

# Initial Roll out of the Common Platform Learning Guide

## Defence Professionals

Version 8  
November 2020



# Defence learning guide

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## Version Control

Date	Version	Amendment Detail	Amenders Name
04-09-2020	1	N/A	
11-09-2020	2	SLIDE 2: Version control added; SLIDE 8: Clarification on Transition information;	John Rigg
19-09-2020	3	SLIDE 14: Revision to CTSC Telephone number; SLIDE 19: New graphics to indicate One-time passcode and two-factor authentication. SLIDE 31: Improved graphic showing IDPC: SLIDE 51: New graphic on Help & Support.	John Rigg
06-10-2020	4	GENERAL: Crown and Magistrates' functions and process split out into sections; SLIDE 4: Revised learner pathway; SLIDE 18/19/20: Improved registration instructions; SLIDE 53: Recap of process and steps	John Rigg
16-10-2020	5	SLIDE 17/18/19/20: Clarified registration instructions including link to GOV.UK spreadsheet.	John Rigg
23-10-2020	6	SLIDE 10 & 14: CTSC updates	Patrick Davis
10-11-2020	7	SLIDE 30: Additional sequence slide	John Rigg
17-11-2020	8	SLIDE 47 & 48: Additional slides showing Case materials sections and documents	John Rigg

This pack is subject to constant review and revision via your feedback.

# Introduction to this guide



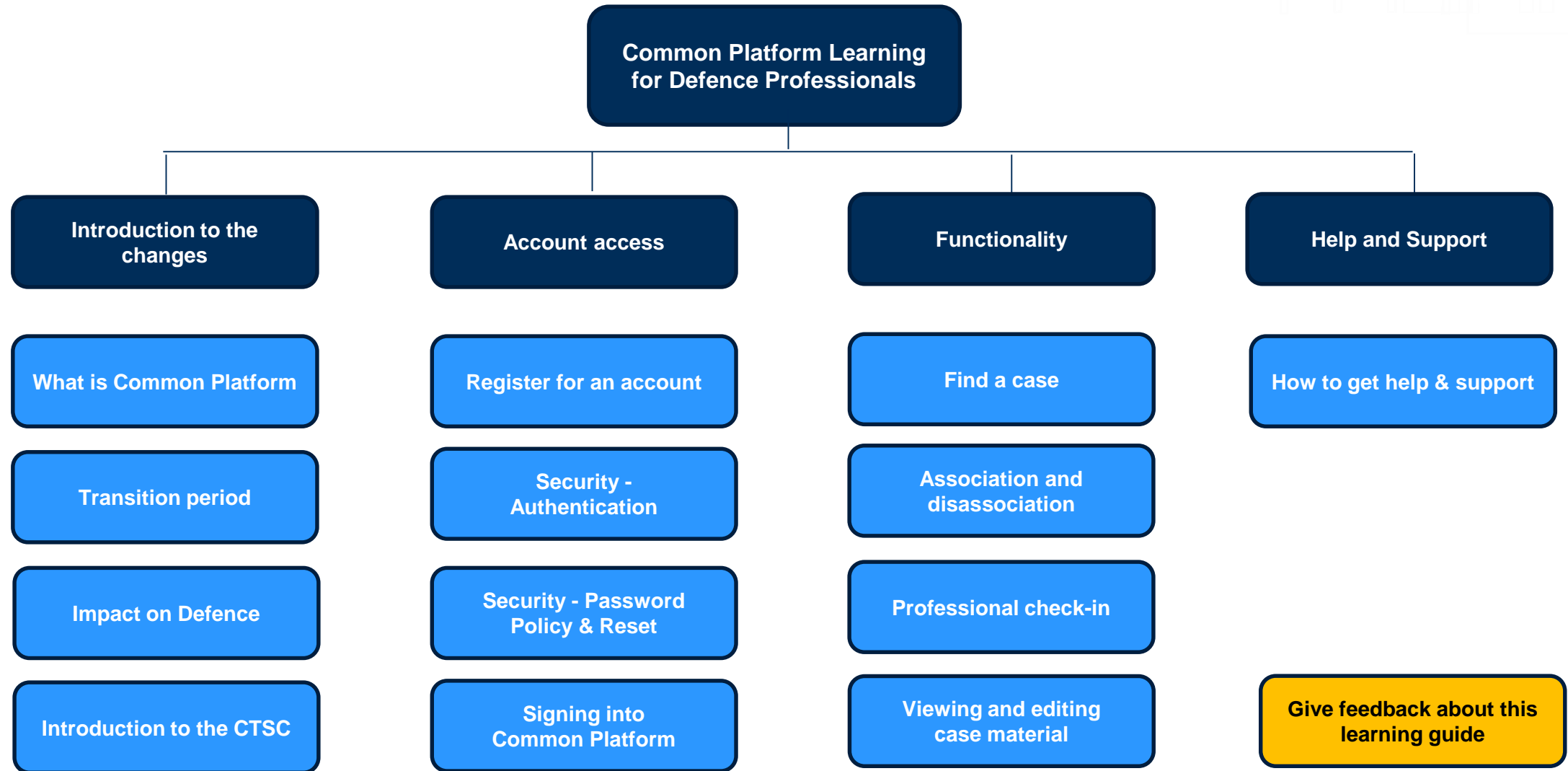
- This document aims to give you an **overview of the changes** that will be introduced when Common Platform is rolled out for Criminal Courts. This includes information on how you as a defence professional will interact with CPS and the courts.
- The guide has been designed to help you **understand what exactly is changing**, what you will need to do differently and how to use the new system in both the Crown and Magistrates' courts.
- It also includes important information on **registering for a Common Platform account** and accessing help and technical support should you need it.
- If you have queries or concerns after reading through this document, then you can find contact details for our **Business Change team** on the final page.

