



e-EFTACourt
Exchange of Electronic Documents
User Manual

Version 1.0 - 02/2016

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1. Overview

This document is intended for users of the e-EFTACourt application wishing to exchange procedural documents electronically with the Registry of the EFTA Court.

2. Introduction

The prerequisites for access to e-EFTACourt are an Internet connection and a valid e-mail address. To use e-EFTACourt you must have a user account provided by the EFTA Court. This account will enable you to:

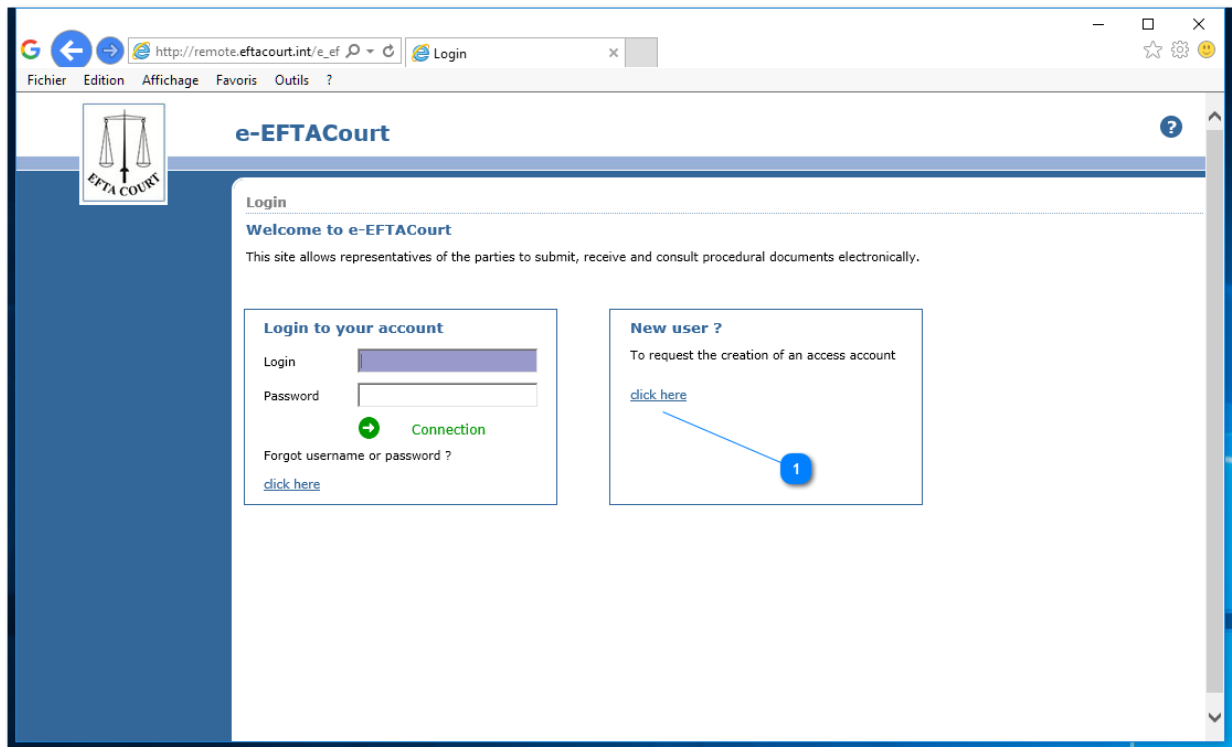
- lodge and receive procedural documents electronically;
- consult the history of actions performed;
- organise your personal details (e-mail address, password, ...);
- register one or more assistants.

e-EFTACourt is accessible via the Internet at: http://remote.eftacourt.int/e_eftacourt

1.1 How do I report any problems ?

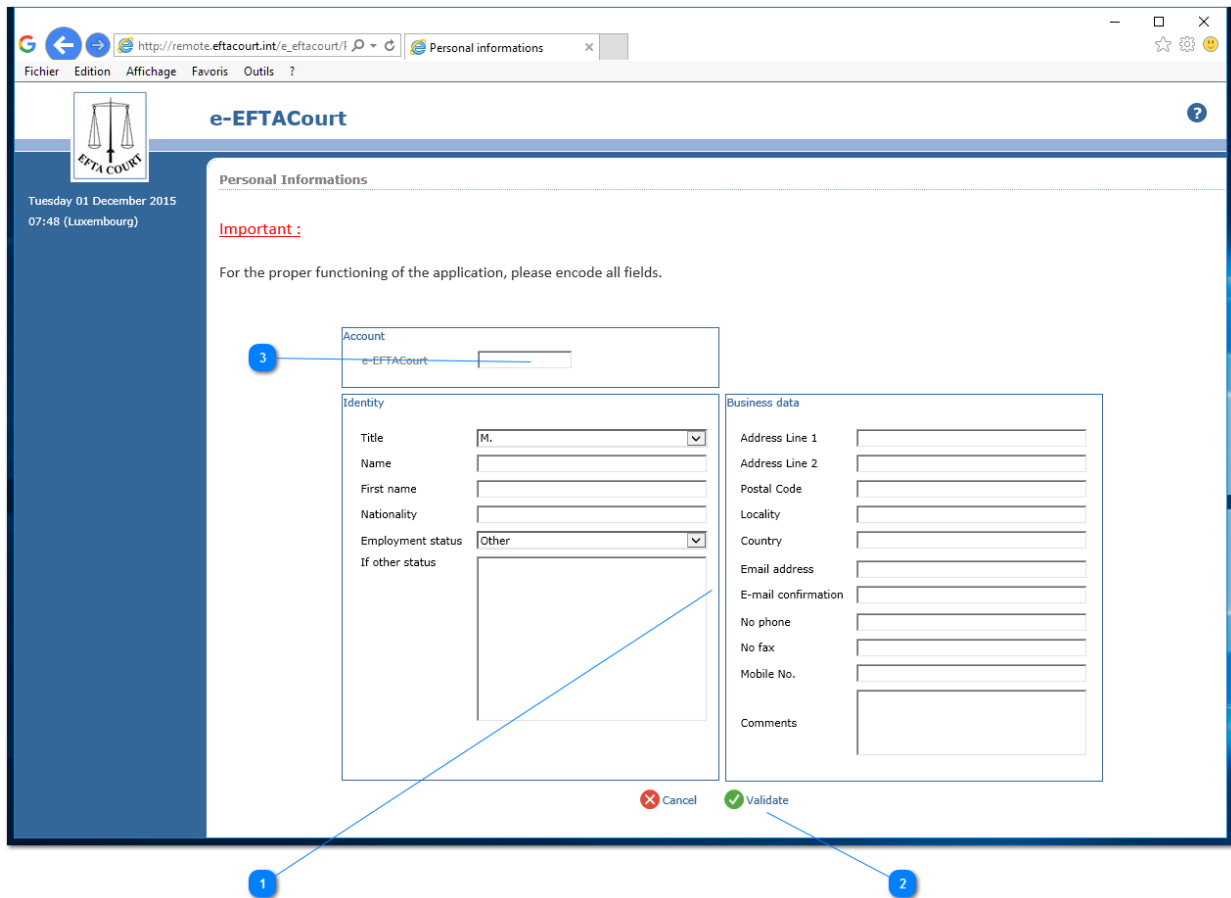
In case of problems, you may contact our help desk using the contact form available in e-EFTACourt.

3. Request for a user account



On the main page, select the link 'click here' (1) and follow the instructions on the screen.

3.1. Personal information



On the personal information page, you must fill in all fields (1).

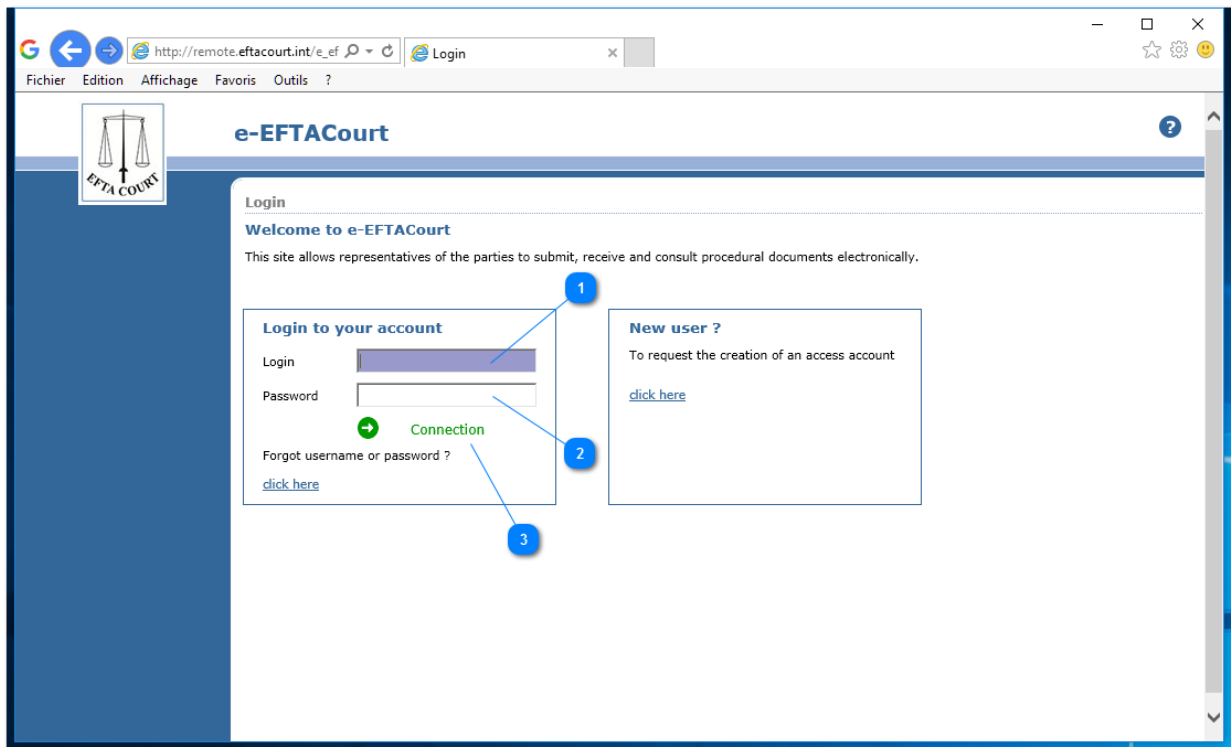
You will have to provide full details of your identity and contact information and accept the e-EFTACourt conditions of use presented to you.

Once all the information has been entered, a pre-printed application form will be sent to you by e-mail. This form must be printed, signed and returned to the Registry by normal post, together with the required supporting documents.

Any request for access will be subject to checks by the Registry. The request for access does not immediately result in the opening of a user account, which can take several days. If your request is approved, a login user ID and temporary password will be sent to you in a separate e-mail.

The Area 3 is reserved to EFTA Court.

