

Claims Costs Disclosure Portal User Guide

For Legal Representatives

February
2023

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Introduction

The MAIA Claims Cost Disclosure (CCD) Portal is SIRA's online tool used to collect claims costs data relating to common law claims as a result of a motor accident that occurred on or after 1 December 2017.

On 1 December 2017, the Motor Accidents Injuries Regulation 2017 (the Regulation) came into effect. The key function the Regulation is to regulate the maximum recoverable costs for legal and medico-legal services provided in relation to motor accident claims. The rationale for regulating the cost of these services is to ensure that transaction costs relating to motor accident claims do not unreasonably contribute to the cost of Green Slips payable by New South Wales motorists.

The Regulation seeks to provide greater transparency in relation to solicitor-client costs in motor accident matters by requiring legal practitioners to disclose to the State Insurance Regulatory Authority (SIRA) a claims costs breakdown setting out the total amount paid by an insurer in finalising a motor accident claim and breaking that total into various components as required by the Authority.

The object of clause 40 of the Regulation is to enable the Authority to obtain information about claims costs in order to advise the Minister as to the efficiency and effectiveness of the motor accidents scheme.

Clause 40(2) of the Regulation states clearly that "It is the duty of a legal practitioner who represents a claimant when a claim is finalised (regardless of whether damages are to be paid to the claimant) to ensure that the Authority is provided, in a manner and time provided by the Authority, with a costs breakdown in relation to the claim."

The costs breakdown includes the award or settlement amount, ordered (party/party) costs, other legal fees including barrister fees and previous lawyers' fees; deductions including legal costs; disbursements: medical report fees; expert fees; paybacks including Centrelink, Medicare, Workers Compensation, private health fund and income protection insurer; unpaid treatment fees; section 83 payments and previous lawyers' costs. The information requested is information that should be available at a settlement conference or a hearing.

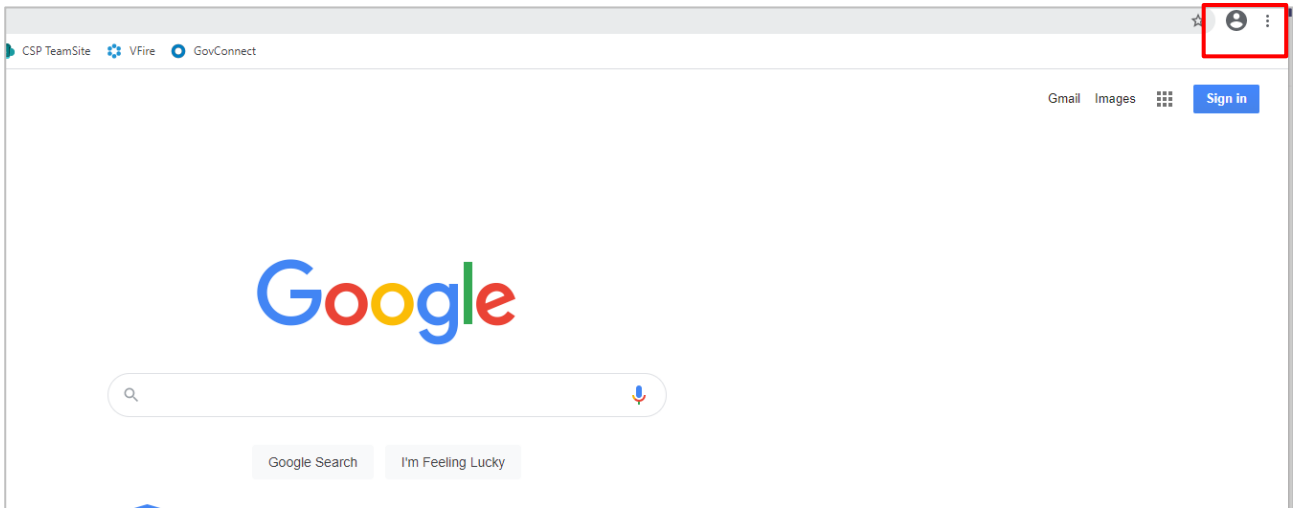
Any enquiries should be made to 1300 656 919 or claimscosts@sira.nsw.gov.au. For further information go to <https://www.sira.nsw.gov.au/for-service-providers/A-Z-of-service-providers/legal-professionals#claims>.

1. Computer setup

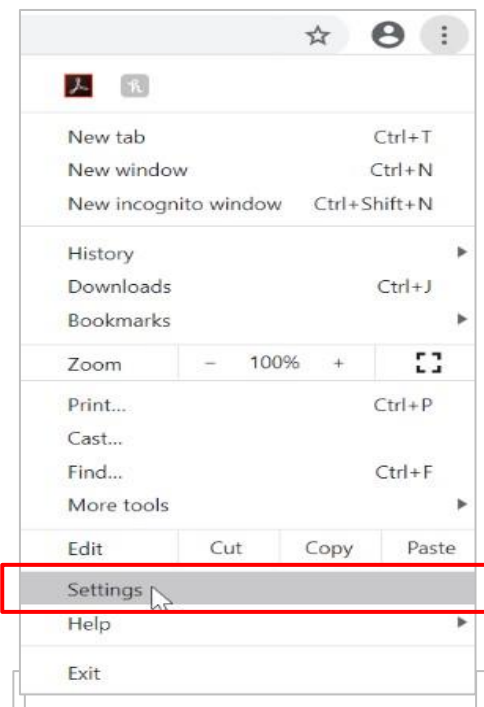
It is recommended to use Google Chrome as the internet browser to access the MAIA CCD Portal.

1.1. Google Chrome settings

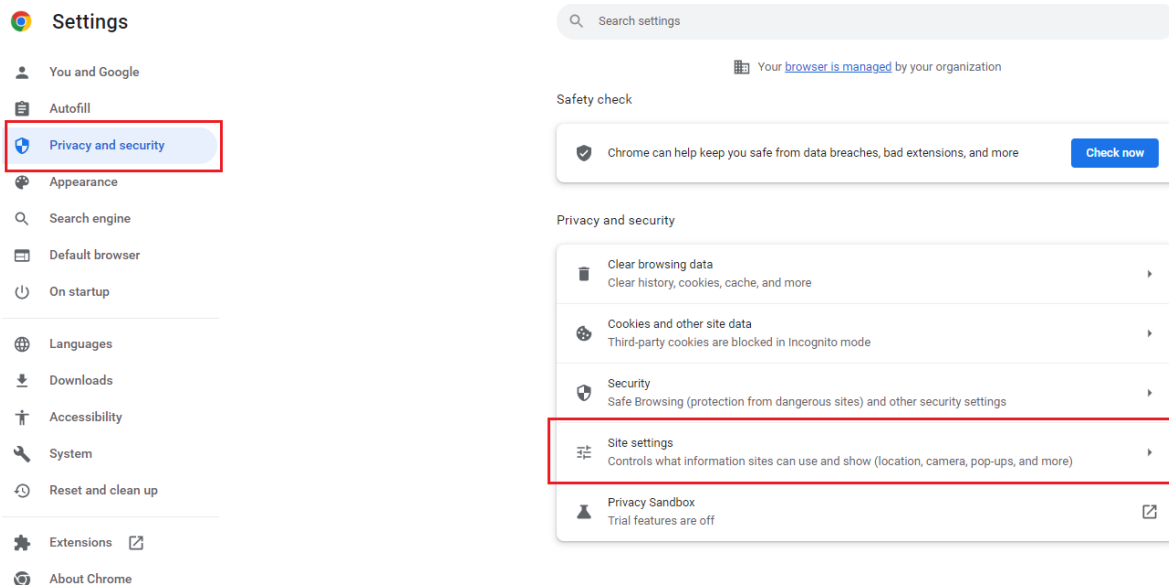
1. Open Google Chrome and click on the ellipsis (three vertical dots) found in the top right-hand corner