# Learning pathway - what this guide covers

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# Introduction to Common Platform



# Introduction to Common Platform



The Crime Programme is **modernising our Magistrates' and Crown courts**, building on the great work already in place with Transforming Summary Justice and Better Case Management.

The Common Platform is the **new digital case management system** which will be used in these courts to transform the experience for all users.

**It will improve the process for everyone** – from legal professionals to victims and defendants – whilst also reducing costs and maintaining transparency.

It will do this by:

1. **Enabling speedier justice** and allowing victims and defendants better access to case information.
2. Giving everyone involved appropriate access to the **most up-to date case information** available.
3. Providing a **joined-up, standardised and simplified way of working** to improve efficiency and reduce delays.
4. **Improving business processes**: workflows will be automated, reducing administrative effort and avoiding errors and delays.
5. **Eliminating duplication of effort** across the Crown Prosecution Service and HMCTS.

# Introduction to Common Platform



- The features and functionality available within Common Platform **will continue to develop as we roll out.**
- The functionality available for our first early adopter will be the **first iteration of the technology** and we will continue to test, review and modify as we move forward.
- When updates / changes are made to the system **you will be notified and provided updated learning guides.**
- **Note: The introduction of the Common Platform for criminal cases will involve some changes to current processes however all Criminal Procedure Rules will still apply.**

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# Transition period



During transition there will be a period where we are operating on both **Common Platform and current systems**; all new criminal cases will be entered and progressed on Common Platform and old cases will remain on the current (heritage) systems – Libra / Court Store and Xhibit / DCS. **There is no intention to move old cases onto Common Platform at this stage.**

**From the date the Magistrates’ court adopts Common Platform, all new cases for all offence types** (excluding civil applications and those where the system has to initiate a summons) will be initiated, progressed, resulted and results communicated using the Common Platform\*.