4. First login



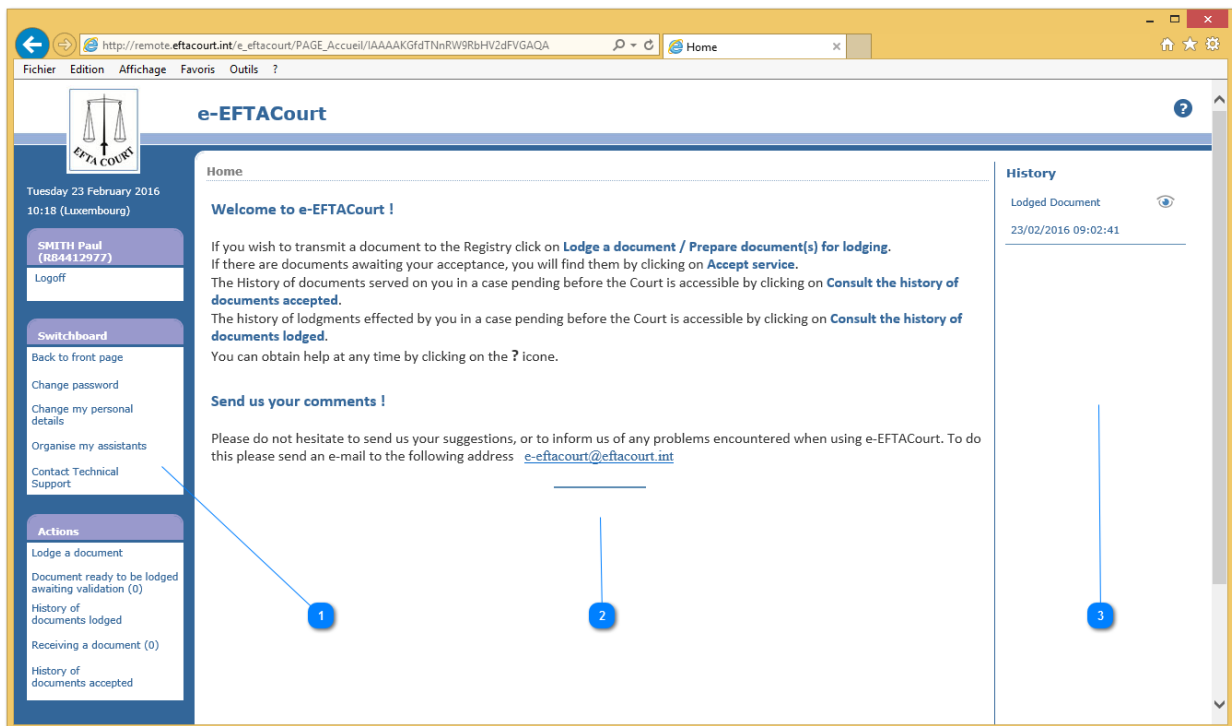
To log in to e-EFTACourt:

Enter the login user ID (**1**);

Enter the password (**2**);

Click on 'Connection' (**3**) or press 'Enter' on your keyboard;

5. Front page

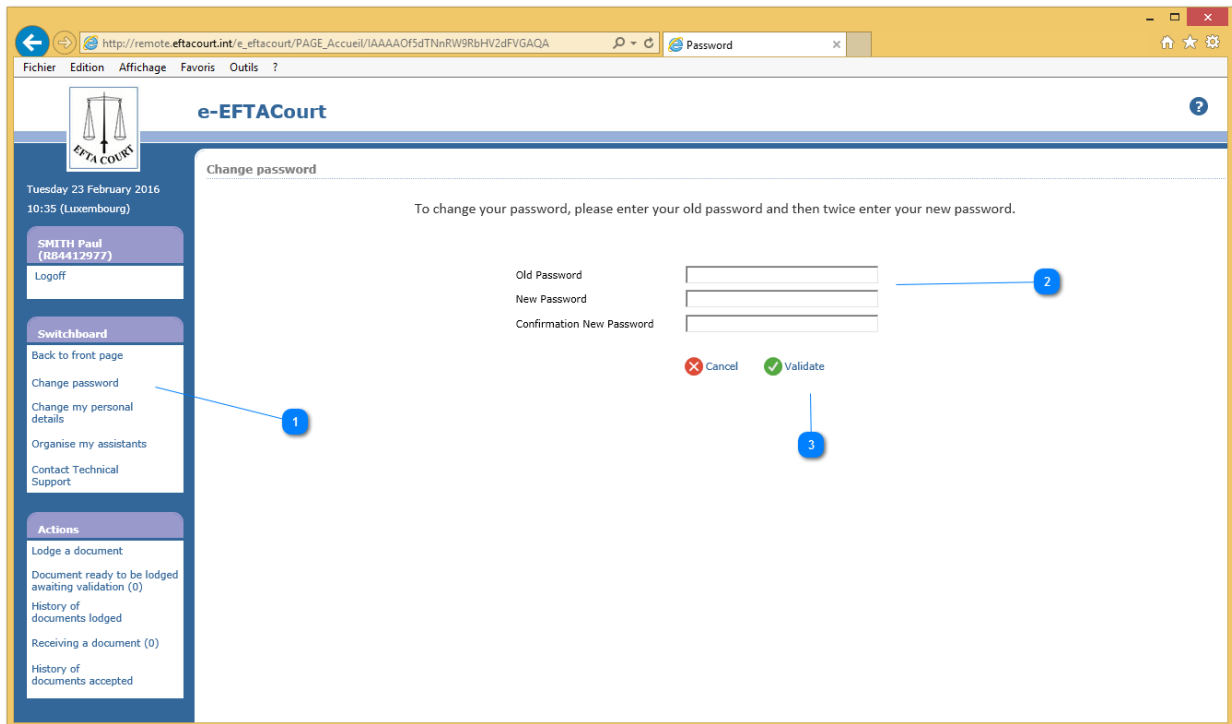


You will then find yourself on the e-EFTACourt home page.

This consists of a menu (1), a central panel (2) and a history of the most recent actions, provided they have been performed within the last 30 days (3).

It is strongly recommended that whenever you have finished using e-EFTACourt you log off either by clicking on 'Logoff' in the menu on the left-hand side or by clicking on in the top right-hand corner of the screen.

6. Change password



To change the password for access to e-EFTACourt:

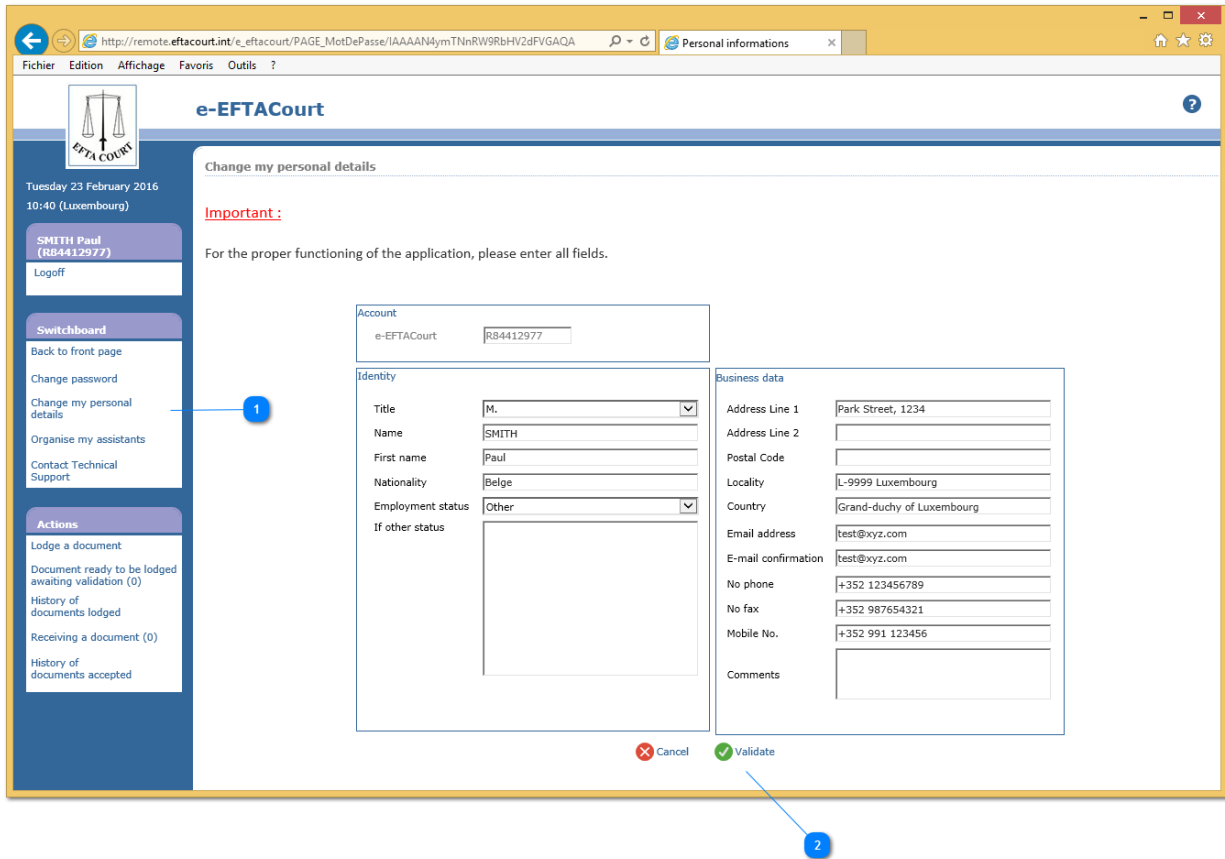
In the general menu, click on 'Change password' (1) ;

Enter the current password (2) and the new password (twice).

The password must contain between 8 and 16 characters and must include upper-case and lower-case letters and numbers.

Click on 'Validate' (3) to confirm these changes or 'Cancel' to return to the home page without changing your password.