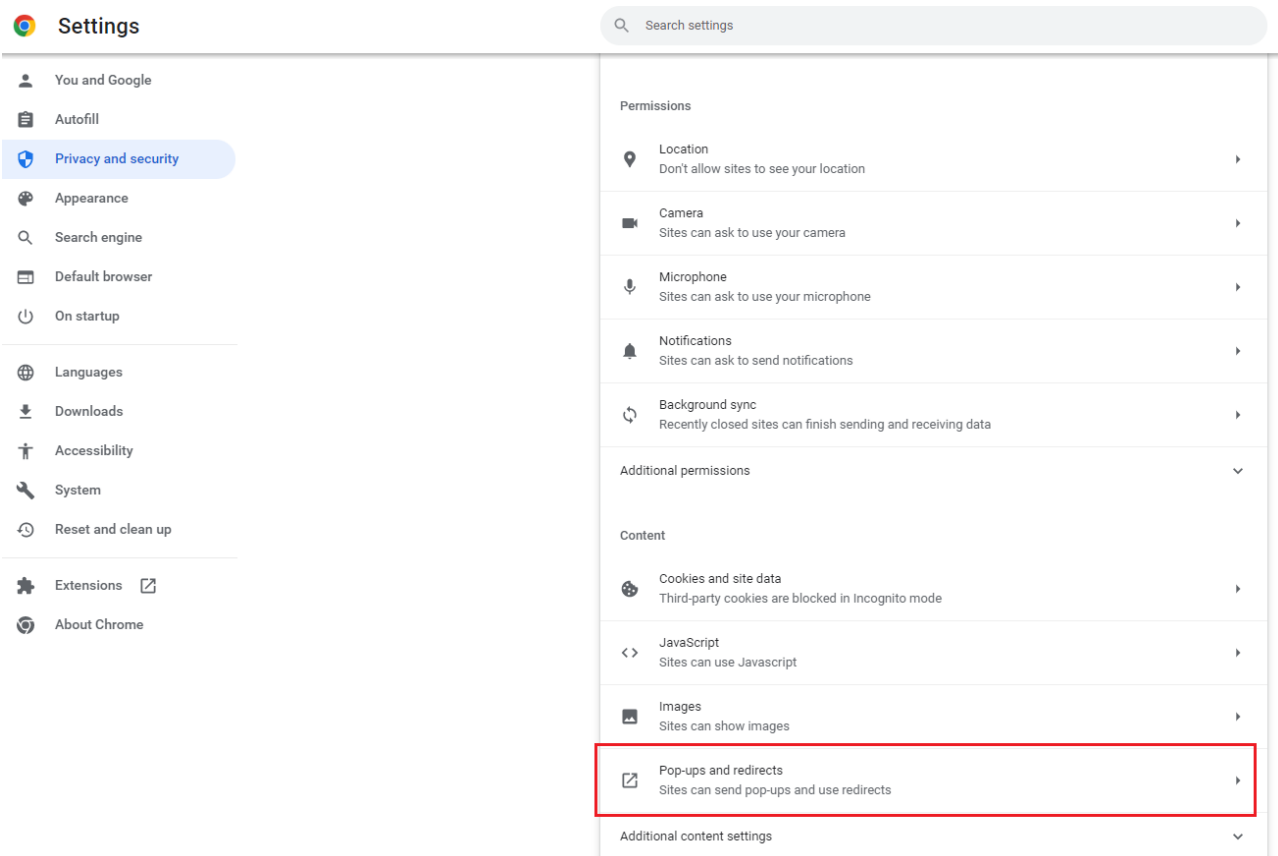
2. Select 'Settings' from the drop-down menu. You will be directed to the settings menu within your browser.



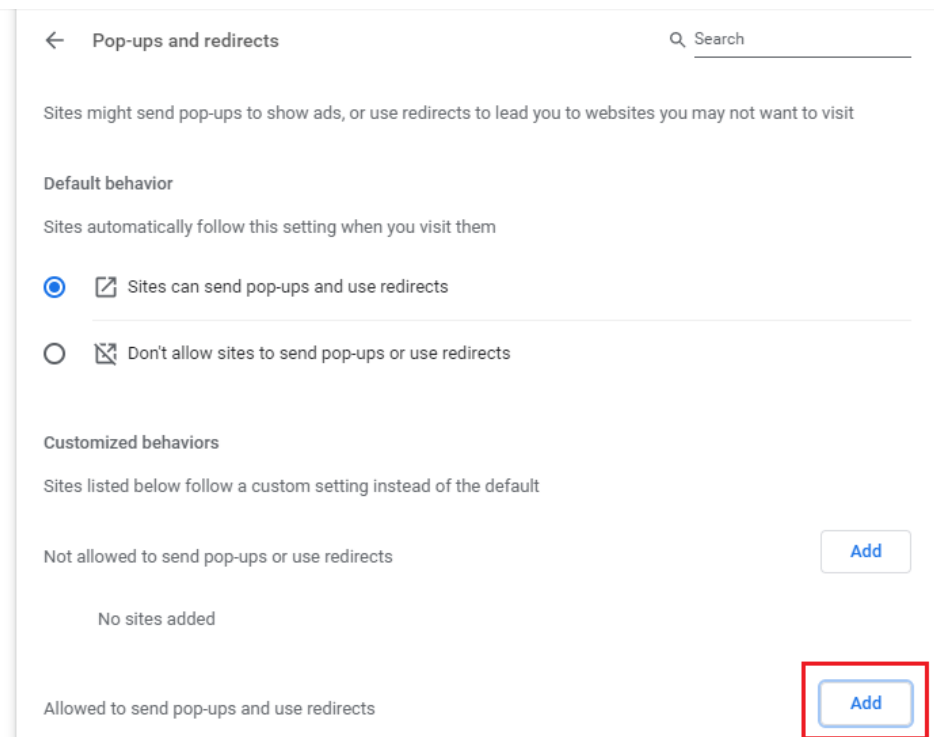
3. Select 'Privacy and Security' from the left panel and select 'Site Settings'.



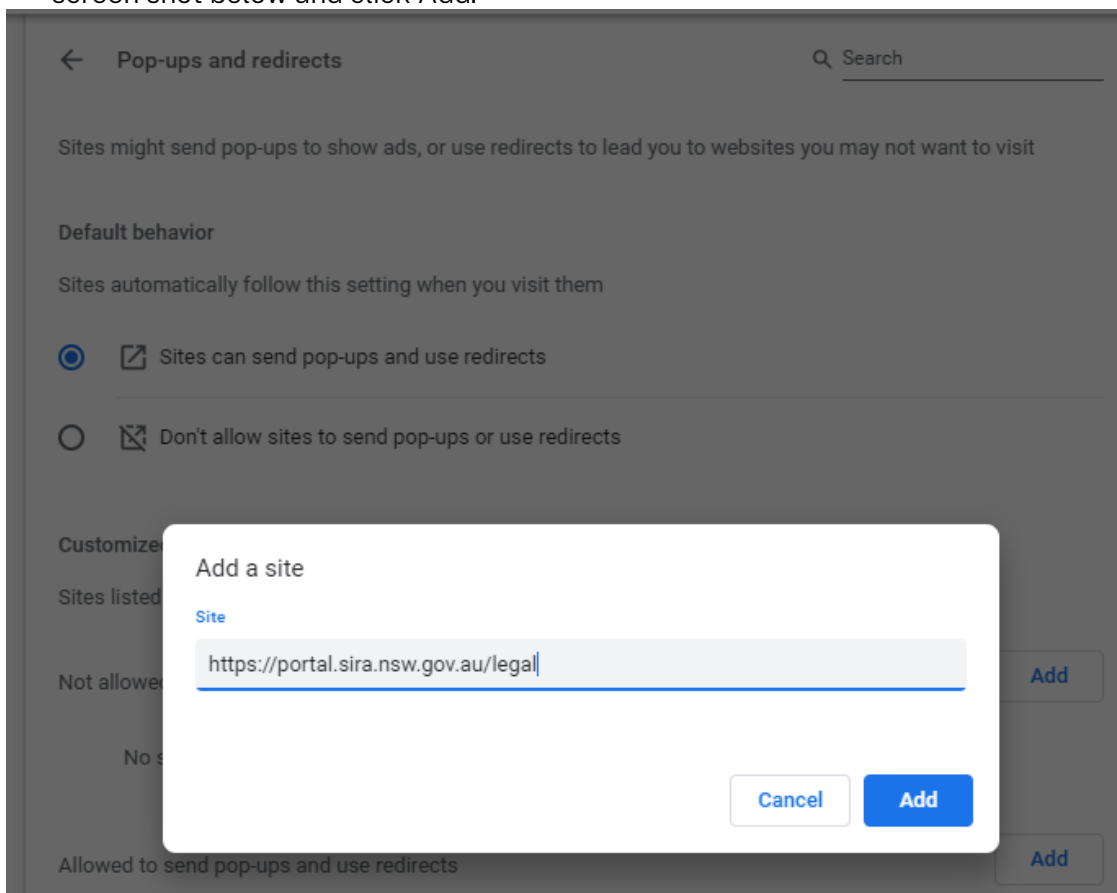
4. Click 'Pop-ups and redirects'.