**From the date the Crown court adopts Common Platform, all new cases sent or committed to the Crown court** will be progressed, resulted and results communicated using Common Platform. Where a case is sent or committed from a Magistrates court not operating on Common Platform to a Crown court which is, the case will be **input to Common Platform** and not Xhibit.

\*In the early adopter courts, cases will be filtered and volumes managed onto Common Platform.

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# Summary of change impact in the Magistrates' court

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## What is **changing**:

- Common Platform will **become the system of record** for all new cases.
- For Common Platform cases the Defence will **associate and dissociate with a case / defendant** as the Defence professional providing representation for that case / defendant at the exclusion of others\*
- For Common Platform cases, defence advocates will need to **check-in on the day against each defendant / case** that you are representing.
- Common Platform will **replace Court Store as the document store for Magistrates' court** related materials for all new cases.
- The Initial Details of the Prosecution Case (IDPC) and subsequent Magistrates' court case materials will be **accessible by defence via self-access** on Common Platform.
- You will be provided access to **directly upload Magistrates' court related materials**, avoiding the need to email documents to HMCTS\*
- You will be required to **access the PET form on Common Platform** and edit & upload an updated version.

\* CPS will not initially be on Common Platform and **will receive notifications via an interface** when the Defence associate / disassociate with a case / defendant or upload documents onto Common Platform.

continued...

# Summary of change impact in the Mags' court (cont.)

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## What is **changing**:

- You will now use the case **Unique Reference Number (URN)** provided on the charge sheet to identify the case on Common Platform and in communication with CJS agencies, including Legal Aid applications.
- First point of contact for all Common Platform cases in the Magistrates' court cases will be handled by the **Courts and Tribunals Service Centre (CTSC)**.

## What is **not changing**:

- **Communication with CPS will continue to be by email for Magistrates court cases** (unless the defence are serving case material on both HMCTS and CPS, in which case functionality will allow it to be 'Send to CPS').
- CPS will still serve **documents to the court over an interface** with Common Platform.

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# Summary of change impact in the Crown court



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## What is **changing**:

- Common Platform will **become the system of record** for all new cases.
- For Common Platform cases, when instructed, the Defence will **associate and dissociate with a case / defendant** as the defence professional providing representation for that case / defendant at the exclusion of others. (CPS will receive automated emails when Defence associate / disassociate to a case).
- For Common Platform cases, defence advocates will need to **check-in on the day against each defendant / case** that you are representing.
- You will use the case **Unique Reference Number (URN)** provided on the charge sheet to identify a case on Common Platform and in communication with CJS agencies, including Legal Aid applications.

## What is **not changing**:

- The **Digital Case System (DCS) will remain in place**. Defence professionals will continue to upload and access case materials as at present. CPS will continue to serve documents to the court over an interface with DCS.
- For all **Crown court cases**, administration will continue to be handled by the **local court**.

# How to identify a Common Platform case



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We will provide dates in advance of Common Platform being introduced to any court so that you are prepared to use the new system for cases in your area.

**Courtel / CourtServe will still provide information on the cases in any specific courtroom for both Common Platform and heritage cases.** If you are unsure which system you should use for a case then look at the unique case identifier:

- Heritage system in the Crown court (Xhibit) uses an HMCTS **T, S** or **A** code.
- Heritage system in the Magistrates court (Libra) uses a **numerical only** code.
- Common Platform uses the **Unique Reference Number (URN)** for police / CPS cases or a **Prosecuting Authority Reference (PAR – e.g. TFL12345678)** for non-police cases.

If a case was started in Common Platform and later **ejected** back into the current (heritage) systems then a banner will be placed on the case to make you aware. You will still be able to see the case and any case materials already on Common Platform.

**In the Magistrates' court**, existing case materials will be transferred to Court Store for the courts use whilst the case is progressed on the heritage system.

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# Introduction to the CTSC supporting Common Platform



# Introduction to the CTSC



The **Courts and Tribunals Service Centre** (CTSC) will be the first point of access for criminal justice service users with cases in the magistrates' courts, with **trained teams** ensuring that cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience.