7. Change my personal details



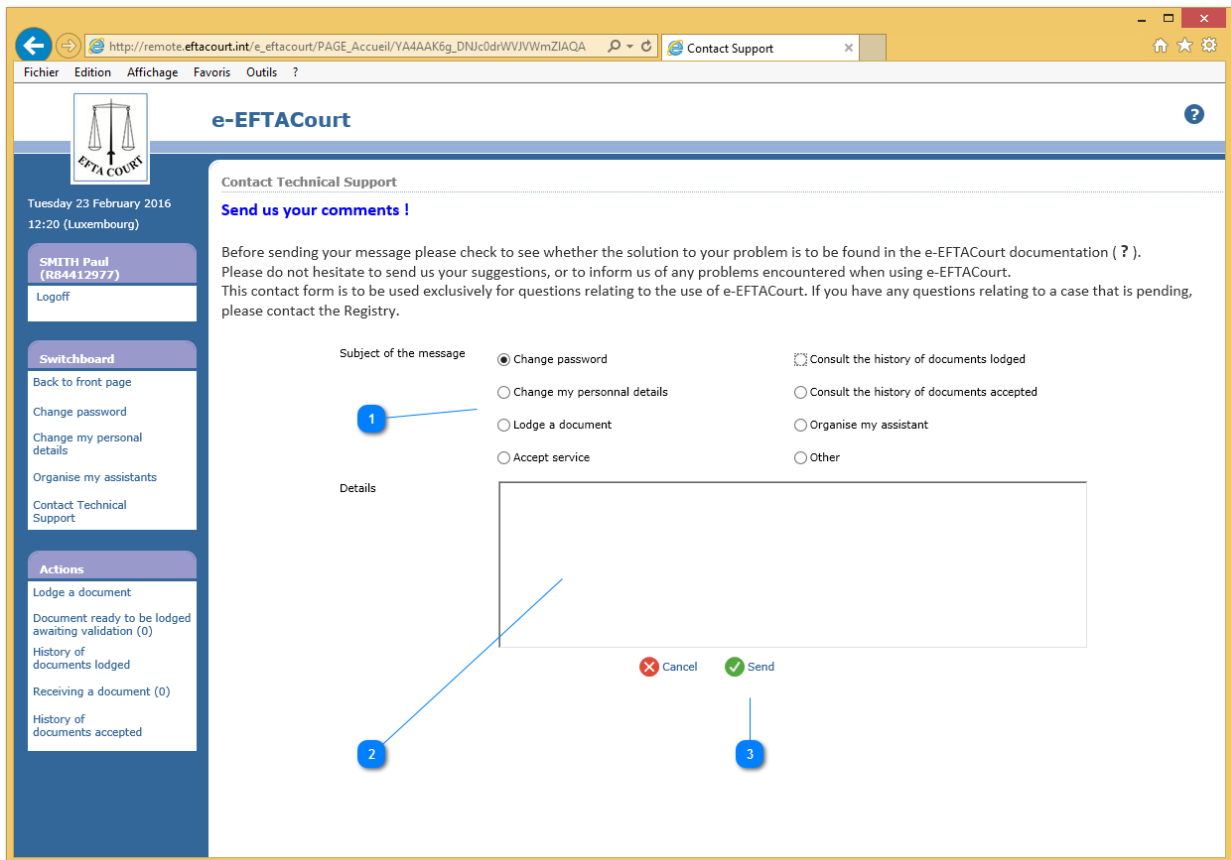
To change one or more elements of your profile :

In the general menu click on '*Change my personal details*' (**1**) ;

Make the necessary changes. You can, for example, provide up to two additional e-mail addresses to which e-mails intended for you will be sent (except for receipts in respect of the resetting of your password, which will be sent only to your main e-mail address);

Click on '*Validate*' (**2**) to confirm the changes or '*Cancel*' to return to the home page without changing your personal details.

8. Contact Technical Support



The screenshot shows the 'Contact Technical Support' page in a web browser. The browser address bar shows the URL: http://remote.eftacourt.int/e_eftacourt/PAGE_Accueil/YA4AAK6g_DNlc0drWVJVWmZIAQA. The page title is 'e-EFTACourt'. The sidebar on the left shows the user's name 'SMITH Paul (RB4412977)' and a 'Logoff' button. Below that is a 'Switchboard' with links like 'Back to front page', 'Change password', 'Change my personal details', 'Organise my assistants', and 'Contact Technical Support'. The 'Actions' section shows 'Lodge a document' and 'Receiving a document (0)'. The main content area is titled 'Contact Technical Support' and has a sub-header 'Send us your comments !'. It contains a paragraph of instructions: 'Before sending your message please check to see whether the solution to your problem is to be found in the e-EFTACourt documentation (?). Please do not hesitate to send us your suggestions, or to inform us of any problems encountered when using e-EFTACourt. This contact form is to be used exclusively for questions relating to the use of e-EFTACourt. If you have any questions relating to a case that is pending, please contact the Registry.' Below this is the 'Subject of the message' section with radio buttons for: 'Change password' (selected), 'Change my personal details', 'Lodge a document', 'Accept service', 'Consult the history of documents lodged', 'Consult the history of documents accepted', 'Organise my assistant', and 'Other'. A blue circle with the number '1' points to the 'Change password' option. Below this is a 'Details' section with a large text input area. A blue circle with the number '2' points to this text area. At the bottom right of the form are 'Cancel' and 'Send' buttons. A blue circle with the number '3' points to the 'Send' button.

Select the type of problem (**1**), then please provide maximum details for your request (**2**), after, click the 'send' button (**3**).

You will receive a summary email of your request.

We will endeavor to respond as soon as possible.

9. Lodge a document

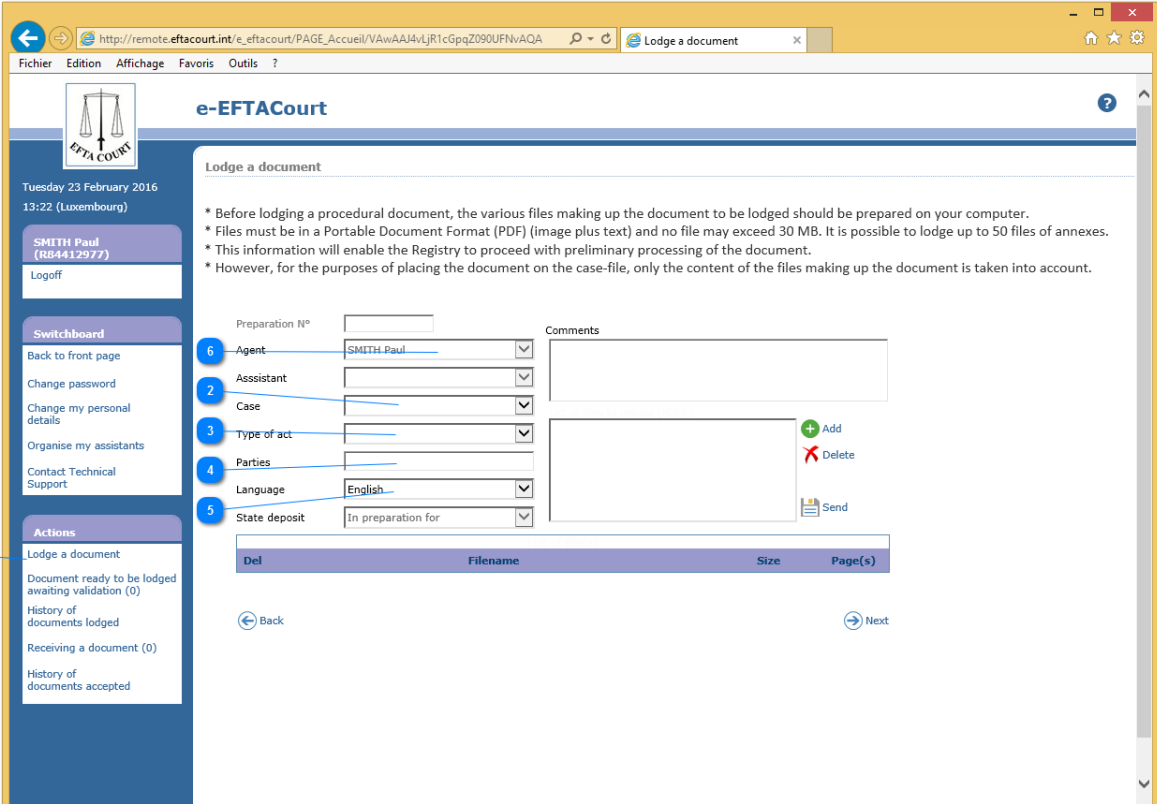
Before lodging a procedural document, the various files making up the document to be lodged should be prepared on your computer. Files must be in Portable Document Format (PDF) (image plus text) and no file may exceed 30 MB. It is possible to lodge up to 50 files of annexes.

Procedural documents must comply with the rules of procedure of the court. The texts governing procedure may be consulted on the EFTA Court website (<http://www.eftacourt.int>).

Practical guidance:

- Each file must include clear wording identifying the document lodged (Pleading, Annexes Part 1, Annexes Part 2, Cover letter, etc.);
- A pleading does not have to bear a handwritten signature. You can save the text of the pleading in PDF (image plus text) directly from your word-processing software without scanning the document;
- A pleading must include the schedule of annexes;
- The annexes must be contained in one or more files separate from the file containing the pleading. A file may contain several annexes. It is not compulsory to create one file per annex.

This information will enable the Registry to proceed with preliminary processing of the document. However, for the purposes of placing the document on the case-file, only the content of the files making up the document is taken into account.

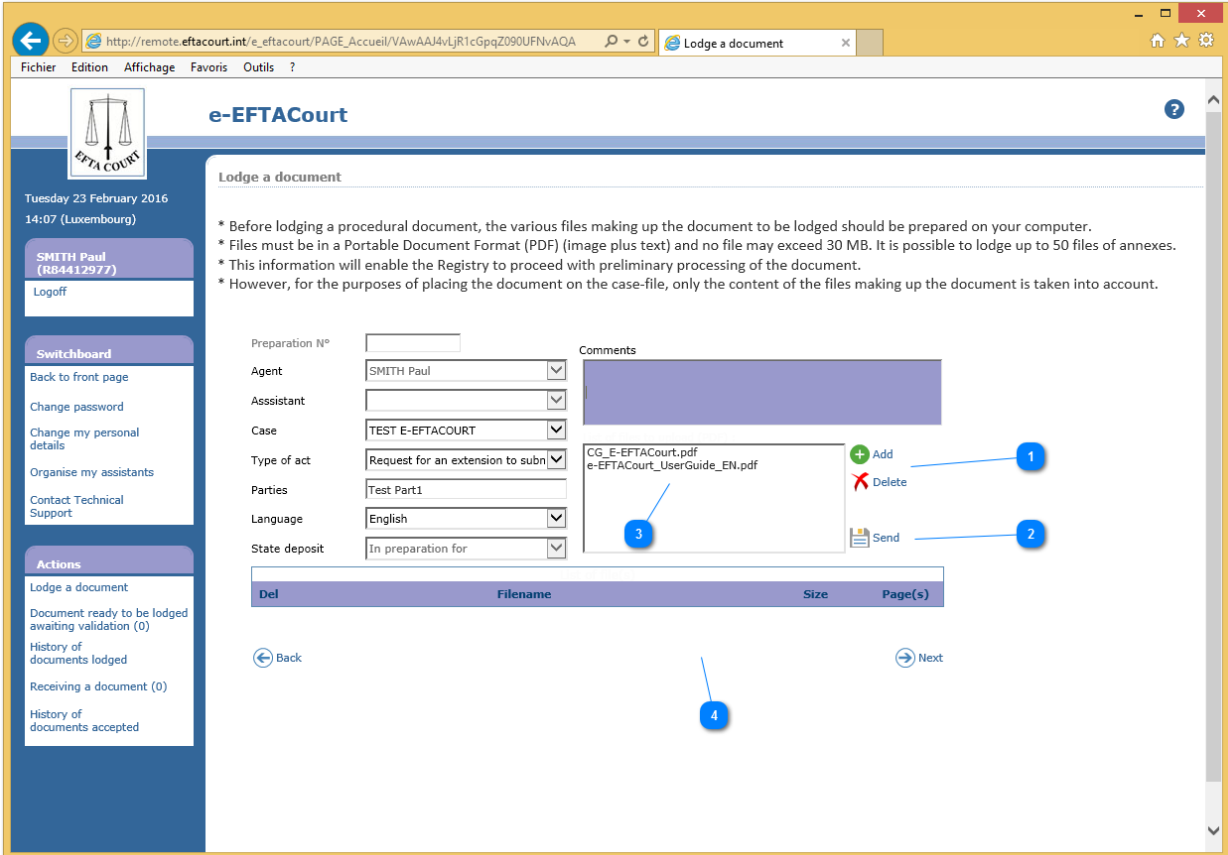


The screenshot displays the 'Lodge a document' page on the e-EFTACourt website. The page includes a sidebar with navigation options and a main content area with a form and a table. The form fields are: Preparation N° (empty), Agent (SMITH.Paul), Assistant (empty), Case (empty), Type of act (empty), Parties (empty), Language (English), and State deposit (In preparation for). There are 'Add', 'Delete', and 'Send' buttons next to the form. Below the form is a table with columns: Del, Filename, Size, and Page(s). The sidebar contains a 'Switchboard' section with links like 'Back to front page', 'Change password', and 'Organise my assistants'. The 'Actions' section has a link 'Lodge a document' which is highlighted with a red circle and the number 1. The page also shows the date 'Tuesday 23 February 2016 13:22 (Luxembourg)' and the user 'SMITH.Paul (RB4412977)'.