5. Customize the browser to allow pop-ups from the MAIA CCD Portal only by clicking on the Add button as highlighted in the screen shot below.



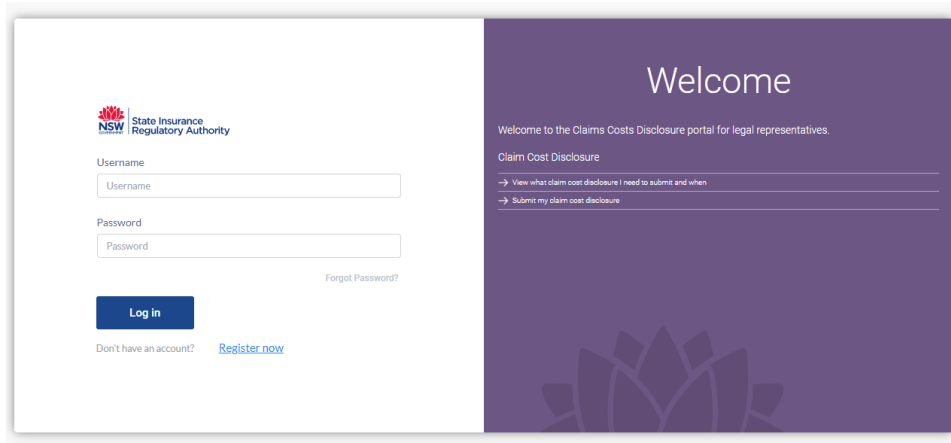
6. Add the MAIA CCD portal web address (<https://portal.sira.nsw.gov.au/legal>) as shown in the screen shot below and click Add.



2. Accessing the MAIA CCD Portal

2.1. Registering your firm

1. Open a web browser (preferably Google Chrome) and go to <https://portal.sira.nsw.gov.au/legal/s/> to access the CCD Portal for Legal Representatives.



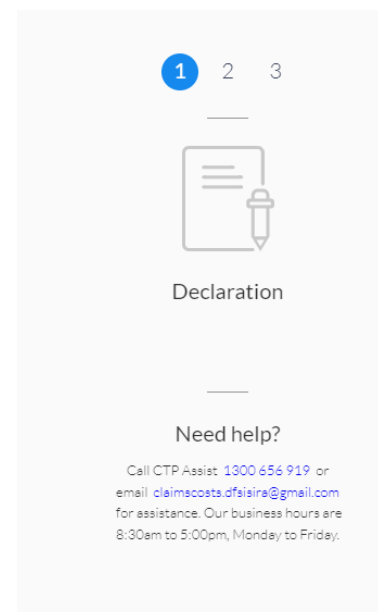
2. Click 'Register Now' on the login page.
3. Review the declaration and select the check box to show that you have read the declaration and agree to the Terms and Conditions of use and click 'Next'.

Declaration

You will need to register to use this portal to provide the costs breakdown in relation to the settlement of a claim to SIRA. You will only need to register for the portal once. Your contact information will be used in respect of any future submissions of claim costs breakdown to SIRA or any future matters in which you may use the portal in acting for a party.

Declaration

- ☐ I declare:
- I am a certified Australian Legal Practitioner acting as a legal representative for a claimant providing SIRA with a costs breakdown in relation to a claim; or
 - I am support staff of a certified Australian Legal Practitioner authorised to access the Portal, and am acting under the direction, control, and authorisation of that legal practitioner.
 - I agree to the Terms and Conditions of Use.
 - I agree to the Privacy and Collection of Information Notice.



1 2 3

Declaration

Need help?

Call CTP Assist: 1300 656 919 or email claimscosts.dfa@sira.nsw.gov.au for assistance. Our business hours are 8:30am to 5:00pm, Monday to Friday.

4. Enter the firms details by completing the following sections on the webform:

- Firm name and contact details
- Firm address

Firm details

Firm name and contact details

Collection Notice

Firm name

ABN or ACN

Select

Number

e.g. 123XXXXXXX

Firm email address (firm's reception or generic email address)

☒ Email address

Firm phone number

0499 999 999

Firm address

Street

e.g. corner, intersection, street, number/name

Suburb

Enter suburb

State

Select

Postcode

2000

Next

1 2 3



Firm details

Please provide the details of the law firm you are employed by. This information is required to create your account.

Need help?

Call CTP Assist: 1300 656 919 or email claimscosts.dfaisire@gmail.com for assistance. Our business hours are 8:30am to 5:00pm, Monday to Friday.

5. Click next when complete.

Note: you can change these details later if needed.

6. Enter the personnel details and click 'send request' to complete the registration process.

Personnel details

Title

--- None ---

First name

First name

Last name

Last name

Your work email address (this email address will be your login username)

☒ Email address

Phone number

0499 999 999

Practising State

Select

Practising certificate number or equivalent

123456789

If you are the first legal practitioner to register for your firm you will be the registered administrator for the portal. You can nominate an alternative administrator after registration.

Send request

1 2 3



Personnel details

Please provide your personnel details.

Need help?

Call CTP Assist: 1300 656 919 or email claimscosts.dfaisire@gmail.com for assistance. Our business hours are 8:30am to 5:00pm, Monday to Friday.

Note: If you are the first person to register for your firm, you will automatically be assigned as an administrator. You can nominate an alternative administrator after registration.

7. Once confirmed, you will be presented with the confirmation screen. Click 'Go to SIRA website' or close the browser.

Confirmation

Your account creation request has been received.

An email confirming your login details will be sent to your email address once your account has been created. If you have registered a non-legal administrator, he or she will also receive an email with their login details once their account has been created. If any further information is required, we will contact you.

If you need any information about the Claim Cost Disclosure process, please email claimscosts@sira.nsw.gov.au or call 1300 656 919.