This includes:

- **Assisting Common Platform users** (including defendants) via the telephone with case enquires and sign posting where appropriate (Note: CTSC staff cannot provide legal advice).
- **Supporting with the progression of cases** (creating / validating, listing, dealing with / handing off electronic documents) in order for cases to be dealt with in the local courthouses.

Who do I contact?	Magistrates' Court	Crown Court
<b>Case on heritage systems</b> (identified by HMCTS reference number <b>T,S</b> or <b>A</b> or the Libra Ref No.)	Local Court	Local Court
<b>Case on Common Platform</b> (identified by URN)	CTSC	Local Court

**Local Magistrates' courts** will continue to support cases progressing through the heritage systems.

**Crown court** queries will continue to be handled by the local court.

# Working with the CTSC



- The Crime Service will be situated in the Birmingham CTSC [whilst the Single Justice Service (SJS) is situated in Stoke CTSC].
- If you need to contact someone working at the CTSC please email them at [ProfessionalContactCrime@justice.gov.uk](mailto:ProfessionalContactCrime@justice.gov.uk) using the **email subject field in the table below**, giving your contact details and briefly explaining what you need, and someone will ring you as soon as possible.

Professional user	Professional user Domain Name	Email subject field	Outlook Folder
Defence firms	cjasm.net	Enquiry	Defence Enquiry
Defence firms	cjasm.net	Applications	Defence Application

- Should you need urgent assistance and this cannot wait for someone to respond to an email, please telephone **0330 808 4407**
- The Crime Service telephone lines operate between **08:30 – 17:00 Monday to Friday**.

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# Common Platform Account registration





# Registering for an account

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In advance, HMCTS will require the details of who needs an account, and what your role is - we need to know your role to give you the correct level of access.

Download this spreadsheet from GOV.UK, complete and return it:

<https://www.gov.uk/guidance/hmcts-common-platform-account-registration-for-defence-professionals>



The spreadsheet captures **the individual user's mobile telephone number** – this is needed when you set up your account and going forward to verify your identity when accessing Common Platform.

All information you give us will be held and managed in compliance with **Government Data Protection Regulations**.

You will always need your own Common Platform account even if you are part of a Solicitors firm/Chambers. If you are a Barrister asked to represent a client where you are not in-house counsel, the Admin from that firm can allocate you to that case – provided you already have a Common Platform account.

# Registering for an account

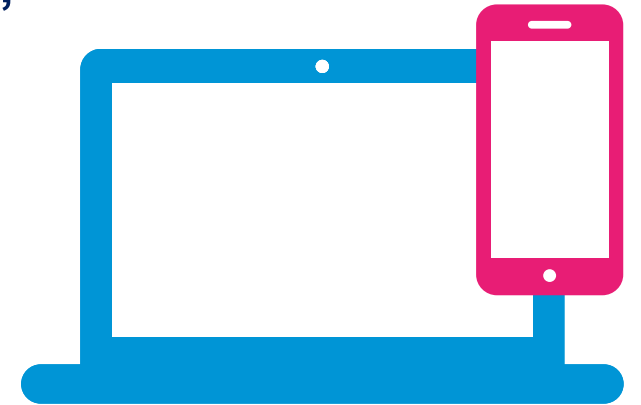
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Each individual user will receive an email from 'noreply@cjscp.org.uk' with a web-link to enable them to complete their own one-time Common Platform account registration and security set up.

- **This process must be done in advance** of any day the user might need to attend for a hearing.
- **Allow around 10 minutes** and complete the whole process in one sequence.
- **Users will need with them their registered mobile phone** as given on the spreadsheet.
- **After this, follow the onscreen email instructions and use the mobile phone** to complete account registration and '2-factor authentication' security set-up – see following slides.