To lodge a procedural document:

- In the 'Actions' menu, click on the link 'Lodge a document' (**1**);
- Select the case (**2**) at which the document is to be lodged;
- Select the type of procedural document from the drop-down list (**3**);
- Enter the name of the party on whose behalf the document is being lodged (optional field) (**4**);
- Select the language (**6**) in which the document being lodged has been drawn up;
- If you're an assistant, select your agent (**6**)

9.1. Add file(s)



The screenshot shows the 'Lodge a document' page in the e-EFTACourt system. The page includes a sidebar with user information (SMITH Paul) and navigation options. The main content area contains a form for entering document details and a file upload area. A table at the bottom displays the list of files to be transferred. Blue callouts 1-4 highlight key actions:

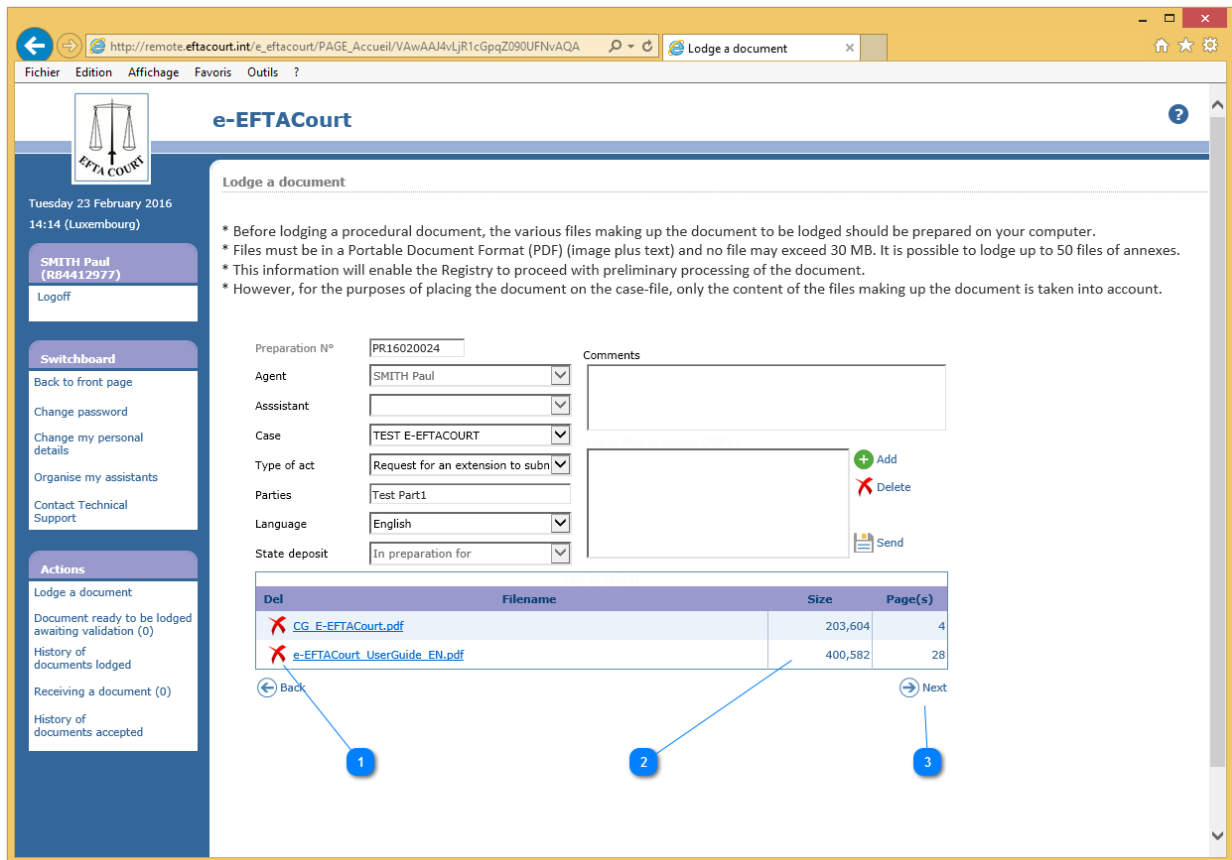
- 1: Add and Delete buttons in the file upload area.
- 2: Send button in the file upload area.
- 3: File list area in the file upload area.
- 4: Table area at the bottom of the page.

The table at the bottom of the page is as follows:

| Del | Filename | Size | Page(s) |
|-----|----------|------|---------|
|-----|----------|------|---------|

Prepare a list of files to be transferred (3) by adding or deleting files (1). After clicking on 'Send' (2), the list of the elements (3) will be transferred to the table (4) and uploaded on the EFTA Court server.

9.2. Control record



The screenshot displays the 'Lodge a document' page in a web browser. The page includes a sidebar with user information (SMITH Paul) and navigation links. The main content area contains a form with the following fields:

- Preparation N°: PR16020024
- Agent: SMITH Paul
- Assistant: (empty)
- Case: TEST E-EFTACOURT
- Type of act: Request for an extension to subn
- Parties: Test Part1
- Language: English
- State deposit: In preparation for

Below the form is a table of uploaded files:

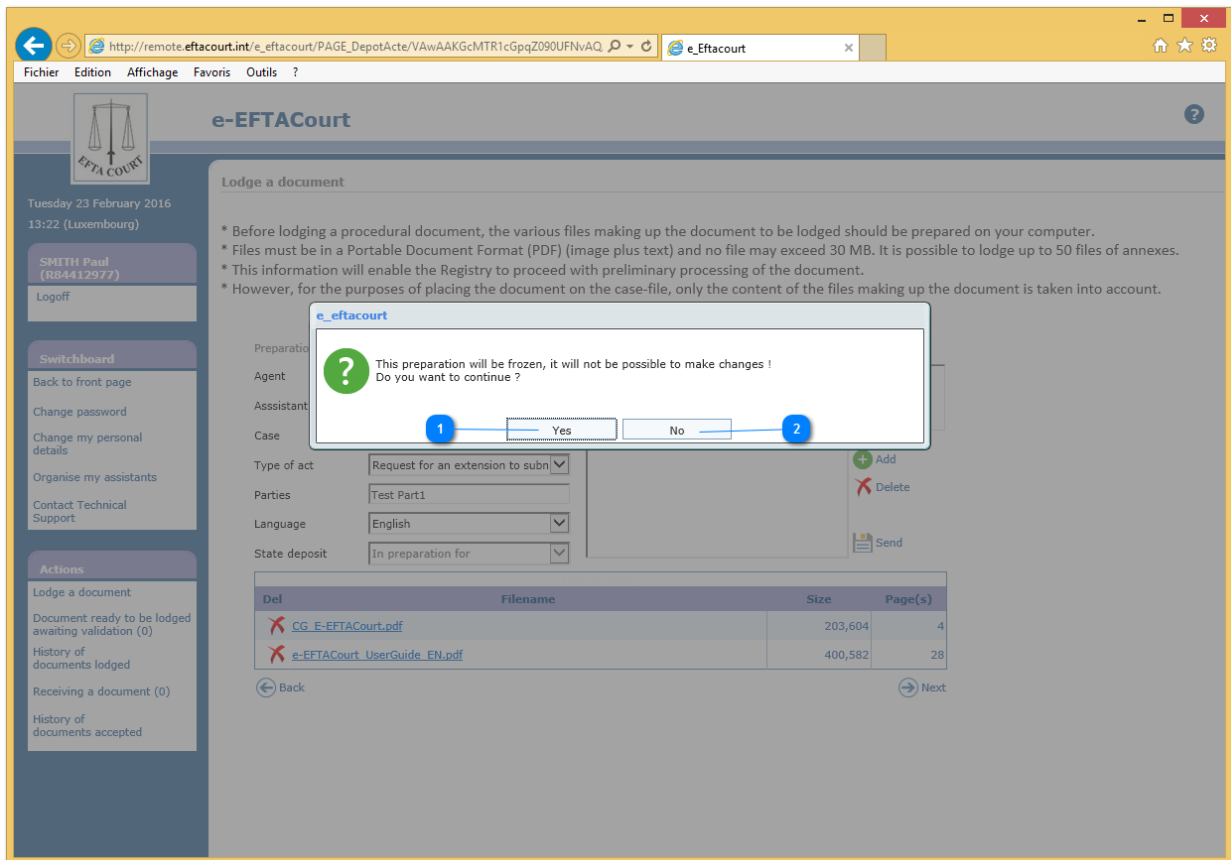
| Del | Filename | Size | Page(s) |
|-----|------------------------------|---------|---------|
| | CG_E-EFTACourt.pdf | 203,604 | 4 |
| | e-EFTACourt_UserGuide_EN.pdf | 400,582 | 28 |

At the bottom of the table are 'Back' and 'Next' buttons. Three blue circles with numbers 1, 2, and 3 are overlaid on the interface: circle 1 points to the 'Back' button, circle 2 points to the file list table, and circle 3 points to the 'Next' button.

Check the list of elements, file names, sizes, number of pages (2) ...

You can always add or remove files (see section 9.1 Add files). When all is OK click 'Next' button (3)

9.3. Frozen validation



The screenshot shows the 'Lodge a document' page in the e-EFTA Court system. A modal dialog box is displayed in the center, asking for confirmation: 'This preparation will be frozen, it will not be possible to make changes ! Do you want to continue ?'. The dialog has two buttons: 'Yes' (marked with a blue '1') and 'No' (marked with a blue '2').

