# Request access to case

This User Guide outlines the process required to request access to a case, which your account does not have access to, in the **CMS Portal**.

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| Step | Action | Result |
|  | Log into the CMS Portal | The CMS Portal screen displays:Graphical user interface, website  Description automatically generated |
|  | Select the relevant **jurisdiction:**Magistrates' Court of Victoria button | Select the relevant **Case Type**:CIVIL button |
|  | Click: **REQUEST CASE ACCESS****REQUEST CASE ACCESS button**  | The **Case Access Search** screen displays:Case Access Search screen with Search and Clear buttons.  |

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| Step | Action | Result |
|  | Enter at least one search criteria into the displayed fields:

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| PANEL: Case Access Search |
| In this field … | Provide this information … |
| Court Location | Select the relevant **Court Location** |
| Case Number | Type the relevant **Case Number** |
| Last Name | Type the **Last Name** of the relevant party. |
| First Name | Type the **First Name** of the relevant party. |
| Case Type | Select the relevant **Case Type** |
| Organisation Name | Type the **Organisation Name** of the relevant party. |
| Trading as Name | Type the **Trading Name** of the relevant party. |

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|  | Select: **I’m not a robot****reCaptcha test asking if user is a robot**Select all images matching the request. Example:Screenshot of reCAPTCHAClick: **Search****Search icon** | Results matching the search criteria display:Partial screenshot of result from case access search.  |
|  | **Hint**: If the relevant case does not appear in the search results, return to step 4 and refine your search criteria. |

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| Step | Action | Result |
|  | In the **Action** column for the relevant case, select: **Request Access**Action column with the Request Access link highlighted | The **Request Case Access** screen displays in a new tab:Request Case Access screen with My Reference and Message fields. Also displays a terms and conditions tick box and Proceed button.  |
|  | Complete the required panels and fields:Fields marked with a red asterisk \* are mandatory.

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| SCREEN: Request Case Access |
| In this field … | Provide this information … |
| My Reference | Displays a system generated reference. Replace with unique reference to personally identify filing. |
| Message | Type relevant information to support the case access request. |

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|  | Tick box iconIf appropriate, select the box to acknowledge you are an eligible user who should be able to access the case. | Partial screenshot of the terms and conditions statement with tick box.  |
|  | **Important:**Only select this box if you should have access to this case, in accordance with the **Case Management System End User License Terms and Conditions.**View the terms of use in the **Quick Links** menu on the **CMS Portal** home page. |

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| Step | Action | Result |
|  | Click: **Proceed****Proceed button** | The **Confirmation of Filing** screen displays a confirmation message:Confirmation of Filing screen, with Home, My Account and Print This Page buttons.  |
|  | Select the relevant button to continue using the CMS Portal:Home, My Account and Print This Page buttons |
|  | **Important:**The email associated with your **CMS Portal** account is sent confirmation of case access:Screenshot of Case Access Notification for CMS Portal email.  |

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| Step | Action | Result |
|  | In the **Case Access Notification** email, click the link to activate case access. | A new tab displays a confirmation message in the **CMS Portal****Case Access Invitation notification** |
|  | **Note**:The case is now accessible in the **Cases** tab on the **My Account** screen. |
|  | **Please see**:For information regarding the process to access a case in your **CMS Portal** account, please see User Guide: **Cases**  |