The process will require the user to download '**Microsoft Authenticator**' from their device App Store. Please ensure any organisation-supplied mobile phones are **not 'locked down'** to prevent this.

In future, the **randomly generated authenticator number** will then be used by Common Platform to verify the users identity for security purposes: **this means you will need the registered mobile phone with you in Court.**

## A. Individual user - registering account (this is a one-time process)

After clicking the email link, follow the **on-screen instructions**, and use your registered mobile phone:

1. **Verify** your registered mobile phone number.
2. Enter a **one-time passcode** (OTP) into the web page. (This will be sent as a text to your registered mobile phone)
3. Create a **password** – see [Password policy](#).
4. Once the steps are complete a **'success' message** will be displayed.
5. Upon first sign-in you will be asked to set up **additional authentication** – next slide.

### 1. Confirm your mobile number

The screenshot shows the 'Register your account' page at step 1. The progress bar shows '1. Welcome' as complete. The main heading is '1. Welcome'. The text reads: 'In order to setup your account, a one-time passcode (OTP) will be sent to the mobile number associated with your account. In the next step you must enter the OTP you receive within 11 minutes of requesting the last code. Please confirm that the last 4 digits of your mobile number match the 4 digits in the box below.' A box contains the number '8765'. A green button labeled 'Confirm and send code' is at the bottom.

### 3. Create a Password

The screenshot shows the 'Register your account' page at step 3. The progress bar shows '1. Welcome', '2. One-time passcode', and '3. Create password' as complete. The main heading is '3. Create Password'. The text reads: 'Your password must contain at least 8 characters, upper and lower case letters, at least 1 number and special character. Create a new password'. There is a text input field for the password and another for 'Re-type your new password'. A green 'Continue' button is at the bottom. A 'Help desk' section is visible at the bottom left.

### 2. Enter the one-time passcode sent to your mobile phone

The screenshot shows the 'Register your account' page at step 2. The progress bar shows '1. Welcome' as complete. The main heading is '2. One-time passcode'. The text reads: 'You will have received a one-time passcode (OTP). This code must be entered in the box below within 10 minutes of the request being made. If you do not receive the OTP, please click on 'Resend code' and a new code will be sent. If you do not receive an OTP, this could be because the mobile number we have on your account does not match the mobile number you were expecting the code to be sent to. You will need to contact your administrator to check or change your mobile number.' There is a text input field for the OTP code and a 'Resend code' link. A green 'Continue' button is at the bottom.