The background page includes a sidebar with user information (SMITH Paul, RB4412977) and a main form with the following fields:

- Preparation: ?
- Agent: ?
- Assistant: ?
- Case: ?
- Type of act: Request for an extension to subn
- Parties: Test Part1
- Language: English
- State deposit: In preparation for

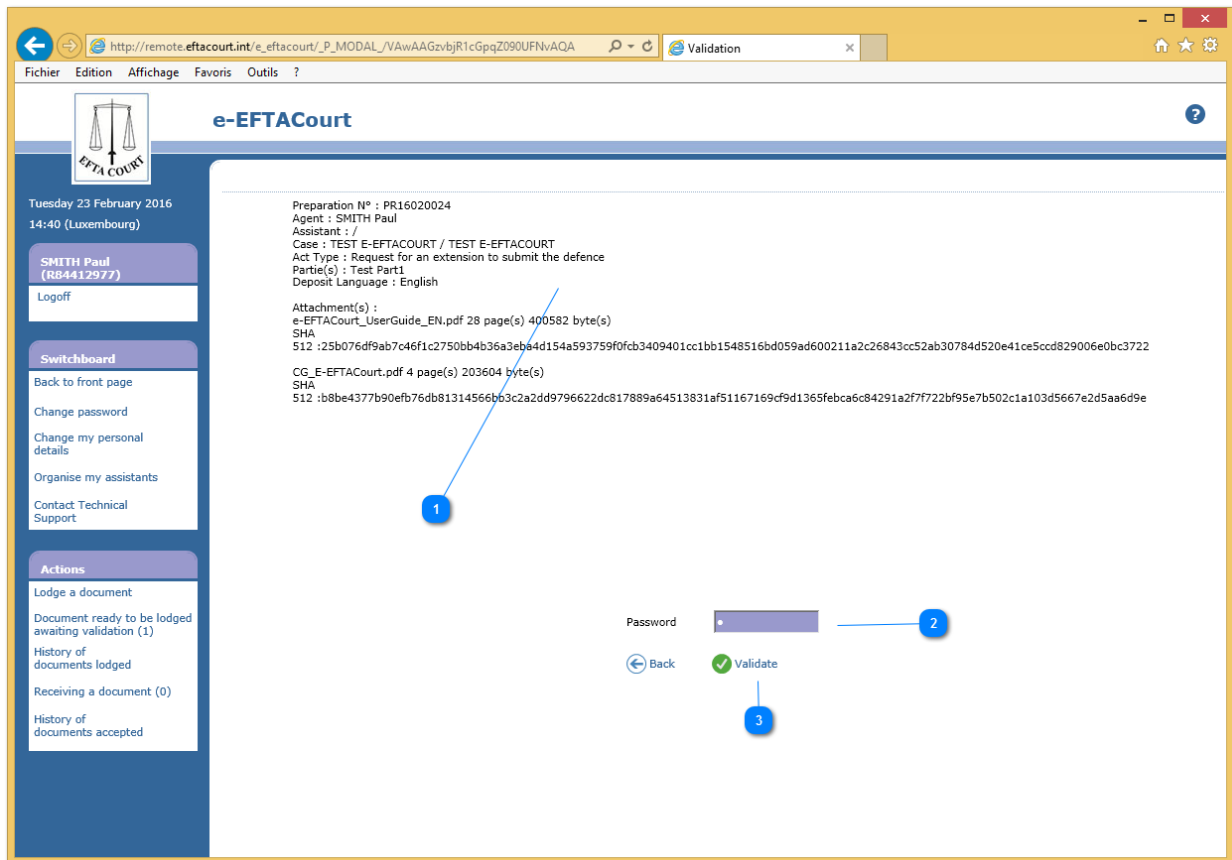
Below the form is a table of documents:

| Del | Filename | Size | Page(s) |
|-----|------------------------------|---------|---------|
| | CG_E-EFTACourt.pdf | 203,604 | 4 |
| | e-EFTACourt_UserGuide_EN.pdf | 400,582 | 28 |

Click 'Yes' (**1**) to block the deposit. In this case, it is no longer possible to alter it. the recording will be ready to be validated by an agent.

If you want to wait before sending the deposit, click 'No' (**2**), you can still make changes. You can find it in 'Consult the History of Documents lodged'.

9.4. Validation



Preparation N° : PR16020024
Agent : SMITH Paul
Assistant : /
Case : TEST E-EFTACOURT / TEST E-EFTACOURT
Act Type : Request for an extension to submit the defence
Partie(s) : Test Part1
Deposit Language : English

Attachment(s) :
e-EFTACourt_UserGuide_EN.pdf 28 page(s) 400582 byte(s)
SHA
512 :25b076df9ab7c46f1c2750bb4b36a3eb4d154a593759f0cb3409401cc1bb1548516bd059ad600211a2c26843cc52ab30784d520e41ce5ccd829006e0bc3722
CG_E-EFTACourt.pdf 4 page(s) 203604 byte(s)
SHA
512 :b8be4377b90efb76db81314566bb3c2a2dd9796622dc817889e64513831af51167169cf9d1365febca6c84291a2f7f722bf95e7b502c1a103d5667e2d5aa6d9e

1

Password

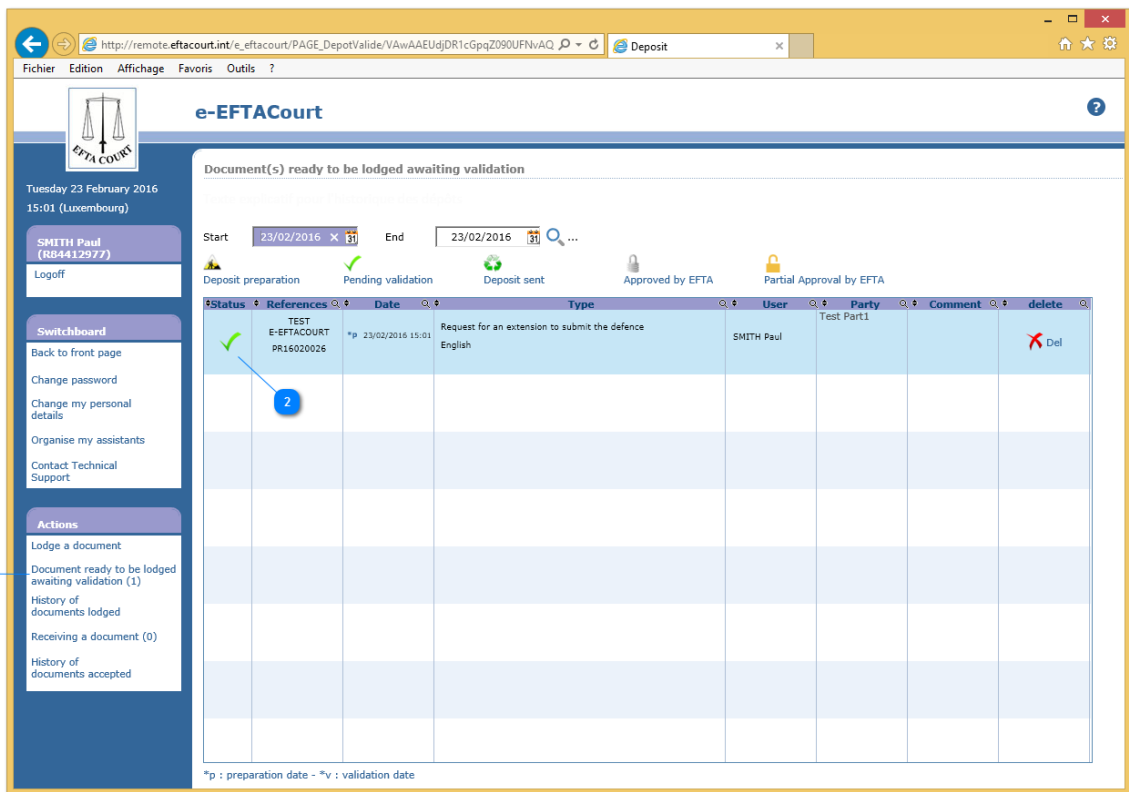
2

3

Back Validate

Check the deposit (1), enter your password (2) and click on 'Validate' (3)

9.5. Awaiting validation



The screenshot displays the e-EFTACourt web application interface. The browser address bar shows the URL: http://remote.efc COURT.int/e_efc COURT/PAGE_DepotValide/VAwAAEUjdR1cGpqZ090UFNvAQ. The page title is "e-EFTACourt". The main content area is titled "Document(s) ready to be lodged awaiting validation". Below this title, there are search filters for "Start" and "End" dates, both set to 23/02/2016. A table below the filters shows the status of documents. The table has columns for Status, References, Date, Type, User, Party, Comment, and delete. A single row is visible with a green checkmark in the Status column, indicating a document ready for validation. A blue circle with the number "2" points to a small icon in the Status column of this row. On the left sidebar, under the "Actions" section, a blue circle with the number "1" points to the "Lodge a document" option.

| Status | References | Date | Type | User | Party | Comment | delete |
|--------|-----------------------------------|---------------------|---|------------|------------|---------|--------|
| ✓ | TEST E-EFTACOURT PR16020026 | *p 23/02/2016 15:01 | Request for an extension to submit the defence English | SMITH Paul | Test Part1 | | Del |

The deposit waiting can be controlled via (1)

Click on the icon (2) to visualize and continue the validation process. (see section 9.2 control record)

9.6. History of documents lodged

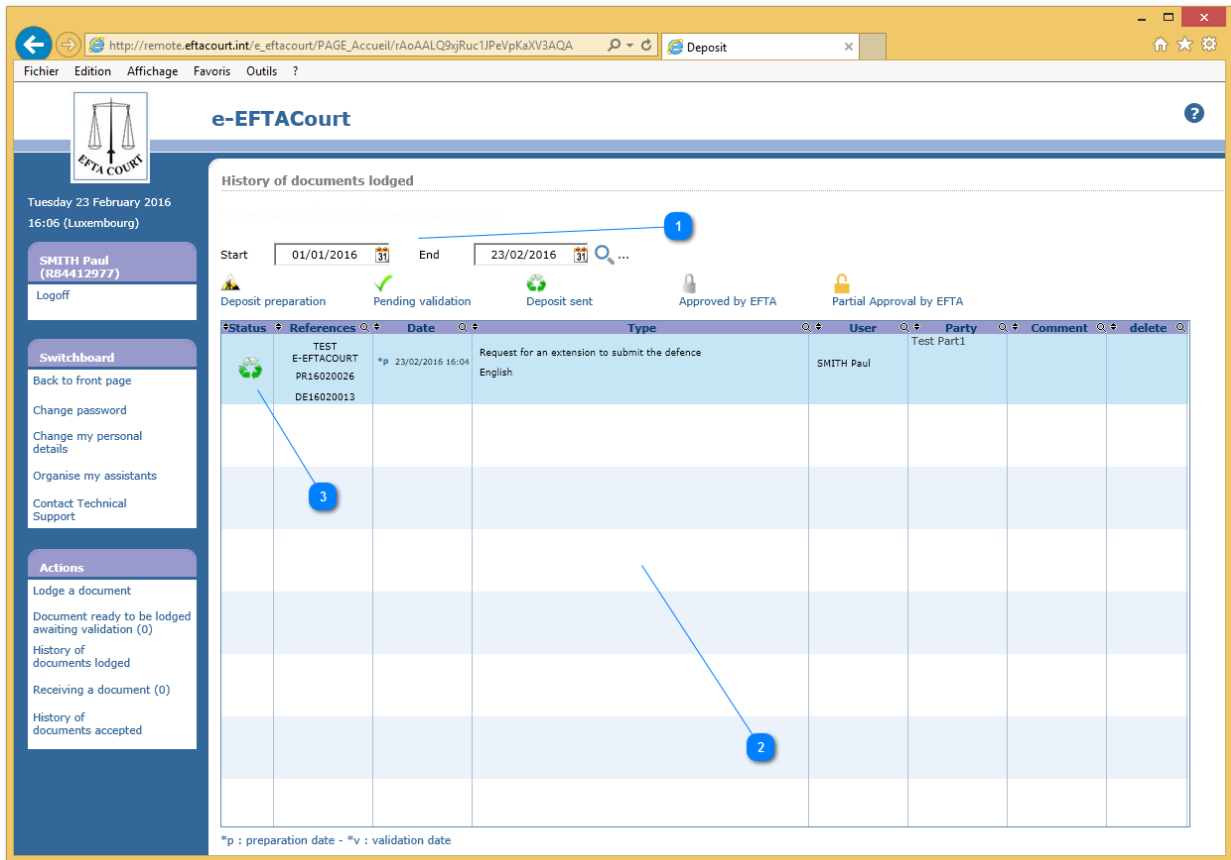
To view the history of documents you have lodged:

In the 'Actions' menu, click on '*Consult the history of documents lodged*';


Select the period required (earliest and latest dates) and click on '*Search*' (**1**);

The central panel (**2**) will then display a list of all the documents you have lodged in pending cases during the period selected;






Click on the icon below 'Status' (**3**) to consult the document(s) lodged.



