



Office of Criminal Injuries Compensation

General eCourts Portal Information



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1. Online Application

Criminal injuries compensation has moved towards and electronic environment and as such has developed an online application form.

From late September 2019, a criminal injuries compensation application may be lodged electronically via the eCourts Portal. For law firms it will be enforced that an application is lodged online.

Whilst it is not a requirement that you be represented by a lawyer, you may wish to seek assistance from a private law firm or a community legal centre. [Community Legal \(WA\)](#) is the peak organisation representing community legal centres operating in Western Australia which provide free or low cost help to the community.

Criminal injuries compensation staff may be able to provide you with procedural advice but they cannot give you legal advice.

This user guide will assist you in lodging via the eCourts Portal. There are significant benefits to using the system. You will be able to lodge your documents from home at any time and receive a matter number to acknowledge your application immediately. This will assist the criminal injuries compensation staff to process your application quicker.

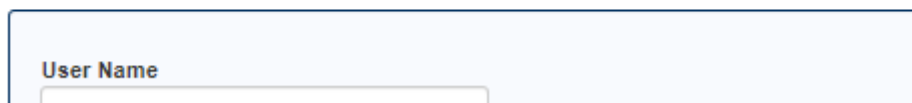
Please use Google Chrome as the eCourts Portal is supported on this web browser and you may encounter difficulties if you use another browser.

2. How to Register a new account

01. From the eCourts Portal home page click on the **Register a new account** button.

Log in.

Use your account details to log in. If you don't have an account, [Register a new account](#).

A screenshot of the eCourts Portal login form. It features a light blue header with the text 'Log in.' and a link to 'Register a new account'. Below this is a white input field with a blue border, labeled 'User Name'. The text 'User Name' is displayed in a small, grey font above the input field. The input field contains some faint, illegible text, possibly a placeholder or a partially entered username.

The **Registration Form** displays.

02. Select who you want to register as – if you are a lawyer at a law firm which is already set up with the eCourts Portal then please contact your eCourts Manager to set up your account. Otherwise, if your law firm is not yet registered continue with the steps after selecting **Employee of an Organisation**.

Registration Form.

Note: You do not need to register for the eCourts Portal to view [Today's Court Listings](#), [Search for Court Listings](#) or [View your Fines/Infringements](#).

Who do you want to register as? Individual Employee of an Organisation

03. Answer **No** to **Are you a party to an existing civil matter?**

Registration Form.

Note: You do not need to register for the eCourts Portal to view [Today's Court Listings](#), [Search for Court Listings](#) or [View](#)

Who do you want to register as? Individual Employee

Are you a party to an existing civil matter? Yes No

04. Enter your personal and contact details.

05. Enter the CAPTCHA code

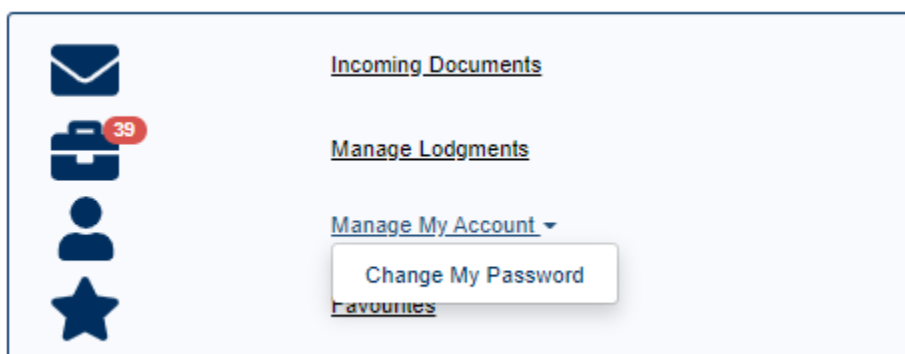
06. Click the **Submit** button.

07. CTG Helpdesk will email you a link to manage your password. Click on the manage password link in the email to be redirected to password set up.

Note: Do not register for a new eCourts Portal account for every initiating matter. Simply log into your existing account to initiate additional matters.

3. Change your password

In the event you are wanting to change your password you can do so by logging into the eCourts Portal and located on home page is the **Manage My Account** functionality. The drop down option of Manage my account enables you to select **Change my Password**.



After selecting **Change my password** you will be directed to a password set up screen to enter your current and new password details.

Change User Password

Use the form to change your password

Password must be a minimum of eight characters and include at least six alphabetic characters and a combination of two numbers and

Current password

New password

Confirm new password

Confirmation of the account password reset will be emailed from the CTG Helpdesk.

4. Your account email address

All notifications and incoming documents from criminal injuries compensation will be sent to the email address you use to register an account. This email address cannot be changed by a CIC officer so you must use an email address you know you will have access to for the entire process of your claim.

5. Office hours for electronic lodgment

Documents lodged using the eCourts Portal may be lodged at any time. The eCourts Portal is operational 24 hours a day 7 days per week. Documents lodged before midnight on a particular date will be considered lodged on that date.

6. Document size

The file size for a single document must not exceed 200MB. You will be able to multi-upload documents so if required you may split the document if it is larger than 200MB.

