



Bord Measúnaithe
Diobhála Pearsanta
Personal Injuries
Assessment Board

PIAB Solicitors Portal

A solicitor user guide:

The PIAB Solicitors Portal is a secure, web based platform where authorised users can access information in relation to their client's claims and correspond with PIAB.

The PIAB Solicitors Portal is available on the PIAB website www.piab.ie or directly at the following link <https://portal.piab.ie>

The benefits to using the portal are:

- Access to real time information in relation to claims
- Facility to monitor the progress of claim applications
- Automated acknowledgement of the statute stopped date on submission of an application. (This is only available to users who submit claims via the portal)
- Ability to speedily and easily upload/download documents significantly reducing postage costs
- Ready access to information to convey to clients
- Reduced paper/storage and admin costs
- Visibility of assessment details prior to receipt by clients
- Payment on account options

How do I register?

The registration process is quick and easy. On the login page click "Register".



Solicitor Login Details

Email:

Password

 [Show](#)

[Sign In](#)

[Register](#)

[forgot password?](#)

You will be brought to the Register Firm Account page.

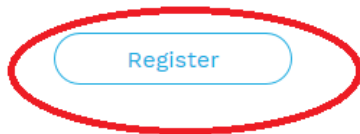
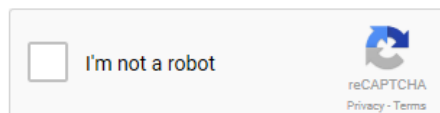
The administrator of this solicitor's firm account should complete this page. The role of the administrator is to register and create the office account, add and remove additional users and also to update the office contact details. This individual will be the main point of contact with PIAB.

Once you have read and accepted the terms and conditions for use of the portal please click on "Register".

Terms & Conditions

I confirm that I have read and accept the terms and conditions for use of the PIAB Portal

[Terms and conditions](#)



Congratulations, your application to use the portal has been successfully submitted to PIAB.

What happens next?

PIAB Portal admin review each application and if appropriate will approve your firm for use of the PIAB portal.

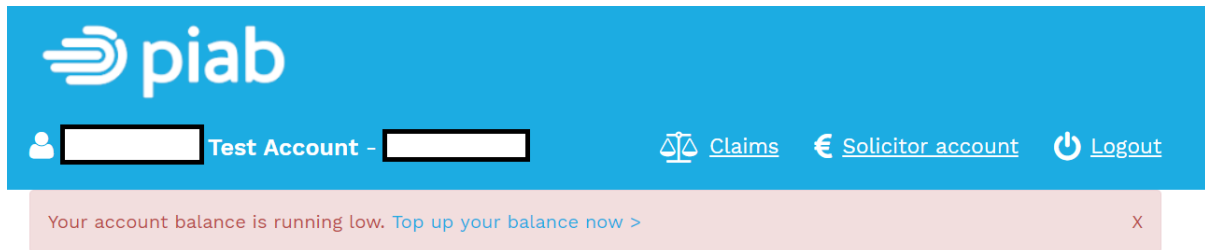
You will receive an email notification of this (as will each individually added user). In this email you will be asked to create a password.

Once you and all registered users have created their individual passwords the portal is then available for use.

How do I use the PIAB portal?

Log on to the portal using the email address and password.

Once logged in the following page will appear.



Active claims (4)

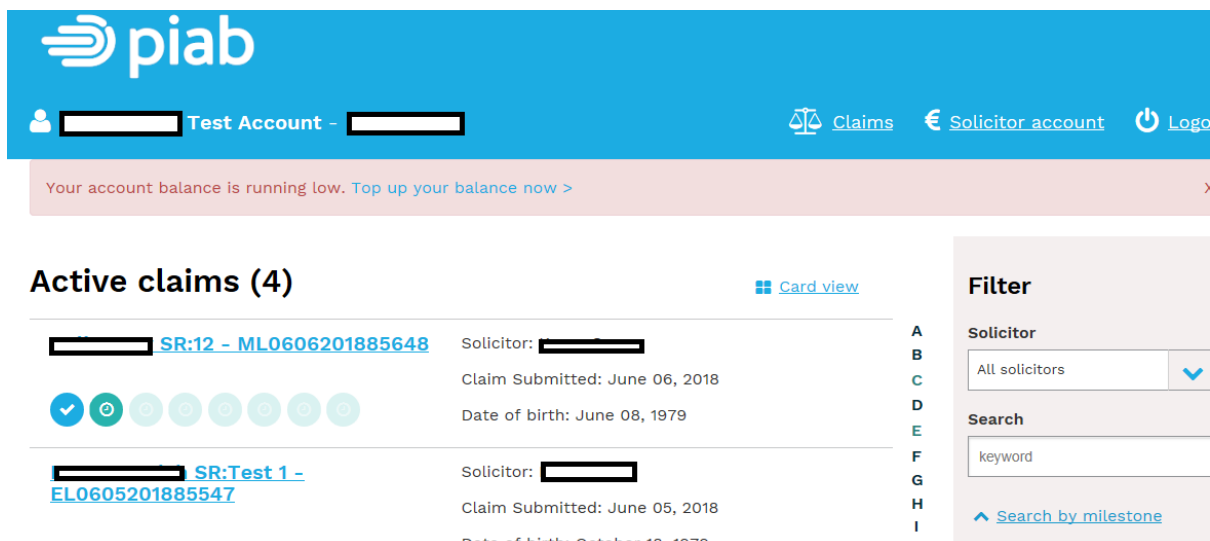
[Card view](#)

Filter

This page will display all claims that you have submitted to PIAB via the Solicitors Portal. Claims submitted via any other method cannot appear on the portal.