The screenshot shows the 'History of documents lodged' page in the e-EFTACourt system. The page includes a search filter for dates (Start: 01/01/2016, End: 23/02/2016) and a legend for document statuses: Deposit preparation (yellow triangle), Pending validation (green checkmark), Deposit sent (green recycling symbol), Approved by EFTA (grey padlock), and Partial Approval by EFTA (orange padlock). A table lists document entries with columns for Status, References, Date, Type, User, Party, Comment, and delete. A legend at the bottom explains the status indicators: *p : preparation date - *v : validation date.

| Status | References | Date | Type | User | Party | Comment | delete |
|---|---|---------------------|---|------------|------------|---------|--------|
|  | TEST E-EFTACOURT PR16020026 DE16020013 | *p 23/02/2016 16:04 | Request for an extension to submit the defence English | SMITH Paul | Test Part1 | | |

INDICATORS

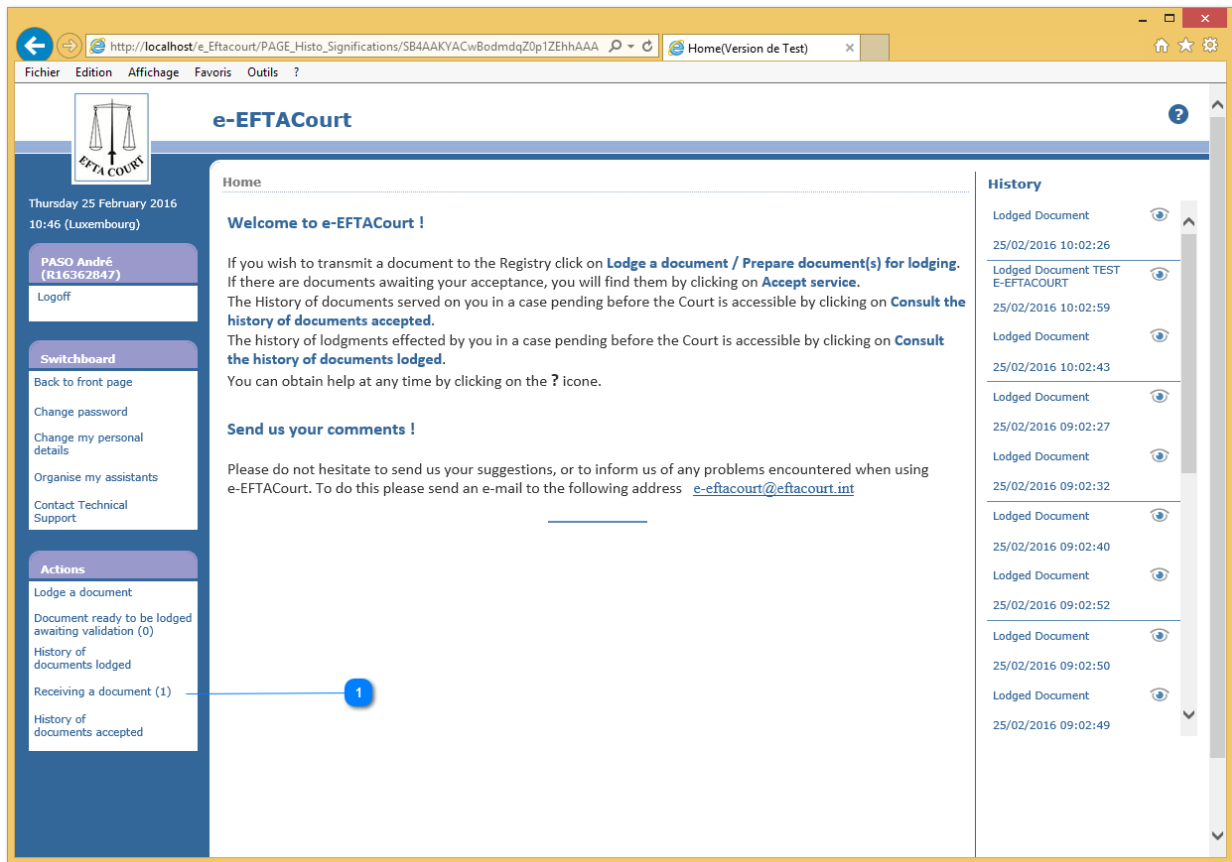
-  Deposit in preparation : during this step, you can make changes in the preparation.
-  Pending validation : Only an agent can validate and send definitively the record.
-  Deposit sent : The registration has been validated by the agent and is undergoing treatment by the EFTA Court
-  Approved by EFTA : Registration and files have been completely accepted by the EFTA Court.
-  Partial Approval by EFTA : Part of the files were accepted by the EFTA Court.

9.7. Preparation by an assistant

It is possible for an assistant to prepare lodgment on behalf of a representative, which will require validation by the representative. Any lodging of documents which is not validated within 48 hours will be removed from the list of documents awaiting validation.

The preparation process is similar to that of lodgment, except in regard to the validation page. On that page the assistant must select the representative on whose behalf lodgment has been prepared and then click on '*Agent*' (**6**) (see section 9 Lodge a document).

10 . Receiving a document



The screenshot shows the e-EFTACourt web application. The main content area is titled "Home" and includes a welcome message: "Welcome to e-EFTACourt !". It provides instructions on how to lodge a document, accept service, and consult the history of documents. A "Send us your comments !" section is also present. The left sidebar contains a "Switchboard" with links like "Back to front page" and "Change password", and an "Actions" menu. The "Actions" menu has a blue circle with the number "1" next to the "Receiving a document (1)" option. The right sidebar shows a "History" section with a list of lodged documents, including "Lodged Document TEST E-EFTACOURT" and "Lodged Document", with timestamps and eye icons.

In the 'Actions' menu, click on the 'Receiving a document' (1)

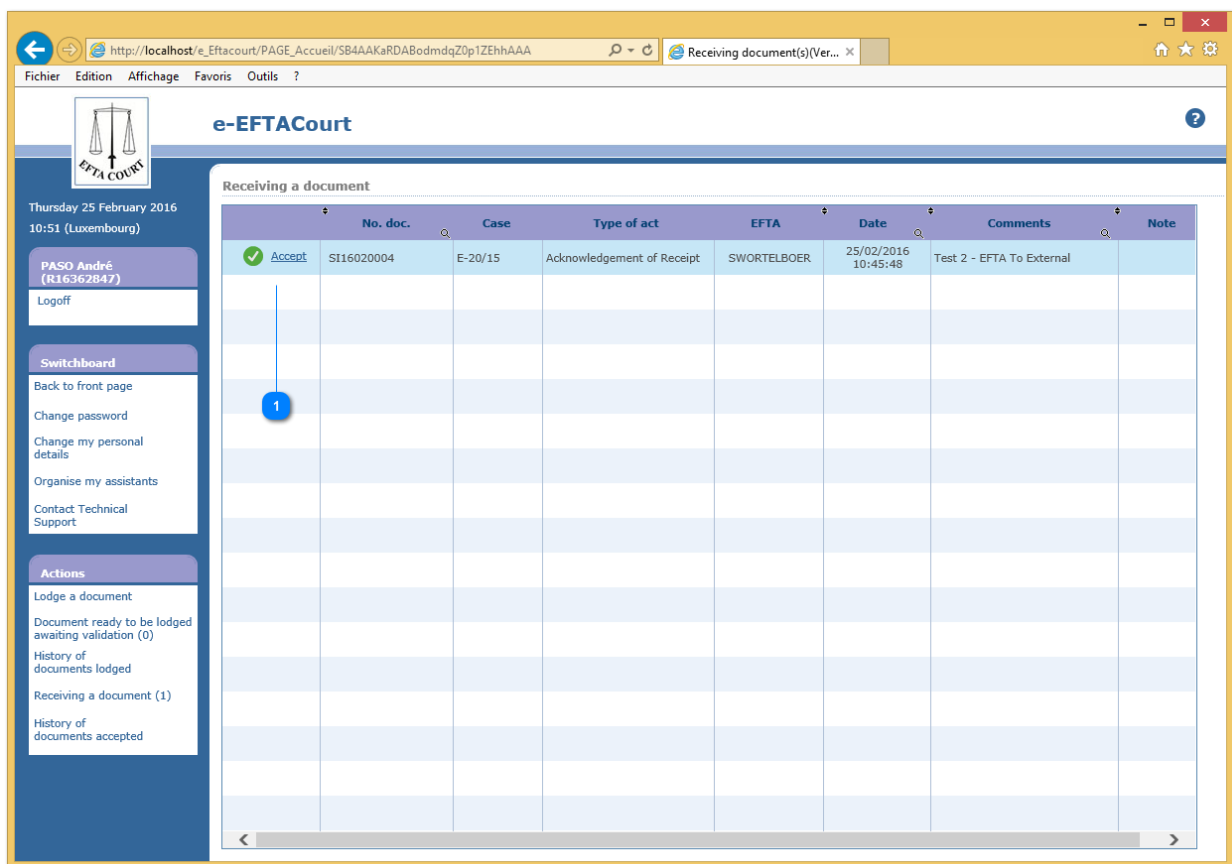
10.1. Receiving document(s)

The central panel will display a list of the documents served which have been sent to you. This list is sorted by default by the date on which the documents were made available, with those most recently served appearing first. The list also includes the status of the documents served, which will be:

Awaiting acceptance

Acceptance presumed, with an indication of the date of presumed acceptance.