### 4. Registration process complete

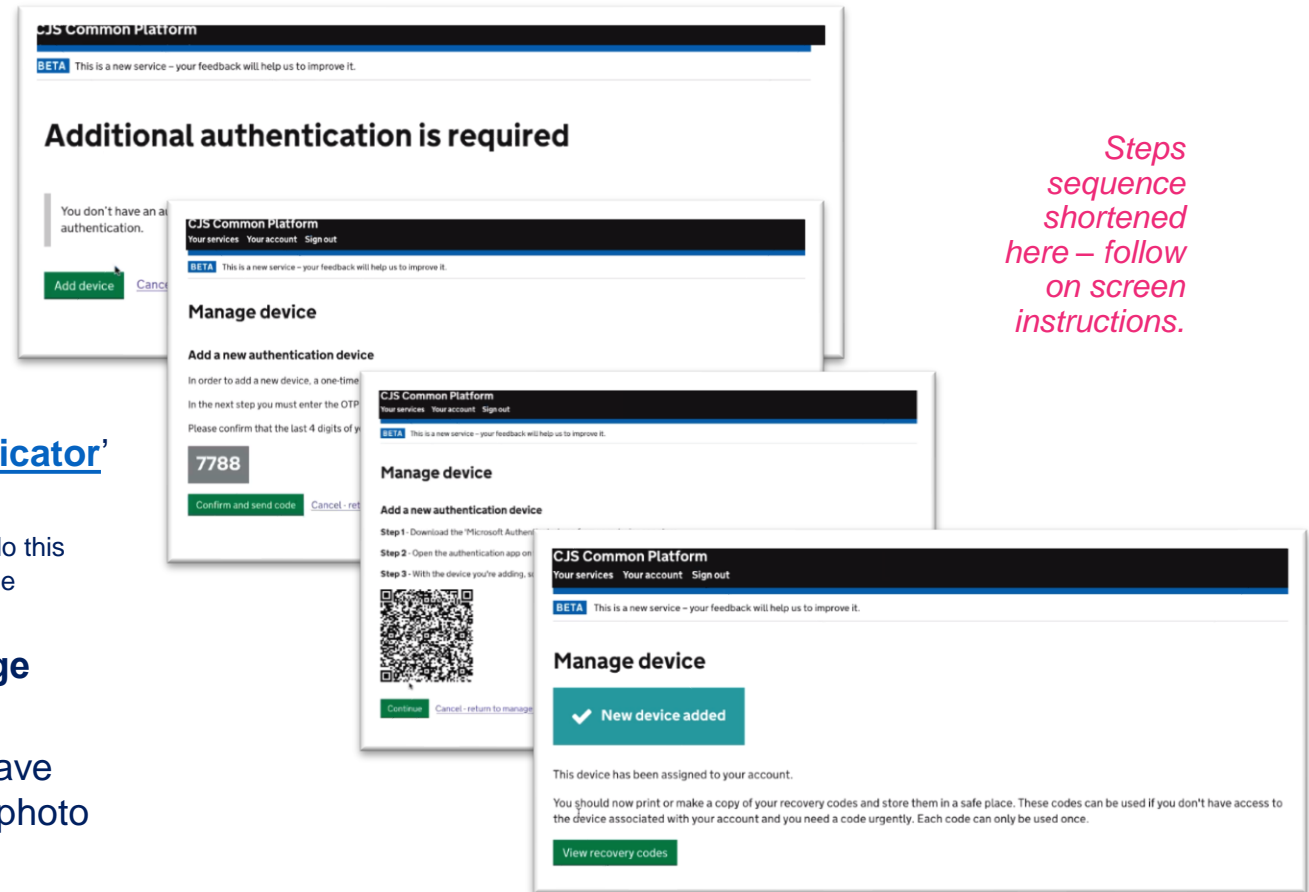
The screenshot shows the 'Register your account' page at step 4. The progress bar shows '1. Welcome', '2. One-time passcode', and '3. Create password' as complete. The main heading is '4. Complete registration'. A large green button with a checkmark and the text 'Registration complete' is prominent. Below it, the text reads: 'Registration is now complete and your account is ready to use.' A green 'Sign in' button is at the bottom.

Should you have any issues registering your account please contact  
Common Platform helpdesk on 0300 303 0688

## B. Set up two-factor authentication on your device (one-time process upon first sign-in)

Following the **on-screen instructions**, and using your registered mobile phone:

1. **Verify** your registered mobile phone number.
2. Enter a **one-time passcode (OTP)** into the web page. (This will be sent as a text to your registered mobile phone).
3. Again, following the on-screen instructions add an **authentication device**:
  - When prompted, download '[Microsoft Authenticator](#)' from your usual App Store.
  - Scan the **QR code** (Note: Most modern smartphones will do this by scanning with the camera app open but this may need a QR code scanner app downloading from your App Store).
4. Once the steps are complete a **'success' message** will be displayed.
5. Keep a copy of the **recovery codes** should you have need for them in future (tip: take a screen grab or photo with your phone).



Should you have any issues registering your account please contact  
Common Platform helpdesk on 0300 303 0688

# Security - Authentication



**When logging in, Common Platform will ask you to further verify your identity for security purposes – you will need your registered mobile phone with you in court.**

This is achieved with the use of an app that you will have downloaded to your mobile phone as part of the registration and set-up of your Common Platform account. Your Common Platform account is linked to your mobile phone and to **'Microsoft Authenticator'**.