[Go to SIRA website](#)



Confirmation

Your registration request has been successfully sent

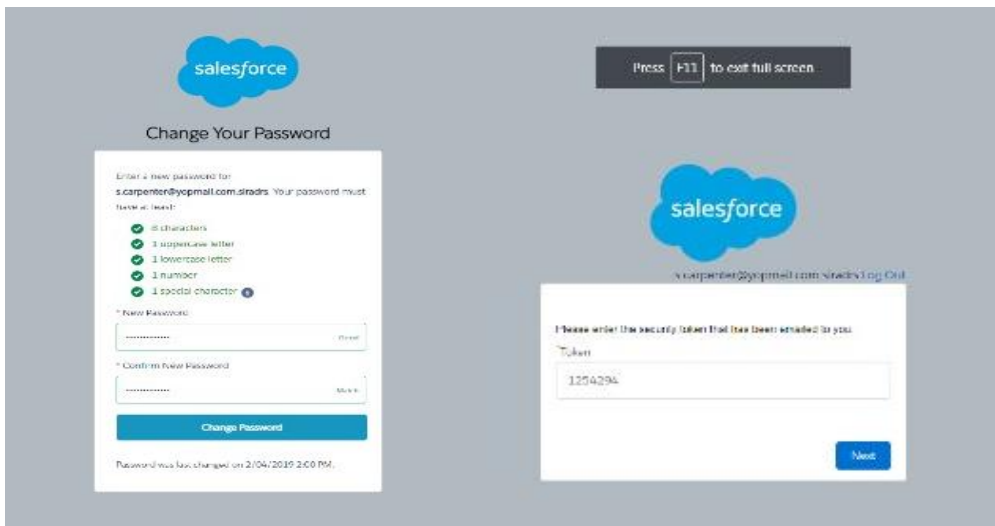
The system will email an automatic confirmation of your registration request to your nominated email.

Note: please check your SPAM/Junk folder if it does not arrive within 15 minutes, otherwise contact SIRA on 1300 656 919 or claimscosts@sira.nsw.gov.au.

8. SIRA staff will review your application and advise you of the outcome by email.
9. Once approved, you will be sent an email with your username. Click on the link to set your password and access the portal.

Note: As part of this process, you will be sent a token via email to complete the two-factor authentication.

10. Complete the two-factor authentication process by inputting the token and clicking Next.
11. Follow the prompts to create a password, then click 'change password'.



12. Once you have set up your password successfully, you will be able to access the MAIA CCD Portal.

State Insurance Regulatory Authority

Home Manage Users User Guide

Hello Harvey,
Welcome to your Claims Costs Disclosure portal

2 FIRM OUTSTANDING DISCLOSURES 11 FIRM OVERDUE DISCLOSURES

Open Disclosures

All Mine My Team Edit team

Search within this list Allocate

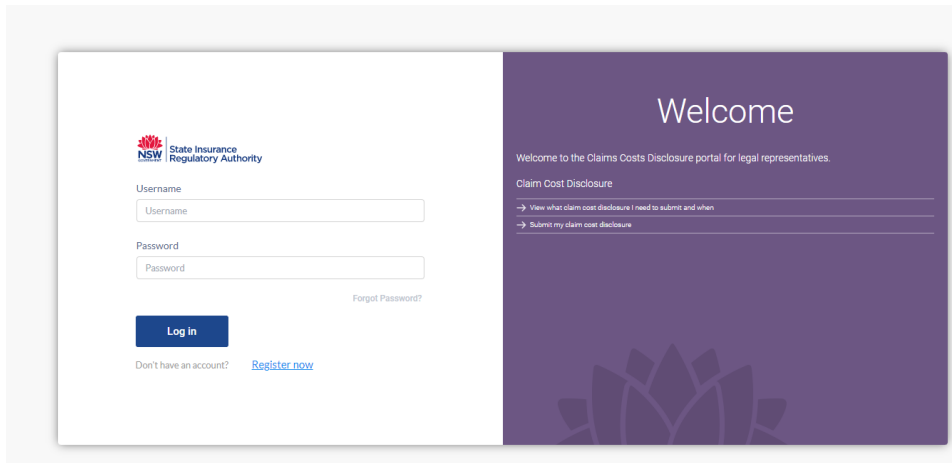
CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
<input type="checkbox"/> UAT-92-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	12
<input type="checkbox"/> UAT-91-606-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	18

2.2. User login

1. Open a web browser (preferably Google Chrome) and go to <https://portal.sira.nsw.gov.au/legal/s/> to access the Claims Costs Disclosure Portal for Legal Representatives.

Note: you may wish to bookmark this address for frequent use.

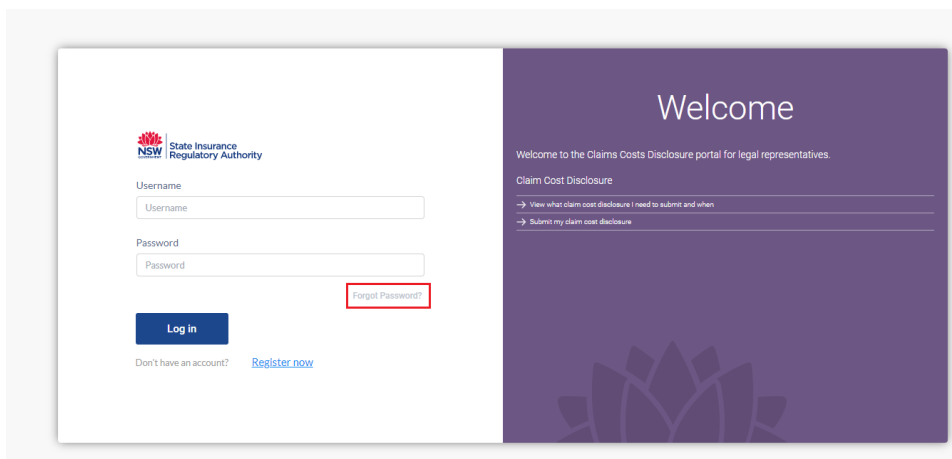
2. Enter your Username and password, and click 'Log in'

The screenshot shows the login interface of the Claims Costs Disclosure Portal. On the left, there is a white login box with the NSW State Insurance Regulatory Authority logo at the top. Below the logo are input fields for 'Username' and 'Password', a 'Log in' button, and a 'Forgot Password?' link. At the bottom of the box are links for 'Don't have an account?' and 'Register now'. On the right, a purple sidebar contains a 'Welcome' message, a brief description of the portal, and a 'Claim Cost Disclosure' section with two links: 'View what claim cost disclosure I need to submit and when' and 'Submit my claim cost disclosure'.

2.3. Password reset

1. Open a web browser (preferably Google Chrome) and go to <https://portal.sira.nsw.gov.au/legal/s/> to access the claims costs disclosure portal for Legal Representatives.

2. Click the 'Forgot Password?' link.

This screenshot is identical to the one in the previous block, showing the login page. However, the 'Forgot Password?' link is highlighted with a red rectangular box to indicate where the user should click to initiate a password reset.

3. Enter your Username into the User name field and click reset.

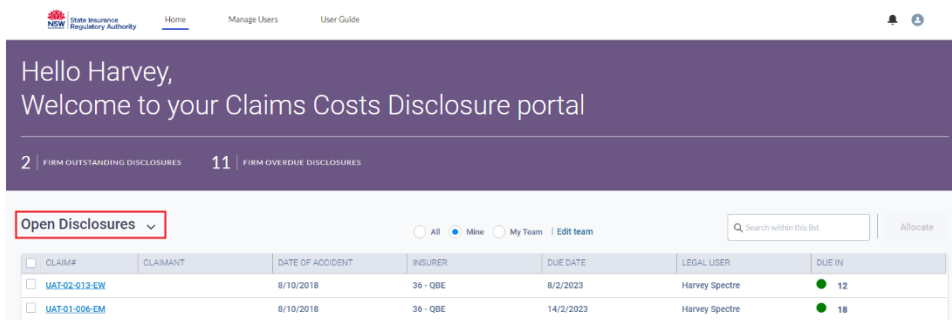
The screenshot displays a web interface for the NSW State Insurance Regulatory Authority. The left-hand side features a 'Forgot your password?' section with a lock icon, a text prompt to enter a username for a password reset link, a text input field labeled 'User Name', and 'Reset' and 'Cancel' buttons. The right-hand side has a purple background with a 'Welcome' heading, a welcome message, and a 'Claim Cost Disclosure' section containing two links: 'View what claim cost disclosure I need to submit and when' and 'Submit my claim cost disclosure'.

