previously specified in your [directions questionnaire](#). You should review this to identify if your circumstances have changed.

We will remind you of the time allocated for the trial. If you feel less time is needed, you can specify why in the ‘other information’ box.

If you feel that more time will be required, you will need to liaise with the other party and make an application to the court.

If you need to make an application, you must complete and submit your trial arrangements first. You should only make an application once this has been completed.

Other information

You will be given the opportunity to provide any other information relevant to the trial, for example if any party is only available at a specific time.

Start now >

[Cancel](#)

Confirming Trial Arrangements

Hearing

Finalise your trial arrangements

Case number: 1729 0071 1906 7521

Claim amount: £15,000

Is the case ready for trial?

You are reminded that this information will be shared with all other parties

☐

Yes

☐

No

You will still need to continue and provide some information on trial arrangements.



You will need to make an application to the court if this case is not ready for the trial.

The trial will go ahead as planned on the specified date unless a judge makes an order changing the date of the trial. If you want the date of the trial to be changed (or any other order to make the case ready for trial) you will need to make an application to the court.

Continue

[Cancel](#)

Confirming Trial Arrangements

The user will then be asked about changes and have to confirm 'Yes' or 'No'. They can also add detail with a text box.

The user can also refer to the '[directions questionnaire](#)' if they are not sure what they had said previously.

To continue they need to click the green 'Continue' button.

Hearing

Finalise your trial arrangements

Case number: 1729 0071 1906 7521

Claim amount: £15,000

Has anything changed to the support or adjustments you wish the court and the judge to consider for you, or a witness who will give evidence on your behalf?

You can check your previous answers in the [directions questionnaire](#).

☒

Yes

What support do you, experts or witnesses need?

For example, a witness requires a courtroom with step-free access.

☐

No

Continue

[Cancel](#)

Confirming Trial Arrangements

The user will next be given another page to read about the trial information, they will also be given an optional opportunity to provide any other information they feel the court needs to know via the **text box**.

The user must click the green 'continue' box to proceed.

Hearing

Finalise your trial arrangements

Case number: 1729 0071 1906 7521

Claim amount: £15,000

Trial duration

The trial duration originally allocated is **2 and a half hours**.

If you require less time please set out your reasons in the 'Other information' box below.

If you think you will need more time for the trial, you will need to liaise with the other party and make an application to the court.

The time allocated for the trial will not be increased until an application is received, the fee paid, and an order made.

Other information

Is there anything else the court needs to know (optional)?

For example, a witness needs to leave the court by 3pm due to caring responsibilities.

Continue

[Cancel](#)



Confirming Trial Arrangements

Finally the user needs to review their responses, they can click the [‘Change’](#) link next to any response to update it.

The user must click the green ‘Submit’ button to complete this process.

Hearing

Check your answers

Case number: 1729 0071 1906 7521

Claim amount: £15,000

Is the case ready for trial?	Yes	Change
------------------------------	-----	------------------------

Are there any changes to support with access needs or vulnerability for anyone attending a court hearing?	Yes wheelchair access	Change
---	--------------------------	------------------------

Other information	test	Change
-------------------	------	------------------------

Submit

[Cancel](#)

Confirming Trial Arrangements

The user will be shown the green confirmation page to signify the process has been completed.

The user can click the green 'Go to your account' button to return to their case view.

You have said this case is ready for trial

What happens next

You can view your and the other party's trial arrangements under [Orders and notices](#) in the case details.

If there are any changes to the arrangements between now and the trial date you will need to [make an application](#) as soon as possible and pay the appropriate fee.

For any changes to accessibility requirements between now and the trial date you will need to phone the court on 0300 123 7050.

Go to your account

Read and Review Order

An order has been made on this claim

You need to carefully read and review this order. If you don't agree with something in the order you can ask the court to review it. You can only do this once. You will have to provide details about what changes you want made and these will be reviewed by a judge. This must be done before 22 October 2024.

Read and Review Order

To read and review an order the user needs to click the [‘read and review this order’](#) URL on the Home Page or by clicking the same text in the notification.

See the URLs marked by the  for the location.

If the user does not agree with something in the order they need to click [‘ask the court to review it’](#). As show by 

An order has been made on this claim

You need to carefully [read and review this order](#). If you don't agree with something in the order you can [ask the court to review it](#). You can only do this once. You will have to  provide details about what changes you want made and these will be reviewed by a judge. This must be done before 22 October 2024.

Read and Review Order

If the user wants to ask the court to review the order and clicks the URL, they will be brought to the screen shown to the right.

They can choose to complete the text box to give details.

The user must click the green 'Continue' button to proceed.

[Home](#) > [Request to review order](#)

[Request to review order](#)

How and why do you want the order changed?

Case number: 1729 0052 5415 2066

Claim amount: £1,000

You can continue without giving details if you prefer. If you enter details Sir John Doe will be able to see what you said and add their own comments.