Common Platform will require you to enter the **six-digit number** from the authenticator to verify you are who you claim to be. When the app is launched the screen is as below.



Every 30 seconds the authenticator will generate a new **random six-digit number** and the countdown timer to the left (arrowed) will count down from 30 seconds to zero **before generating a new number**.

If requested by Common Platform, you must launch the authenticator app and **enter the six-digit number shown on screen before the countdown timer gets to zero** and the number changes, otherwise it will not be recognised.

If the timer is close to zero, it is **advised to wait** for the cycle to start again and enter the newly generated number, as this will give you the most time to complete the action.

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# Security - Password policy



## Your Common Platform password must have:

- a minimum of 8 characters;
- mix of upper case and lower-case characters;
- mix of alphabetic, numeric and special characters;

## The special characters that are accepted are:

!"£\$%^&\*()-=\_+[];'#,{ }:@~<>?/.\|€¬|

## Passwords must be changed every 90 days

(Note: this has been extended to 180 days during the Covid-19 pandemic)

## Passwords cannot be reused for 15 cycles

(1350 days).

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# Security - Password reset

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Once you are registered and using Common Platform, passwords can be reset by using the '**Reset your password**' link on the sign in page. (Useful if you have forgotten your password!)

Refer to the [Password policy](#) when creating a new one.

CJS Common Platform

**BETA** This is a new service – your feedback will help us to improve it.

## Sign in to Common Platform

Username

Password

Sign in

[Reset your password](#)

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# Signing into Common Platform



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**Common Platform URL:** <https://prosecuting.cjscp.org.uk/>

Tip: save as a bookmark or favourite for easy access.

## Which Browser should I use?

Common Platform will work in most browsers such as **Safari, Firefox, Edge or Google Chrome.**

**Do not use Internet Explorer – this browser is not supported.**

## Signing in

- **Your username is your email address** (entered in the email field when your administrator created your account).
- **You will have five attempts** to enter the data correctly. After the fifth attempt, if the data is still incorrect, your account is locked for a period of 30 minutes. After 30 minutes have passed, you will have a further five attempts. This cycle will continue to be repeated.
- If you can't wait for 30 minutes, or have forgotten your password, you can unlock your account by clicking on the '**Reset your password**' link on the sign in page.

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# Common Platform functionality



# What will I have access to on Common Platform?

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Once fully 'onboarded', Defence professionals will be able to access a case on Common Platform **when they have an association with a case**. If you are not representing a defendant, or someone else from another firm is already associated with that case, you will not be able to access the case / case materials.

**Currently, the way you access Common Platform is different in the Crown and Magistrates' courts:**

## Magistrates' court

The solicitor firm will find the case, associate, and indicate their representation using a declaration.

You will then complete the on-the-day Professional check-in to alert the court that you are ready to proceed.

You can then **deal with the case on Common Platform**.

- ✓ [Find a case](#)
- ✓ [Association / Disassociation with a case](#)\* (in advance of the hearing to mark firm "on record" at the exclusion of other firms).
- ✓ [View case materials](#) (for accessing the PET form and IDPC).
- ✓ [Uploading case material / service of documents](#)
- ✓ [Check-in to hearings](#) (on-the-day, to inform who is attending for the case for the record and indicate readiness).

\* Where Legal Aid has already been granted – normally after the first hearing – you / your firm will be automatically associated with the defendant and you will not need to complete the 'association' steps

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# What will I have access to on Common Platform?



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## Crown court

**It is likely that the Solicitor firm is already on the record.** However, they may need to instruct a barrister who is not part of their firm and therefore not on our “known associated list”.

The Solicitor’s Admin rep will need to **add the barrister to the case** so that they can see the case details by **Granting access**. This is an easy process if the Barrister already has a Common Platform account.