Note: Your username should have a 'legal' at the end of your email address, i.e. If your email address used for registration is david.jones@email.com, your username should be david.jones@email.com.legal. Please check your registration confirmation to confirm the correct username.

4. A link to reset will be sent to your email, click the link, and follow the prompts to reset password.

3. Submitting a Claims Cost Disclosure

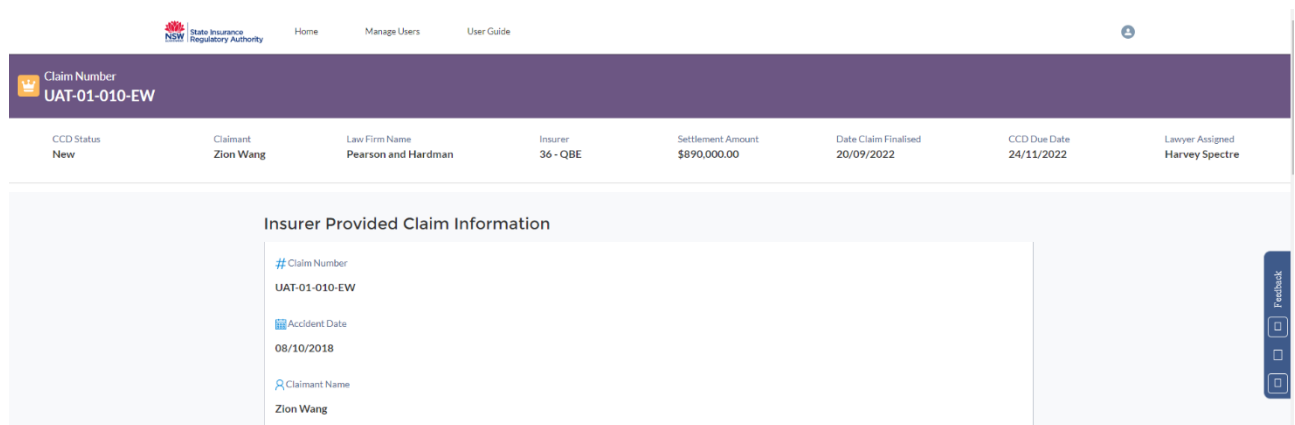
1. Select 'Open Disclosures' drop down to view all open disclosures.



The screenshot shows the 'Claims Costs Disclosure portal' for Harvey. The header includes the NSW State Insurance Regulatory Authority logo and navigation links: Home, Manage Users, and User Guide. A user profile icon is in the top right. Below the header, a purple banner says 'Hello Harvey, Welcome to your Claims Costs Disclosure portal'. Below this, a summary bar shows '2 FIRM OUTSTANDING DISCLOSURES' and '11 FIRM OVERDUE DISCLOSURES'. A dropdown menu is set to 'Open Disclosures'. Below the menu are radio buttons for 'All' (selected), 'Mine', and 'My Team', and a link to 'Edit team'. A search bar is labeled 'Search within this list' and an 'Allocate' button is on the right. A table lists two disclosures:

CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
<input type="checkbox"/> UAT-02-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	12
<input type="checkbox"/> UAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	18

2. Select a claim by clicking on the claim number to view the details.



The screenshot shows the details for claim number UAT-01-010-EW. The header includes the NSW State Insurance Regulatory Authority logo and navigation links: Home, Manage Users, and User Guide. A user profile icon is in the top right. Below the header, a purple banner says 'Claim Number UAT-01-010-EW'. Below this, a table lists key information:

CCD Status	Claimant	Law Firm Name	Insurer	Settlement Amount	Date Claim Finalised	CCD Due Date	Lawyer Assigned
New	Zion Wang	Pearson and Hardman	36 - QBE	\$890,000.00	20/09/2022	24/11/2022	Harvey Spectre

Below the table, a section titled 'Insurer Provided Claim Information' contains the following details:

- # Claim Number: UAT-01-010-EW
- Accident Date: 08/10/2018
- Claimant Name: Zion Wang

A 'Feedback' button is located in the bottom right corner.

3. On opening the disclosure, you will be able to view the 'Insurer Provided Claim Information' which includes payment, costs, and deduction. These have been pre-populated by the insurers and are read-only.

Insurer Provided Claim Information

Payment Made: ☐ Not Correct

Date of Last Payment: ☐ Not Correct

Total Party/Party Costs: ☐ Not Correct

Insurer Payment Information

Payment Made: ☐ Not Correct

Date of Last Payment: ☐ Not Correct

Total Party/Party Costs: ☐ Not Correct

Settlement Information

Settlement Amount: ☐ Not Correct

Total Plaintiff Costs

Total Plaintiff Costs:

Total Plaintiff Costs - Breakdown

Category	Amount
Attorney Fees and Costs	\$10,000.00
Witness Fees and Costs	\$5,000.00
Expert Fees and Costs	\$3,000.00
Other Plaintiff Costs	\$3,000.00
Total Plaintiff Costs	\$21,000.00

Deductions (other than costs)

Deductions:

Distribution of Funds

Distribution:

4. If the insurer provided information is not correct, you can click on the 'Not Correct' tickbox. The application will present an option to enter a new value.

Insurer Payment Information

Payment Made \$755,400.05	Not Correct <input checked="" type="checkbox"/>	* Adjusted Payment Made <input type="text"/>
Date of Last Payment 30/06/2020	Not Correct <input checked="" type="checkbox"/>	* Adjusted Date of Last Payment <input type="text"/>
Total Party/Party Costs \$21,000.00	Not Correct <input type="checkbox"/>	

Settlement Information

Settlement Amount \$890,000.00	Not Correct <input type="checkbox"/>
--	---

Note: all fields marked with a red asterisk (*) are required to be completed. If there is no value, you must enter 0.00.

- In the 'Total Plaintiff Costs - Breakdown' section, you can enter multiple rows for Claimant Senior Counsel Fees, Counsel Fees, Medico-Legal, Other expert Fees and Other. The amounts will be rolled up and available in the read-only fields in the 'Detailed Costs' sub-section. The total cost for each section will be calculated automatically.

Total Plaintiff Costs - Breakdown

* Solicitor Client Fees (inc GST/lex disls) ?

* Previous Lawyer Legal Fees (If any) Insurer Lawyer Name (If applicable)

Detailed Costs ?

* Type	* Amount	Description
<input type="text" value="Claimant Senior Counsel Fees"/>	<input type="text" value="\$2,000.00"/>	<input type="text" value="Name"/>
<input type="text" value="Medico-Legal (Individual)"/>	<input type="text" value="\$908.00"/>	<input type="text" value="Name"/>
<input type="text" value="Medico-Legal (Joint)"/>	<input type="text" value="\$1,235.00"/>	<input type="text" value="Name"/>
<input type="text" value="Other"/>	<input type="text" value="\$400.00"/>	<input type="text" value="Name"/>
<input type="text" value="Claimant Counsel Fees"/>	<input type="text" value="\$300.00"/>	<input type="text" value="Name"/>

+ Detailed cost

Claimant Senior Counsel Fees \$2,000.00	Claimant Counsel Fees \$300.00
Medico-legal Specialist Reports \$2,143.00	Other Expert Fees \$0.00
Other (e.g. Interpreter) \$400.00	
Total Breakdown Costs \$4,843.00	

- If you are not ready to submit the disclosure, you can press 'Save' or 'Save and Exit' and the data you have entered will be retained to be updated later.

//

Save And Exit

Save

Submit

- To submit data, press 'Submit'.