To add new claims please click on the “Add new claim” tab on the bottom right hand corner of this screen.

You will now be taken to an online application form. Once you have submitted an application it will appear with the other claims submitted by your firm (see the following screen).



Each claimant’s name, your reference and the PIAB reference are displayed on this page together with details of the handling solicitor, the date it was submitted to PIAB and the Claimant’s date of birth.

Click on an individual claimant link to see the claim milestones and access files regarding this claimant.

What are Claim Milestones?

Milestones are key stages in the life cycle of a PIAB claim and are explained as follows:

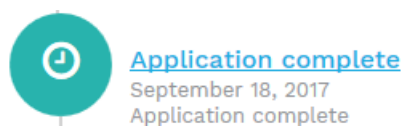
Milestone Name	What it means
Application received	This is the date the application was received by PIAB
Application complete	This is the date of the application for the purposes of Section 50 of the PIAB Act. Please note that this is subject to the claim being within the remit of the Personal Injuries Assessment Board Act 2003, as amended.
Formal Notice Issued/Response awaited.	PIAB have issued a formal notice to the Respondent. The Respondent has 90 days in which to consent (or otherwise) to a PIAB assessment.
Respondent Accepted/Declined	The respondent has replied to the Formal Notice and given their consent (or otherwise) to a PIAB assessment. If a respondent declines to have a claim assessed an authorisation issues and the Milestones progress to Milestone 8
Assessment Process	Following a Respondent's consent PIAB are now making an assessment of the claim. The date by which PIAB must make their assessment is displayed together with details of the status of the special damages and medical examination(s).
Notice of award issued	PIAB has made its assessment and issued the Notice of Assessment to all parties
Assessment accepted or rejected	All parties have replied to the Notice of award
OTP/Authorisation issued	An Order to Pay or an Authorisation has issued

What Milestone information will be displayed?

A full list of all milestones will be displayed for each claim.

As PIAB progresses through and completes each milestone the following symbol appears 

The current milestone is displayed as follows and contains the key information regarding that milestone.



The Milestones Page

Filter

Solicitor
All solicitors

Search
keyword

[Search by milestone](#)

Application received (5)

Application complete (1)

Formal Notice Issued/Response awaited (0)

Respondent accepted/declined (0)

Assessment process (1)

Notice of award issued (0)

Assessment accepted or rejected (0)

OTP issued / Authorisation issued (1)

John White Solicitor
PL0728201782972

Dashboard Files

Thomas Pike SR:Solicitor Refer - EL0621201782943

Dashboard Timeline

Case Solicitor
Solicitor: John Black

- Application received
- Application complete
- Formal Notice Issued/Response awaited
- Respondent accepted/declined
- Assessment process
- Notice of award issued
- Assessment accepted or rejected
- OTP issued / Authorisation issued
July 20, 2017
OTP issued / Authorisation issued.

Correspondence exchange with PIAB via the Portal

All claims submitted via the portal will be progressed via the portal. Correspondence between PIAB and your office will take place via the portal.

To see all correspondence on each claim file please click on the files tab on the top centre of the page (circled below). You will now see a list of all correspondence shared.

For each item of correspondence you will see the document name, the date it was uploaded to the portal and you can also download the document(s).

To share correspondence with PIAB please click on the “Upload other document” link highlighted above. You can upload 10 documents in one session.

When PIAB attach correspondence via the portal you will receive an email advising you to log on to the portal to review the item shared. This email will be issued to the individual who has submitted the application to PIAB via the portal.

Please note that while these documents will be visible immediately on the portal they will not be available for you to download for approximately 20 minutes thereafter.

Payment Options

With the Solicitors Portal you have the option to pay for each application submitted on an individual basis by credit or debit card at the end of the application process.

You can also elect to pay by account. This feature enables every firm of Solicitors to submit batch payments to PIAB. Payments can be made by credit/debit card, EFT or Cheque.

Pay by account was developed following feedback received from Solicitor firms. It enables you to control and monitor payments to PIAB in a secure environment. Card security here??

To enable pay by account simply log onto the portal, click on Solicitor Account (below) and then Top up. Then input the information as requested.

Account payments by credit card are automatically applied to your account. Your account balance will not update following an EFT or cheque notification of payment until such time as PIAB have received and verified payment.

The Solicitor account balance is displayed on the solicitor account page. You can monitor all payments to and from your account via the transaction history. Receipts are issued for each claim paid by account.

The screenshot shows the PIAB Solicitor Portal interface. At the top, there is a blue header with the PIAB logo on the left and navigation links for 'Claims', 'Solicitor account', and 'Logout' on the right. Below the header, the user's name 'Karen Garry Test Account - Karen Garry' is displayed. A red notification banner indicates that the account balance is running low and provides a link to top up. Below this, there is a navigation bar with three options: 'Payments home' (selected), 'Transaction history', and 'Top up'. The main content area is titled 'Payments home' and shows a 'Current balance: €0.00'. Below this, there is a section for 'View transactions' with a filter form. The filter form includes fields for 'From' (07/06/2018), 'To' (07/06/2018), and 'Transaction type' (Please select), along with a 'View' button.

Who do I contact should I have any additional queries or encounter any technical issues?

Please contact the PIAB Portal team at enquiries@piab.ie.

Finally

We hope that you experience the many benefits on offer when using the PIAB Solicitor Portal. PIAB is working towards improving efficiencies for all our stakeholders and we look forward to working with you.

PIAB welcomes any feedback in relation to the Portal and this may be delivered by emailing enquiries@piab.ie