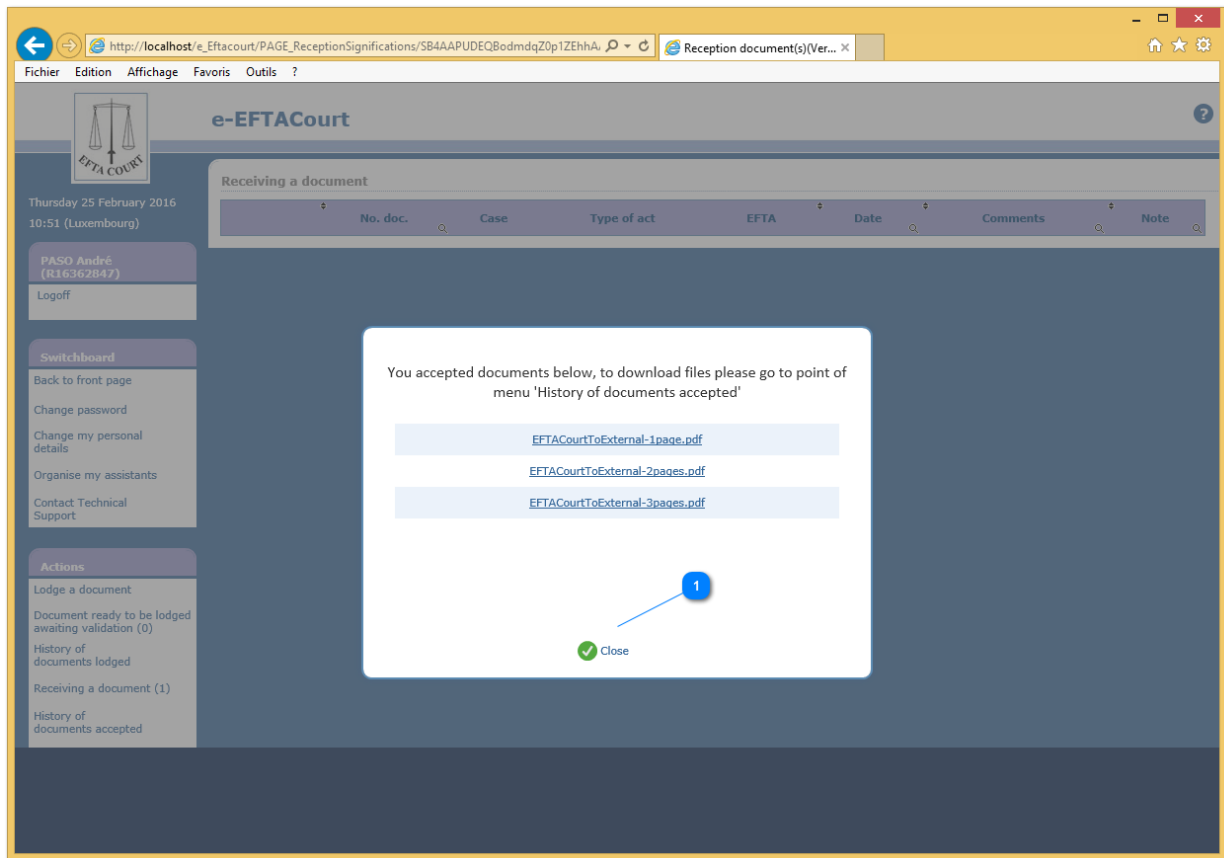
A 'Note' field allows you to consult information entered by you or by another assistant or representative on whom the same document has been served;



| No. doc. | Case | Type of act | EFTA | Date | Comments | Note |
|------------|---------|----------------------------|-------------|---------------------|---------------------------|------|
| SI16020004 | E-20/15 | Acknowledgement of Receipt | SWORTELBOER | 25/02/2016 10:45:48 | Test 2 - EFTA To External | |

Click on the icon 'Accept' (1) in order formally to accept service and to open the details page on which you can consult the document that has been served on you. **The document is deemed to have been served the first time you click on the icon;**

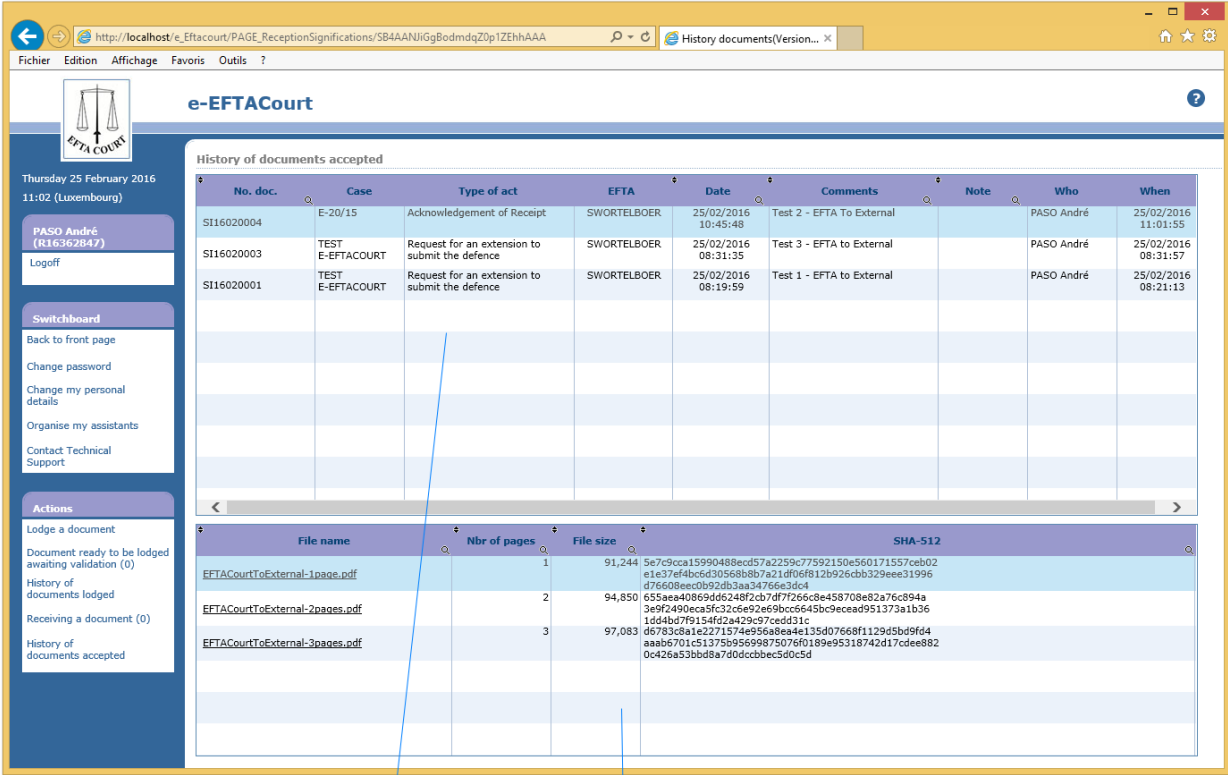
10.2. View the document's list



The screenshot shows the e-EFTA Court web application interface. The browser address bar displays the URL: `http://localhost/e_Eftacourt/PAGE_ReceptionSignifications/SB4AAPUEQ8bodmdqZ0p1ZEhA...`. The page title is "Reception document(s)(Ver...". The main content area is titled "Receiving a document" and features a table with columns: "No. doc.", "Case", "Type of act", "EFTA", "Date", "Comments", and "Note". A notification box is overlaid on the table, containing the text: "You accepted documents below, to download files please go to point of menu 'History of documents accepted'". Below this text are three links: [EFTACourtToExternal-1page.pdf](#), [EFTACourtToExternal-2pages.pdf](#), and [EFTACourtToExternal-3pages.pdf](#). A blue circle with the number "1" points to the first link. At the bottom of the notification box is a "Close" button with a green checkmark icon. The left sidebar contains a user profile for "PASO André (R16362647)", a "Logoff" button, a "Switchboard" menu with options like "Back to front page", "Change password", "Change my personal details", "Organise my assistants", and "Contact Technical Support", and an "Actions" menu with options like "Lodge a document", "Document ready to be lodged awaiting validation (0)", "History of documents lodged", "Receiving a document (1)", and "History of documents accepted".

The list of documents (1) are available for download under 'History of documents accepted'.

10.3. History of documents accepted



The screenshot shows the e-EFTACourt interface. The main content area displays the 'History of documents accepted' section, which is divided into two tables. The first table lists document entries, and the second table provides details for a selected document.

| No. doc. | Case | Type of act | EFTA | Date | Comments | Note | Who | When |
|------------|------------------|--|-------------|---------------------|---------------------------|------|------------|---------------------|
| SI16020004 | E-20/15 | Acknowledgement of Receipt | SWORTELBOER | 25/02/2016 10:45:48 | Test 2 - EFTA To External | | PASO André | 25/02/2016 11:01:55 |
| SI16020003 | TEST E-EFTACOURT | Request for an extension to submit the defence | SWORTELBOER | 25/02/2016 08:31:35 | Test 3 - EFTA to External | | PASO André | 25/02/2016 08:31:57 |
| SI16020001 | TEST E-EFTACOURT | Request for an extension to submit the defence | SWORTELBOER | 25/02/2016 08:19:59 | Test 1 - EFTA to External | | PASO André | 25/02/2016 08:21:13 |

| File name | Nbr of pages | File size | SHA-512 |
|--|--------------|-----------|---|
| EFTACourtToExternal-1page.pdf | 1 | 91,244 | 5e7c9cca15990488ecd57a2259c77592150e560171557ceb02e1e37ef4b0cd305688b7a21df06f812b926cbb329eee31996d76608ee0b92d63aa34766a34c4 |
| EFTACourtToExternal-2pages.pdf | 2 | 94,850 | 655aea40869d6248f2cb7df7266c8e458708e82a76c894a3e9f2490eca3fc32c6e92e69b6c645bc9ecea951373a1b361e44bd7f9154fd2a429c97cecd31c |
| EFTACourtToExternal-3pages.pdf | 3 | 97,083 | d6783c8a1e2271574e956a8ea4e135d07668f1129d5bd9fd4aaab6701c51375b95699875076f0189e95318742d17cdee8820c426a53bbd8a7d0dcccbbec5d0c5d |

Two blue circles with numbers 1 and 2 are placed below the screenshot. Circle 1 points to the first table, and circle 2 points to the second table.

The screen then displays, for each case (1), a list of the served documents which have been accepted;

A document served can be consulted by clicking on its name (2).

11. Organise my assistants

Functionalities of assistants' accounts

Preparation of lodgment

Assistants can prepare lodgment on behalf of representatives.

Consultation of the history of documents lodged

Assistants have full access to the history of documents lodged by the representative by whom they were registered.