A screenshot of a web form interface. At the top, there is a large empty rectangular box. Below it, there are three buttons arranged horizontally: "Save And Exit" (light blue), "Save" (light blue), and "Submit" (orange). The buttons are set against a light gray background.

8. Once submitted, you will be presented with a confirmation pop-up, to proceed, click Confirm, if you wish to review again or make any changes, click cancel.

A screenshot of a "Confirm Submission" pop-up dialog. The dialog has a purple header with the title "Confirm Submission". The main content area is white and contains the text: "Are you sure you want to submit your claim cost disclosure?", "You have entered \$10,000.00 as the settlement amount.", and "Once submitted, you won't be able to make any changes." At the bottom, there are two buttons: "Cancel" (light blue) and "Confirm" (orange). A small footnote at the bottom right of the dialog reads: "* Is claimant participant in LTCS scheme?"

9. Once confirmed, a pop-up will notify you of a successful submission and provide a link to download a PDF copy of your submitted CCD.

Note: this can be downloaded at a later time if needed.

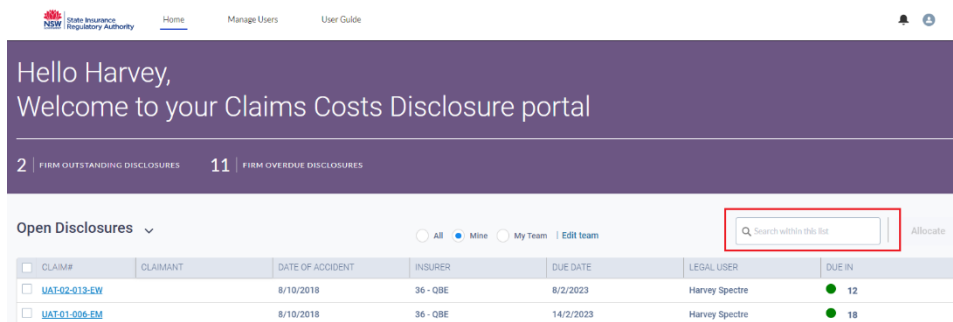
A screenshot of a "Claim Cost Disclosure Submitted" pop-up dialog. The dialog has a purple header with the title "Claim Cost Disclosure Submitted". The main content area is white and contains the text: "Thank you for submitting your claim cost disclosure." and "Click the link below to download a PDF copy of your submission." Below the text is a button with a download icon and the text "Download PDF copy of submission". At the bottom of the dialog, there are radio buttons for "Yes" (selected) and "No".

4. System features

4.1. Searching for a disclosure

To search for a disclosure, enter the search criteria into the search box. You can search by:

- Claimant name (surname and/or first name)
- Claim number
- Accident date
- Insurer
- Due date
- Legal user



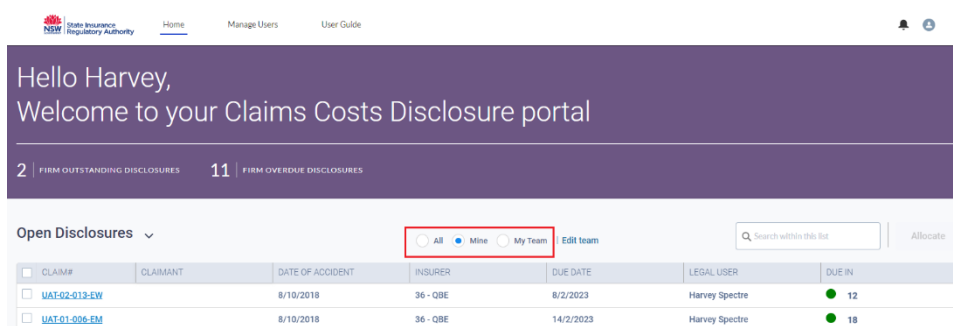
The screenshot shows the 'Open Disclosures' section of the portal. A search box labeled 'Search within this list' is highlighted with a red rectangle. Below the search box is a table with columns: CLAIM#, CLAIMANT, DATE OF ACCIDENT, INSURER, DUE DATE, LEGAL USER, and DUE IN. Two rows are visible, both for 'Harvey Spectre'.

CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
UAT-02-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	12
UAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	18

4.2. Using radio buttons to filter disclosures and actions

Radio buttons have been used to allow you to filter disclosures as needed by your individual or firm requirements, you can filter by selecting:

- All – will show all disclosure requests for your firm.
- Mine – will show all disclosure requests allocated to you.
- My Team – will show all disclosure requests allocated to your team.



The screenshot shows the 'Open Disclosures' section of the portal. The radio buttons for 'All', 'Mine', and 'My Team' are highlighted with a red rectangle. The 'All' radio button is selected. Below the radio buttons is a table with columns: CLAIM#, CLAIMANT, DATE OF ACCIDENT, INSURER, DUE DATE, LEGAL USER, and DUE IN. Two rows are visible, both for 'Harvey Spectre'.

CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
UAT-02-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	12
UAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	18

4.3. Select and edit 'My Team' members

Click the 'Edit Team' link.

State Insurance Regulatory Authority

Home Manage Users User Guide

Hello Harvey,
Welcome to your Claims Costs Disclosure portal

2 FIRM OUTSTANDING DISCLOSURES 11 FIRM OVERDUE DISCLOSURES

Open Disclosures ▾

☐ All ☒ Mine ☐ My Team **Edit team**

[Allocate](#)

CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
<input type="checkbox"/> UAT-02-913-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	● 12
<input type="checkbox"/> UAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	● 18

Adjustments can be made to your team by:

- Searching for a team member using the search box and add a member to your team by clicking the tick box next to the user's name.
- To remove a selected team member, click the 'Remove' link next to the name.
- To finish editing, click 'Update'.

My team ✕

Select portal user to be included in your team view

Add team members

☒ Harvey Spectre

☒ Mike Ross

Selected team members

Harvey Spectre [Remove](#)

Mike Ross [Remove](#)

[Cancel](#) [Update](#)

You can now filter the disclosures using the 'My Team' radio button to view all disclosures allocated to your team.

5. Allocating disclosures within the team

1. Identify the record that you wish to allocate to a user within your team.
2. Select the checkbox to the left of the claim number and click 'Allocate' to open the Application Allocation pop-up.

State Insurance Regulatory Authority | Home | Manage Users | User Guide

Hello Harvey,
Welcome to your Claims Costs Disclosure portal

2 | FIRM OUTSTANDING DISCLOSURES | 11 | FIRM OVERDUE DISCLOSURES

Open Disclosures ▾ ☐ All ☒ Mine ☐ My Team

<input type="checkbox"/>	CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
<input checked="" type="checkbox"/>	HAT-02-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	12
<input type="checkbox"/>	HAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	18