[Continue](#)

[Cancel](#)

Read and Review Order

The user must now review their answers. If they want to change any of their answers they need to click the [‘Change’](#) link as show by 

Finally the user must then click the green ‘Submit’ button to complete this process.

Users can also choose to stop this request at this stage by clicking the [‘Cancel’](#) link at the bottom of the page.

Request to review order

Check your answers

Case number: 1729 0052 5415 2066

Claim amount: £1,000

How and why do you want the order changed?

Order doesn't cater to my needs

[Change](#)



Submit

[Cancel](#)

Read and Review Order

The user will now be shown a green confirmation page to confirm that the request is complete.

The user must click the green 'Close and return to case overview' button to go back to their case.

You've asked the court to review order

[Download request for review of order \(PDF\)](#)

What happens next

We'll tell Sir John Doe you've made the request. They will have until 22 October 2024 to add comments of their own.

A judge will then review the order and any comments, and you will be contacted if the judge makes a new order.

Continue doing what the current order asks of you unless you're informed a judge has made a new order.

Close and return to case overview

04

Recognising OCMC Long Tasks

When to book a
Partner appointment



Long tasks – quick links

Currently supported:

- [Review the Defendant's Response](#)
- [Request a CCJ](#)
- [Sign a Settlement Agreement](#)

Review the Defendant's Response

This notification is generated in the claimant's portal when a defendant has responded to the claim.

Review the Defendant's Response

If upon clicking “View” under the “Actions” column, the user is being asked to “View and respond” to the update on the portal this is a long task.

“View and respond” is a clear indication that a longer appointment is needed should the user choose to be supported.

If the user would like support to submit their response, then an appointment with a partner should be booked.

The screenshot shows the GOV.UK Money Claims portal. At the top, there's a header with the GOV.UK logo, 'Money Claims', and links for 'My account' and 'Sign out'. Below the header, a beta notice states: 'BETA This is a new service – your feedback (opens in a new window) will help us to improve it. Cymraeg'. The main heading is 'Your money claims account', followed by a link 'Make a new money claim'. Under 'Claims you've made', a note says: 'To view or progress your claim click on your claim number. Most recently created claims are listed first.' A table lists two claims:

Claim number	Defendant name	Claim amount	Status
297MC017	Test Company Defendant	£1,500.00	Your mediation appointment will be arranged within 28 days.
297MC103	Test Inc	£1,500.00	Wait for the defendant to respond.

Below the table, the claim number '352MC733' is displayed. The section 'Respond to the defendant' shows a message: 'Mary Richards has rejected your claim.' It then states: 'You can accept or reject their response. You need to respond before 11pm on 19 December 2020. If you don't respond by then, you might have to go to a hearing.' A green button labeled 'View and respond' is circled in red. The section 'Tell us you've ended the claim' includes a message: 'If you've been paid or you've made another agreement with the defendant, you need to tell us.' and a button labeled 'Tell us you've settled'.

Review the Defendant's Response

Note:

If the user indicates that they will choose “Counterclaim” (which is a paper process) an appointment won’t be needed. In this instance they should be signposted to form N9B on gov.uk, or to CTSC if they want further guidance.

If the user has missed the deadline to review, as indicated on their dashboard, then they should be signposted to CTSC as they would either need to request an extension or move to the paper process.

Claim number	Defendant name	Claim amount	Status
297MC017	Test Company Defendant	£1,500.00	Your mediation appointment will be arranged within 28 days.
297MC103	Test Inc	£1,500.00	Wait for the defendant to respond.

Request a CCJ

If the user chooses to request a
County Court Judgement

Request a CCJ

If the user is given the option to “**Request a CCJ**” this means that they can request that the case is settled by a County Court Judge instead of between both parties through the online portal.

This is a clear indication to that a longer appointment is needed should the user choose to be supported.

If the user would like support to make the request, then an appointment with a partner should be booked.

[All claims](#) > Claim details

Jan Clark v Mary Richards

Claim number: 352MC733

[Latest update](#) [Claim history](#) [Defendant's details](#)

You can request a County Court Judgment

Mary Richards didn't respond to your claim by the deadline. You can request a County Court Judgment (CCJ) against them.

The court will order them to pay the money. It doesn't guarantee that they'll pay it.

Mary Richards can still respond to the claim until you request a CCJ.

[Request a CCJ](#)

Tell us you've ended the claim

If you've been paid or you've made another agreement with the defendant, you need to tell us.