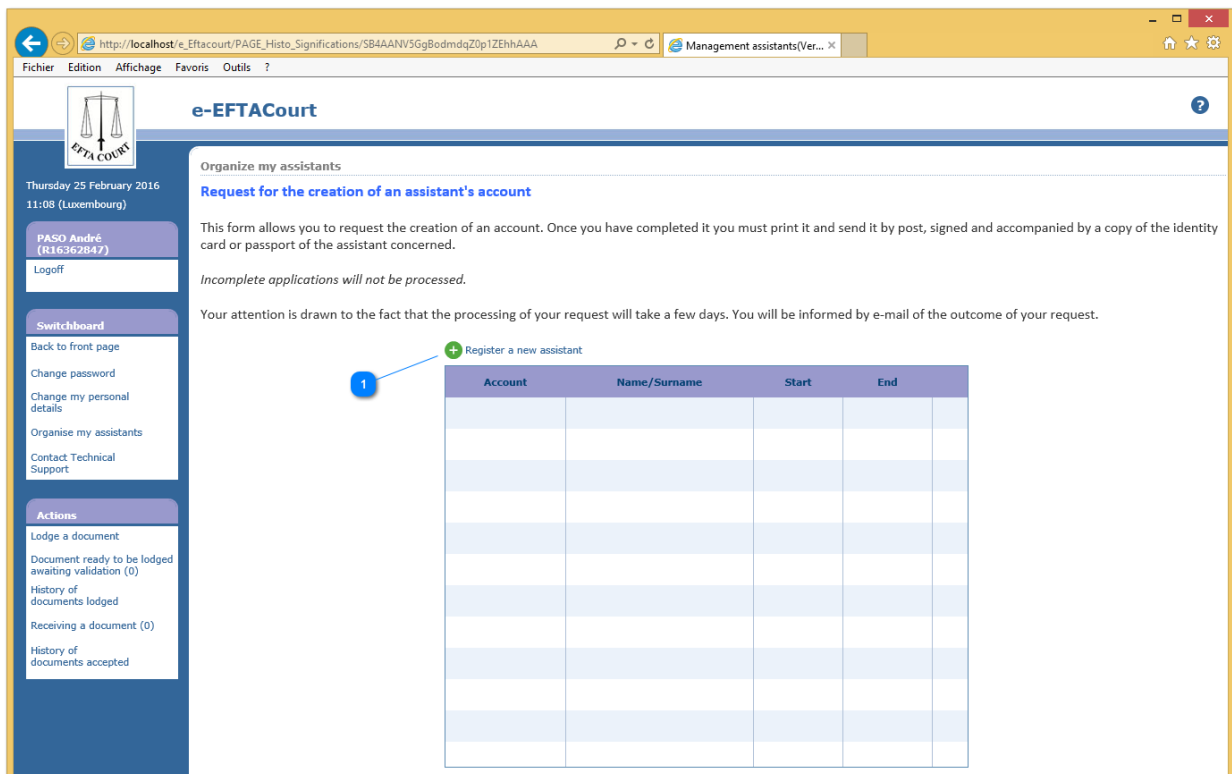
Acceptance of service

Assistants have full access to all documents served on the representative by whom they were registered. E-mails warning that a new document has been served are also sent to assistants.

Assistants can formally accept service of a document on behalf of the representative to whom it was sent. The document is deemed to have been served at the time of that acceptance.

Consultation of the history of documents accepted

Assistants have full access to the history of documents served on the representative by whom they were registered.



The screenshot shows the e-EFTACourt web application interface. The browser address bar displays the URL: http://localhost/e_Eftacourt/PAGE_Histo_Significations/SB4AANV5GgBodmdqZop1ZEhhAAA. The page title is "e-EFTACourt". The main content area is titled "Organize my assistants" and contains a section for "Request for the creation of an assistant's account". This section includes a form for requesting the creation of an account, with instructions: "This form allows you to request the creation of an account. Once you have completed it you must print it and send it by post, signed and accompanied by a copy of the identity card or passport of the assistant concerned." and a note: "Incomplete applications will not be processed." Below this, a message states: "Your attention is drawn to the fact that the processing of your request will take a few days. You will be informed by e-mail of the outcome of your request." A blue circle with the number "1" points to a green plus icon and the text "Register a new assistant". Below this is a table with the following structure:

| Account | Name/Surname | Start | End |
|---------|--------------|-------|-----|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Follow the instructions which appear on the screen. You will have to provide full details of the assistant's identity and contact information.

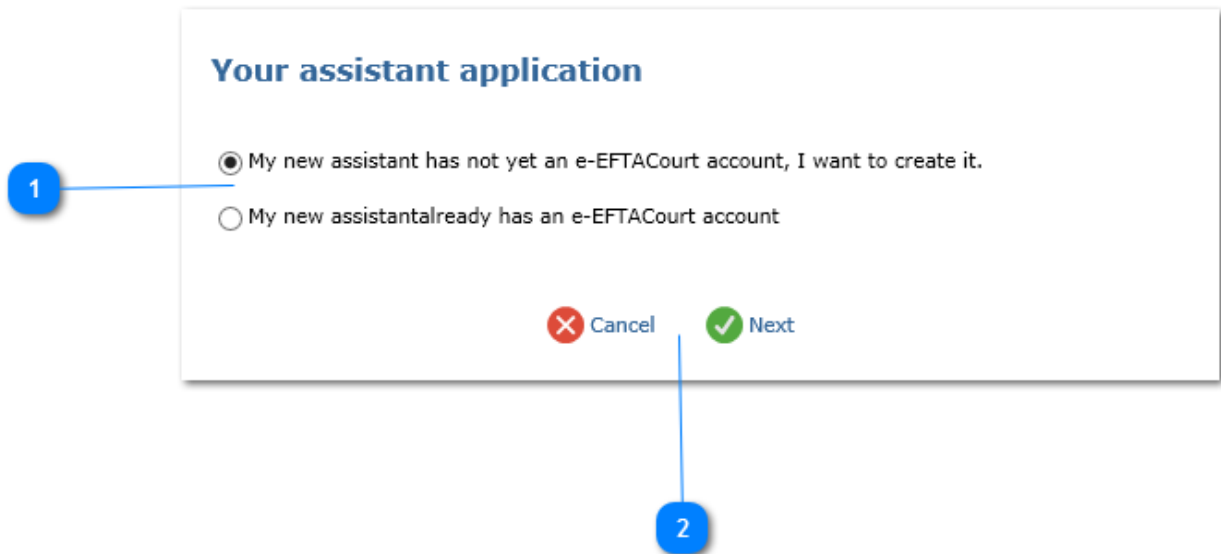
If the assistant already has an e-EFTACourt account, his/her user ID must be stated. If he/she does not, a pre-printed application form will be sent to him/her by e-mail after confirmation of the request. This must be printed, signed and returned by post, together with the required supporting documents.

Any request for access will be subject to checks by the Registrar. The request for access does not immediately result in the opening of a user account, which can take several days.

Two e-mails will be sent to the assistant with details of his/her user ID and a temporary password. That password will have to be changed the first time the assistant logs in to e-EFTACourt. An e-mail will also be sent to the representative confirming registration of his/her assistant.

Representatives must keep the list of their assistants up to date. If there is a change in an assistant's responsibilities or termination of activity, the representative must delete that assistant's name from the 'My Assistants' list (**3**). To do so, he/she must click on the corresponding sign on the screen shown above (**4**).

11.1. Possibilities



Your assistant application

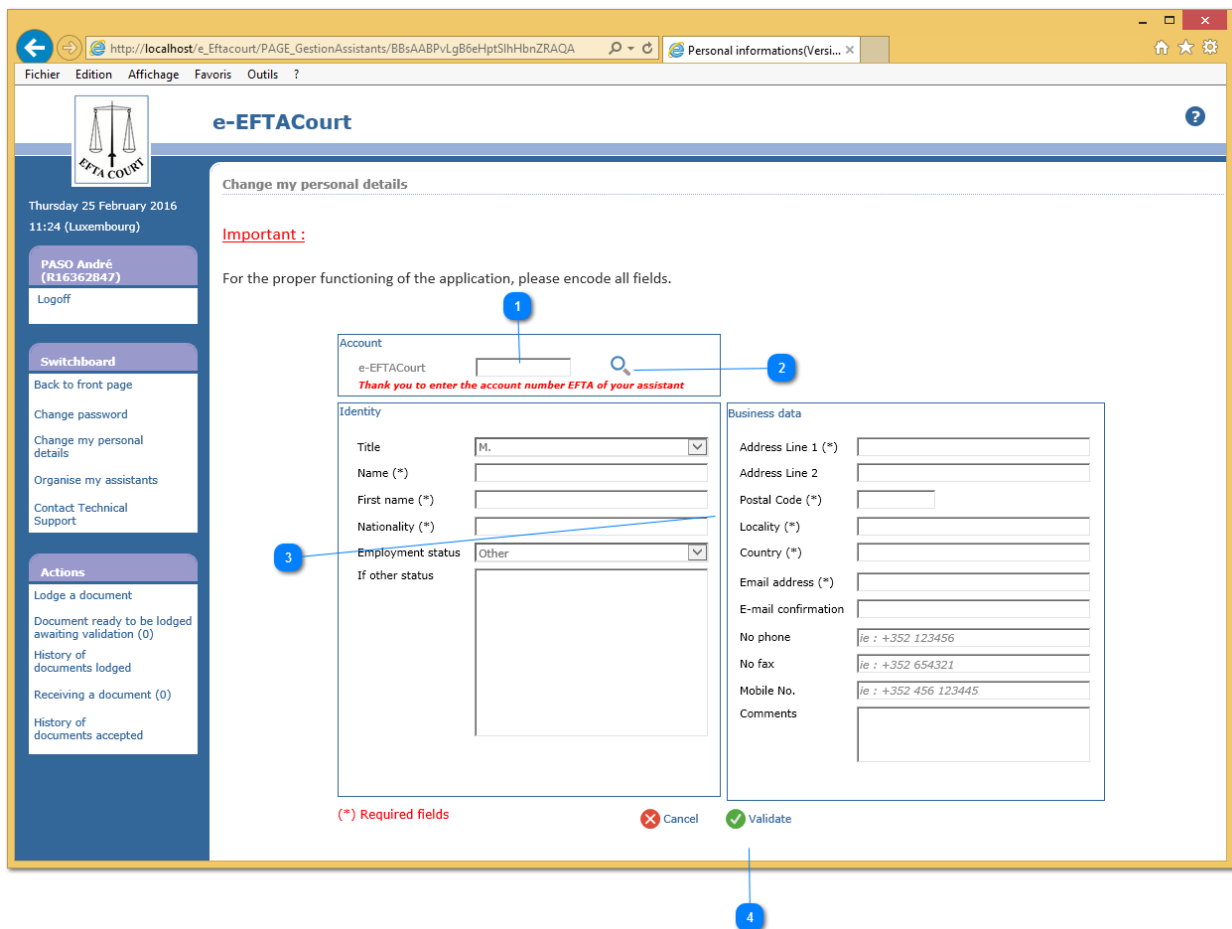
My new assistant has not yet an e-EFTACourt account, I want to create it.

My new assistant already has an e-EFTACourt account

Click on 'Register a new assistant' (**1**) on section 9 Management assistant.

If the assistant is not yet registered with EFTA Court, select the first option of (**1**) 'My assistant has not yet ...'. Otherwise take the second option of (**1**) then click 'Next' (**2**)

11.2. Personal information



The screenshot shows the 'Change my personal details' page in the e-EFTACourt system. The page includes a sidebar with navigation options and a main content area with a form. The form has three main sections: 'Account', 'Identity', and 'Business data'. The 'Account' section has a field for the account number and a magnifying glass icon. The 'Identity' section includes fields for Title, Name, First name, Nationality, and Employment status. The 'Business data' section includes fields for Address Line 1, Address Line 2, Postal Code, Locality, Country, Email address, E-mail confirmation, No phone, No fax, and Mobile No. A red message at the top of the form says 'Thank you to enter the account number EFTA of your assistant'. Numbered callouts 1-4 point to the account number field, the magnifying glass icon, the 'Validate' button, and the 'Validate' button respectively.

If the assistant has an e-EFTACourt account number (ie: A123456), indicate in (1) and confirm with the magnifying glass (2) all fields are completed automatically and validate in (4).

If not, You will have to provide full details of assistant identity and contact information and accept the e-EFTACourt conditions of use presented to you.

Once all the information has been entered, a pre-printed application form will be sent to you by e-mail. This form must be printed, signed and returned to the Registry by post, together with the required supporting documents.

Any request for access will be subject to checks by the Registrar. The request for access does not immediately result in the opening of a user account, which can take several days. If your request is approved, a login user ID and temporary password will be sent to you by separate e-mails.