3. Select a legal representative to allocate the disclosure to, then click 'Next'.

Application Allocation ×

Select Legal Rep

Total applications to be allocated: 1

LEGAL REP

CURRENT ALLOCATIONS

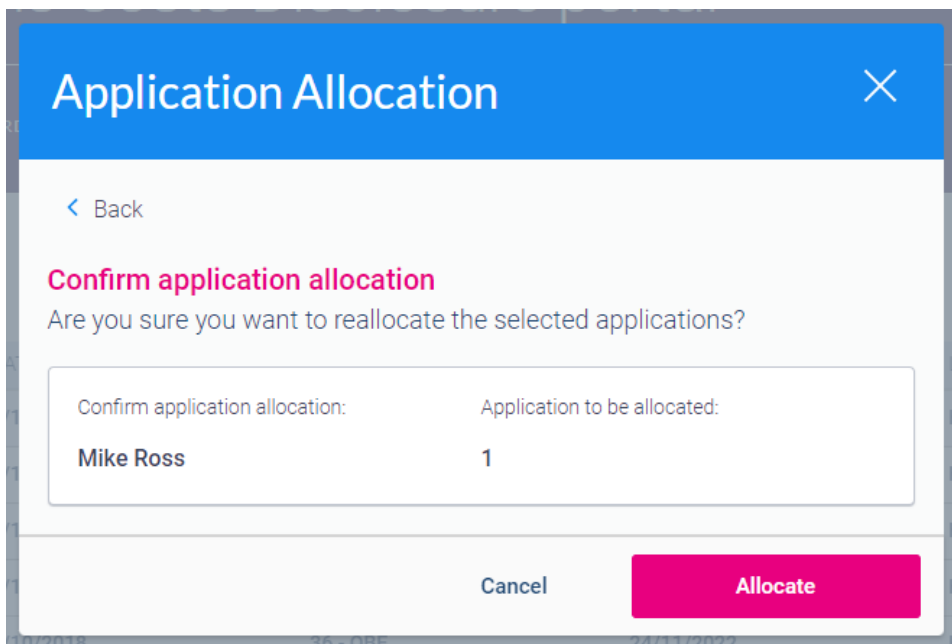
☐ Harvey Spectre 22

☒ Mike Ross 0

Cancel

Next

4. Review the allocation and confirm by clicking 'Allocate'.



Application Allocation [Close]

< Back

Confirm application allocation

Are you sure you want to reallocate the selected applications?

Confirm application allocation: **Mike Ross**

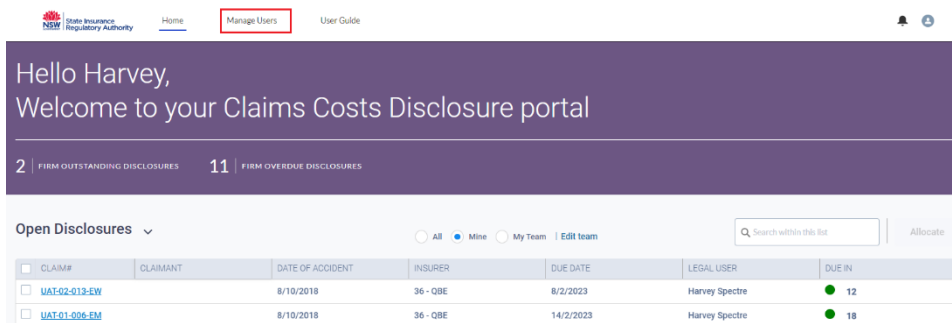
Application to be allocated: **1**

Cancel **Allocate**

- Return to your list and review the Legal user to confirm that this has been re-allocated correctly.

6. Managing users (admin only)

To access the Manage Users area, Select the 'Manage Users' link at the top of the screen.



State Insurance Regulatory Authority | Home | **Manage Users** | User Guide

Hello Harvey,
Welcome to your Claims Costs Disclosure portal

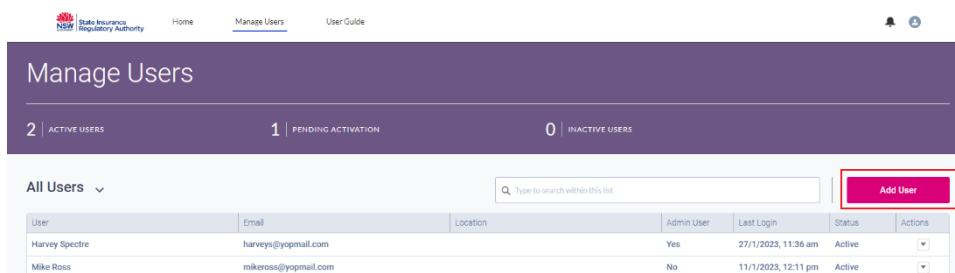
2 | FIRM OUTSTANDING DISCLOSURES | 11 | FIRM OVERDUE DISCLOSURES

Open Disclosures ▾ All ☒ Mine ☐ My Team ☐ Edit team **Allocate**

CLAIM#	CLAIMANT	DATE OF ACCIDENT	INSURER	DUE DATE	LEGAL USER	DUE IN
<input type="checkbox"/> UAT-02-013-EW		8/10/2018	36 - QBE	8/2/2023	Harvey Spectre	● 12
<input type="checkbox"/> UAT-01-006-EM		8/10/2018	36 - QBE	14/2/2023	Harvey Spectre	● 18

6.1. Adding new users / administrators

- Click 'Add User'



State Insurance Regulatory Authority | Home | **Manage Users** | User Guide

Manage Users

2 | ACTIVE USERS | 1 | PENDING ACTIVATION | 0 | INACTIVE USERS

All Users ▾ **Add User**

User	Email	Location	Admin User	Last Login	Status	Actions
Harvey Spectre	harveys@yopmail.com		Yes	27/1/2023, 11:36 am	Active	▼
Mike Ross	mikeros@yopmail.com		No	11/1/2023, 12:11 pm	Active	▼

- Enter the user details and click save.

Add user

Title

Ms.

First name

Rachel

Last name

Zane

Email address

rachelz@yopmail.com

Contact number

04003456345

Please enter a valid phone number.

☐ Admin User?

Lawyer

☒ Yes
☐ No

Legal Practising Certificate Number

123321234

Cancel
Save

- The user will be created and sent an email to confirm their registration. The user status will remain as pending until they receive an email to set their password and log in.

6.2. Amending user details / administrator privileges

Identify the user requiring amendment.

Note: you can search for a user by entering their name into the search box above the results area.

- Click the down arrow under the actions column and select 'Edit User Details' to access the Edit User Details pop-up.

State Insurance Regulatory Authority

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Manage Users

User Guide

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1 PENDING ACTIVATION
0 INACTIVE USERS

All Users

Type to search within this list

Add User

User	Email	Location	Admin User	Last Login	Status	Actions
Harvey Spectre	harveys@yopmail.com		Yes	27/1/2023, 11:36 am	Active	
Mike Ross	mikeross@yopmail.com		No	11/1/2023, 12:11 pm	Active	
Veerdhawal K	ccdsi+wj@outlook.com		Yes		Pending	

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All Users

User	Email	Location	Admin User	Last Login	Status	Actions
Harvey Spectre	harveys@yopmail.com		Yes	27/1/2023, 11:36 am	Active	Edit User Details
Mike Ross	mikeross@yopmail.com		No	11/1/2023, 12:11 pm	Active	Reset Password
Veerdhawal K	ocdsiv@outlook.com		Yes		Pending	Deactivate User

Add User

2. Edit the user's details and click 'Save'.

Edit user details

Title
Mr.

First name

Last name

Email address

Contact number

☐ Admin User?

Lawyer
☒ Yes ☐ No

Legal Practising Certificate Number

Cancel Save

Note: Check 'Admin User?' box if you wish to give/remove Admin privileges to the user.

You can have multiple Admin Users.

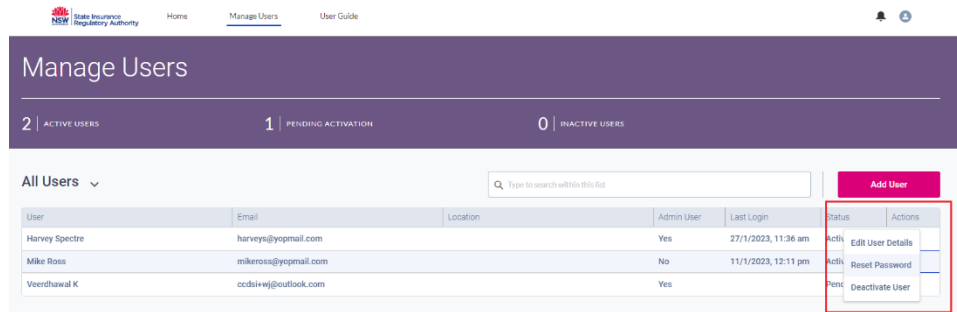
Admin users can add new users, deactivate users, reactivate users and re-set user passwords.