[Tell us you've settled](#)

[Contact us for help](#)

Sign a Settlement Agreement

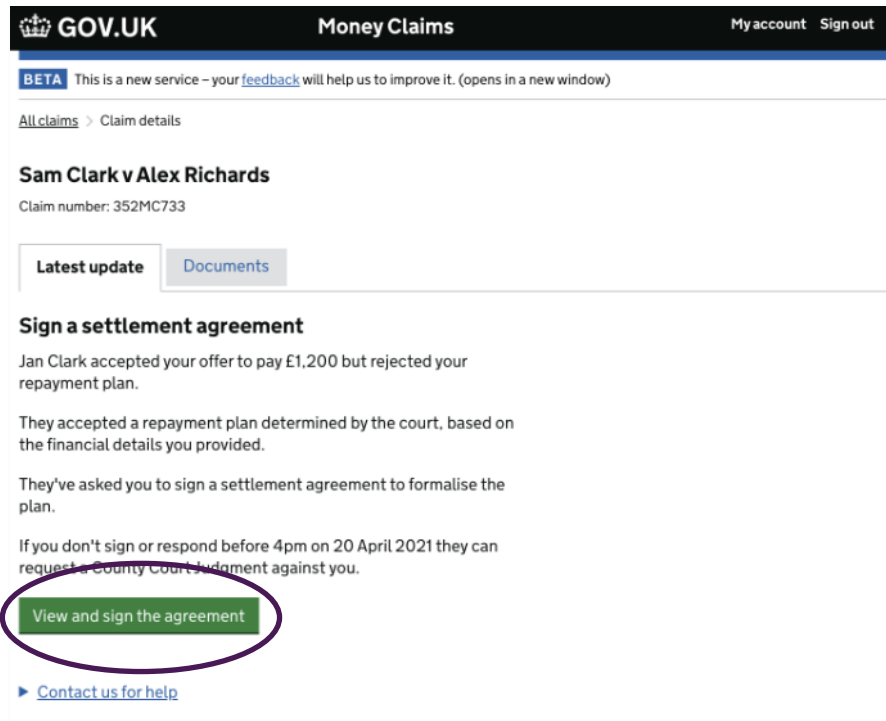
If the claimant requests a formal settlement agreement with the defendant

Sign a Settlement Agreement

In this situation the defendant is notified that the claimant has requested a formal settlement agreement. The user will be given the option to **“View and sign the agreement”**.

This is a legal repayment plan, and the user has 7 days to sign it otherwise the claimant can request a CCJ (County Court Judgement).

If the user would like support to view and sign the agreement, then an appointment with a partner should be booked.



GOV.UK Money Claims [My account](#) [Sign out](#)

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

[All claims](#) > Claim details

Sam Clark v Alex Richards
Claim number: 352MC733

[Latest update](#) [Documents](#)

Sign a settlement agreement

Jan Clark accepted your offer to pay £1,200 but rejected your repayment plan.

They accepted a repayment plan determined by the court, based on the financial details you provided.

They've asked you to sign a settlement agreement to formalise the plan.

If you don't sign or respond before 4pm on 20 April 2021 they can request a County Court Judgement against you.

[View and sign the agreement](#)

[Contact us for help](#)

Any questions?



06

Index

Search for key terms
within this pack



Index

[Bulk claims](#)

[CCJ issued or requested](#)

[Claim issued to defendant](#)

[Claim number](#)

[Claim transferred to local court](#)

[Counterclaim](#)

[Defendant has requested extra time](#)

[Defendant's response \(review\)](#)

[Evidence](#)

[Extra time](#)

[Hearing bundle](#)

[Hearing details](#)

[IT error](#)

[Long tasks](#)

[Money Claim Online \(MCOL\)](#)

[Notifications](#)

[Offer to pay](#)

[Paper response \(defendant\)](#)

[Passwords](#)

[Repayment plan](#)

[Request a CCJ](#)

[Resetting passwords](#)

[Review the defendant's response](#)

[Settlement agreement refused or not signed](#)

[Settlement agreement signed](#)

[Short tasks](#)

[Sign a settlement agreement](#)

[Sign in](#)

[Updating hearing details](#)

[Uploading evidence](#)

[View and respond](#)

[View and sign](#)

[Viewing documents](#)

[Viewing the hearing bundle](#)

[Vulnerability](#)

05

Glossary

Key terms and
definitions



Glossary

CCJ

County Court Judgement

Claim

A demand for money, for property, or for enforcement of a right provided by law

Claimant

A person making a claim, especially in a lawsuit or for a state benefit

CTSC

Court & Tribunal Service Centres

Counterclaim

A counterclaim is when the defendant in the dispute decides to respond to the original claim with their own claim.

Dashboard

The front page of the user's online portal

Defendant / Respondent

A person against whom a criminal or civil action is brought

HMCTS

His Majesty's Courts and Tribunals Service

Notification

Message received via email (or post) communicating a change or update in the proceedings

Glossary

OCMC

Online Civil Money Claim

- also called *Money Claims*, or
*Money Claims – new beta
service*

Settlement

If the defendant and claimant
cooperate to reach a resolution
about their case this is called a
settlement.

Portal

The online home of the user's
case

Thank you!