7. Tips

Most screens have Tips which contains helpful information in relation to the screen you is on. Tips are in a pane to the left hand side of the screen.

Claim Details

Tips

- Under the Act, a 'close relative' who is eligible to be paid any compensation is limited to: a parent, grandparent or step-parent; the spouse or de facto partner; or a child, grandchild or stepchild.

8. Mandatory fields

Throughout the application there are fields (questions) which are mandatory for you to answer before moving on to the next screen. This means you will not be able to lodge your application until you answer all of the fields that are marked as mandatory.

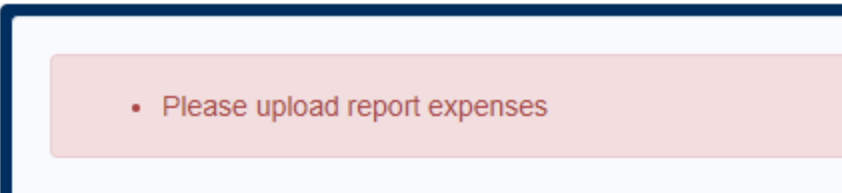
The mandatory fields will be marked with a red asterisk so you can identify what needs to be answered.

A screenshot of a form field label. The text "Upload report expenses: *" is displayed in a dark blue font. A red asterisk is positioned at the end of the text. To the right of the text is a small, light grey rectangular button.

Upload report expenses: *

* Indicates mandatory fields

Where you have attempted to proceed to the next screen without answering a mandatory field, the unanswered fields will be brought to your attention so you can easily identify which fields you have missed.

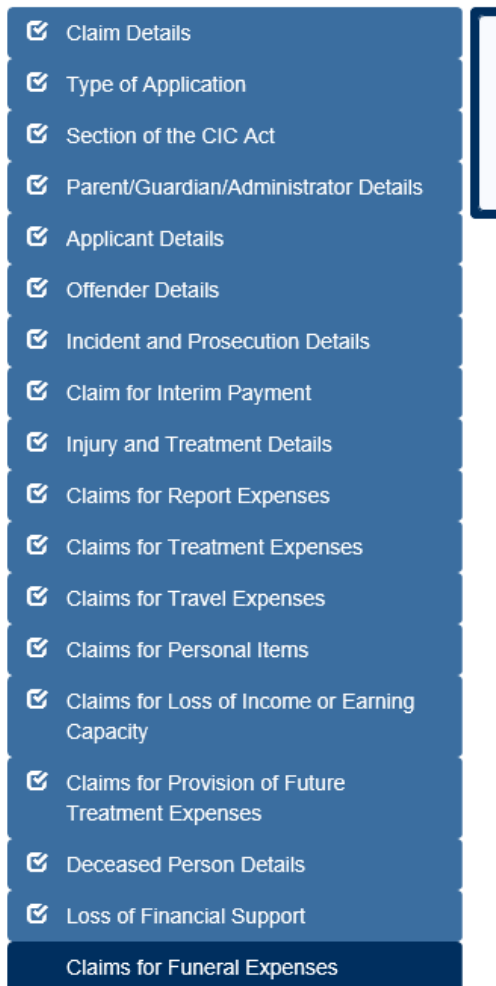
- 
- A screenshot of a reminder message. The text "Please upload report expenses" is displayed in a dark red font within a light red rectangular box.
- Please upload report expenses

9. Navigation Pane

As you progress through the screens of the application, a navigation pane becomes visible.

You will not be able to navigate to a screen ahead unless you complete the screen immediately before it, you will however be able to navigate to any screen before it by clicking on the navigation pane to the left of the screen.

 > Criminal Injuries Compensation Application



10. Saving Application for Later

You will be able to save your application mid-way so you can return to it at a later time or date.

The **Save for later** button is located at the bottom of the screen. The application is saved to your account to be resumed within one year.



11. Expiry of an Unlodged Application

A saved application will expire in **one year** from the last date the application was amended.

You will see the expiry date when you visit the Manage Lodgments screen for your account.

The screenshot shows the top navigation bar with links: [justice.wa.gov.au](#) | [Manage Subscriptions](#) | [Site Map](#) | [Accessibility](#) | [FAQs](#) | [Log Out](#). Below the navigation bar are accessibility options: A⁻ A⁻ A⁺. The main content area features a sidebar with a profile picture placeholder labeled 'registered' and a menu with icons and links: [Incoming Documents](#), [Manage Lodgments](#) (with a red notification badge '5'), [Manage My Account](#) (with a dropdown arrow), and [Favourites](#). Below the menu is a table titled 'Pending' with the following data:

Name	Date Created	Status	Locked Status	Comment	Expires On	
Criminal Injuries Compensation Application	22 Apr 2020 02:38:59 PM	Incomplete	Open		11 Jun 2021	Resume Delete

If you find that your application is about to expire but you are still working on it, you will need to Resume your application and make a small amendment somewhere and save. The expiry will then commence from the date of the amendment.

12. Retrieve Incoming Court Documents

Once criminal injuries compensation has issued correspondence, an email is automatically sent to your email address.