6.3. Deactivating users / administrator privileges

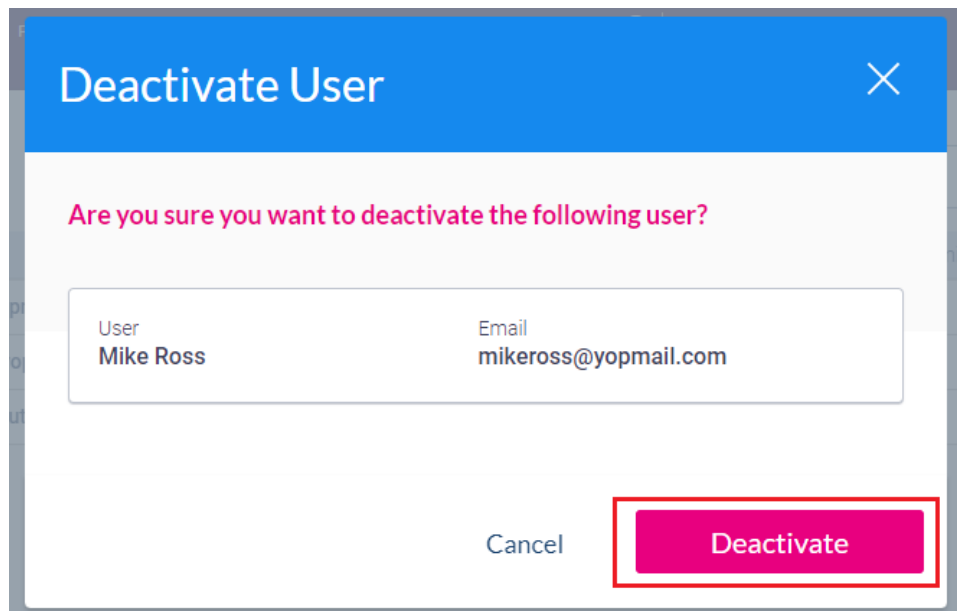
Identify the user to be deactivated.

Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Deactivate User.'



2. If the user has no assigned disclosures, click 'Deactivate' to confirm.



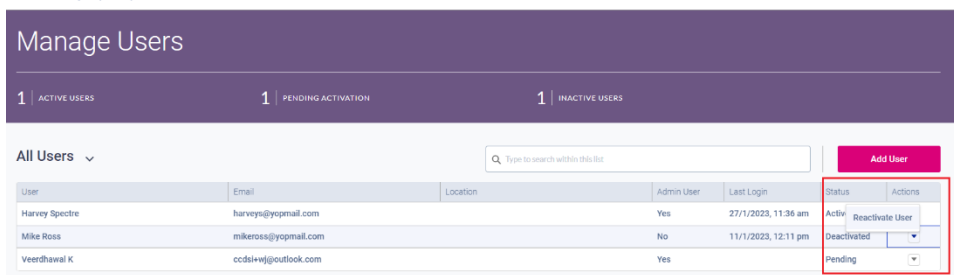
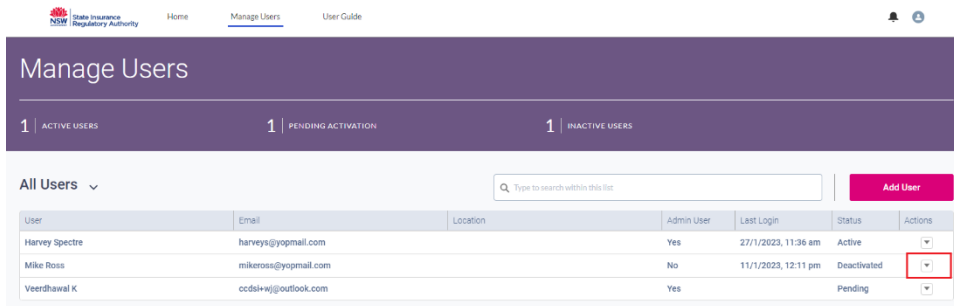
3. You may wish to reallocate all open disclosures to a different user. See section [5. Allocating Disclosures Within the Team](#) for more information.
4. Once all applications have been reallocated, return to the 'Manage Users' area and deactivate the user as above.

6.4. Reactivating users

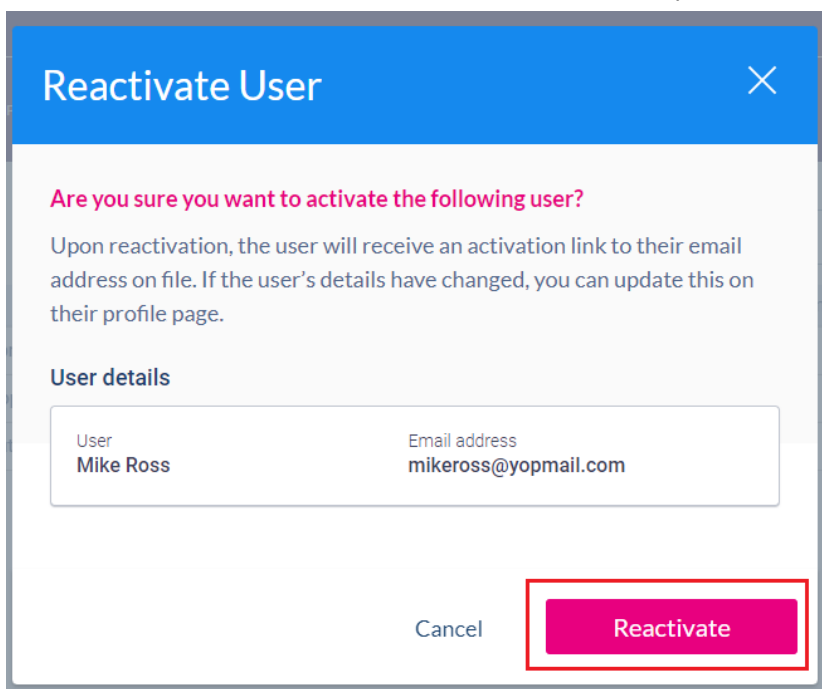
Identify the user to be reactivated

Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Reactivate User' from the drop down to activate the 'Reactivate User' pop-up box.




2. Check the user detail and click “Reactivate” to update the user status.



3. The reactivated user will be notified by email and provided a link to gain access to the portal.





Note: you can search for a user by entering their name into the search box above the results area.

- 

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Add User

User	Email	Location	Admin User	Last Login	Status	Actions
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Mike Ross	mikeross@yopmail.com		No	11/1/2023, 12:11 pm	Active	Reset Password
Veerdawal K	ccdsiiwji@outlook.com		Yes		Pending	Deactivate User

- ## Reset Password

Are you sure you want to reset the password for the following user?

An email notification will be sent to the user with a reset password link.
The email link will expire after 24 hours.

User	Email address
Mike Ross	mikeros@yopmail.com

CancelReset Password

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6.6. User licensing limits

Each firm is allocated a limited number of licenses to use the portal. When activating or reactivating users, if you receive a pop-up window that indicates 0 remaining licenses, there are currently no further licenses available for your organisation.

If this occurs, please contact SIRA via claimscosts@sira.nsw.gov.au for assistance.

Disclaimer

This publication may contain information that relates to the regulation of workers compensation insurance, motor accident compulsory third party (CTP) insurance and home building compensation in NSW. It may include details of some of your obligations under the various schemes that the State Insurance Regulatory Authority (SIRA) administers.

However, to ensure you comply with your legal obligations you must refer to the appropriate legislation as currently in force. Up to date legislation can be found at the NSW Legislation website legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals, or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

SIRA, Level 14-15, 231 Elizabeth Street, Sydney NSW 2000

Website www.sira.nsw.gov.au

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