This email contains details about the related matter and a link to log into the eCourts Portal.

CRIMINAL INJURIES COMPENSATION



ABN: 70 598 519 443
Level 12, International House, 26 St Georges Terrace
Perth, WA, 6000
TELEPHONE: (08) 9425 3250
FACSIMILE: (08) 9425 3271

Matter Number: CIC/CIC/PER/CIC/338/2020

Matter Title :

The following link contains correspondence from Criminal Injuries Compensation:

[CIC Notice - CIC/CIC/PER/CIC/338/2020 - 15 Apr 2020](#)

Please be advised that if you are registered for the eCourts Portal the document is also available from the eCourts Portal.

[Login to eCourts Portal](#)

This email was sent from an automated address and replies are not monitored.

If you have any queries or questions, please contact Criminal Injuries Compensation.

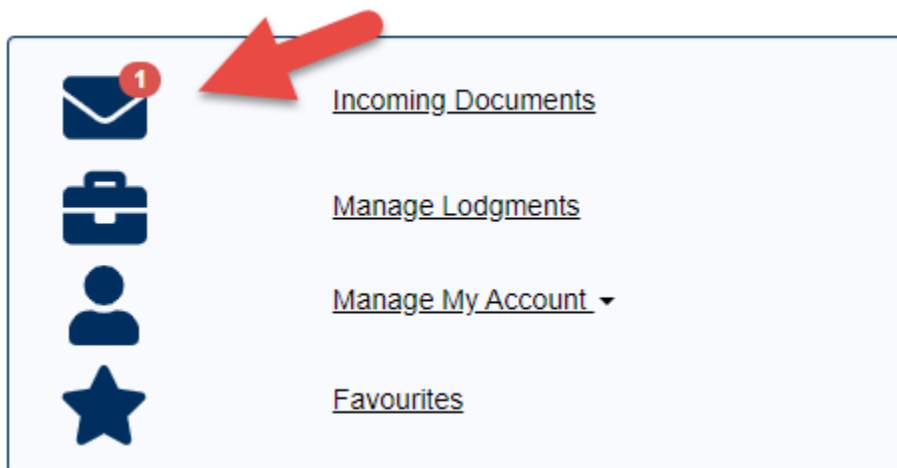
Yours faithfully,

Court Officer

15 April 2020

01. Log into the eCourts Portal.

02. From the eCourts Portal home page click on the **You have an unread incoming document** in the **Incoming Documents** section.



The **Document Notification** screen displays.

Incoming Documents

[Hide search options](#)

Jurisdiction	<input type="text"/>	Division	<input type="text"/>	Location	<input type="text"/>
Matter Ref	<input type="text"/>	/	<input type="text"/>		
	Read <input type="radio"/> Unread <input checked="" type="radio"/> All <input type="radio"/>				
From	<input type="text"/>	To	<input type="text"/>		
<input type="button" value="Search"/> <input type="button" value="Clear"/>					

Date Created	Document Description	Matter Description	Sent On	
07 Jul 2020 01:46 PM	Letter Acknowledge Application/Correspondence - In Person 07 Jul 2020	CIC/CIC/PER/CIC/1046/2020		<input type="button" value="View"/>

All notifications of incoming correspondence (both read and unread) are displayed.

The ones that have not been read (i.e. viewed) appear in bold.

03. If you have a lot of notifications then the search criteria options will help find the one that you are looking for.

Jurisdiction/Division/Location of the matter (ie. CIC/CIC/PER).

Matter type/index number/year (**Matter Ref**) of the matter (ie. CIC/1/2020).

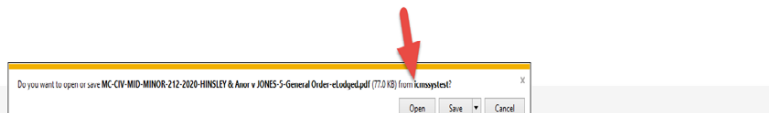
Whether the notification is **Read/Unread**.

The **Date Received** of the notification.

04. Once you have found the relevant notification (there are also **Document Description** and **Matter Description** columns to help) click the **View** link in that notification's row.

The document is downloaded at the bottom of the browser screen.

Date Created	Document Description	Matter Description	Sent On	
18 Feb 2020 03:15 PM	Form 25 - General Order Registrar Stacey Hirsley 18 Feb 2020	MC CIV MID MINOR 212/2020	18 Feb 2020 03:16 PM	<input type="button" value="View"/>



05. Click **Open**.

A new window opens and displays the document.

13. For further assistance

Criminal Injuries Compensation

8:30am to 4:30pm Monday to Friday (except Public Holidays)

Level 10, Golden Square
32 St Georges Terrace
PERTH WA 6000

Telephone: (08) 9425 3250

Email: criminal.injuries@justice.wa.gov.au

Courts Technology Group (CTG) Helpdesk

8:15am to 5pm Monday to Friday (except Public Holidays)

Telephone: (08) 9425 2645

Email: ctghelpdesk@justice.wa.gov.au