On the day, the Barrister / Advocate would complete the Professional check-in for the hearing using Common Platform, but they would **deal with the case using the Digital Case System (DCS)**.

- ✓ **Check-in to hearings** (on-the-day, to inform who is attending for the case for the record and indicate readiness)

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# Find a case



Search for a case by clicking ‘**Find a Case**’ on your home screen and entering the **URN**, **First name**, **Last name** and **date of birth**.

If you do not know the **URN** then can locate it via:

- I. The public list on the day of the hearing
- II. The charge sheet if you are at the Police station or in contact with the Police
- III. By contacting the relevant CPS office (only if unable to access the URN by the 2 above routes).

TSJ timescales apply to the service of IDPC:

- In non-custody cases require **CPS to serve IDPC no later than 5 days before the first hearing.**
- In remand cases the IDPC will be prepared and sent to Common Platform **on the day.**

**Criminal Justice Service Online** Home Yo

**BETA** This is a new service – your [feedback](#) will help us improve it

## Find a case

What are you looking for?

A case against an individual

A case against a company

**Continue**

## Find a case

Enter what's written on the charge sheet, summons or postal requisition

**Case number (URN)**  
For example, 01AB0123417

**First name**

**Last name**

**Client's date of birth**  
For example, 23 10 2017

Day Month Year

**Find case**

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# Association and Disassociation



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- **Association and Disassociation** is the process that allows you to mark yourself as the Defence professional representing a specific defendant at the **exclusion of others**. (i.e. the firm “on record”)
- Once you have associated yourself to a case, the information will automatically be passed to the **Legal Aid Agency**. This can be done before Legal Aid is granted. **If Legal Aid has already been granted then you will be automatically associated to the defendant and will not be required to complete these steps.**
- By associating to a case, you will also **automatically receive notifications when CPS upload a document** \* so that you know to log into Common Platform and view it. **(Mags court only)**
- You can also **disassociate** yourself from a case / defendant if you or your firm are no longer representing them. HMCTS can also do this if you have come off the record but have not formally disassociated yourself.

\* CPS do not have access to upload directly into Common Platform, **any documents submitted by CPS to the magistrates court will automatically land in the relevant case / defence file** within the ‘Case materials’ section of Common Platform.

# Association – sequence of events

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**Duty Solicitor**

Find the case

Declare you are appointed

Access basic case details and IDPC as .pdf file

Use IDPC as required

If then instructed, Select 'Access full case' and indicate nature of representation.

Marked 'on record' and can access Case details and Case materials. (Remove access if needed)

**Instructed Solicitor**  
(Legal Aid not yet granted)

Find the case

Declare you are appointed

Access basic case details and IDPC as .pdf file

Select 'Access full case' and indicate nature of representation.

Marked 'on record' and can access Case details and Case materials.

**Instructed Solicitor**  
(Legal Aid already granted)

Find the case

Access basic case details and IDPC as .pdf file

Already 'on record' so can select tabs at top of screen for Case details (Case at a glance), Case materials and Access

# Association and Disassociation (continued)



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## To associate your firm to a case:

1. **Find the case** in Common Platform
2. **Open the case** and you will be able to view basic case information
3. You can then confirm that you are **declaring instruction for that case (or a particular defendant within it)** and this will enable you to view the **IDPC only**.  
*This will automatically trigger a notification to CPS confirming your details so that communication between you / your firm and CPS can be progressed.*
4. Once you have viewed the IDPC you can **confirm that you are representing, indicating the nature of it and you will gain full access to the case**.
5. Once you have associated with a defendant / case as the Solicitor firm representing the defendant, you have the option of **granting access** to others (e.g. if you wish to instruct a Barrister).
6. **If circumstances change and you are no longer representing a defendant / case** that you have already associated with, then you can disassociate by selecting the case and clicking **“Remove”**.  
*This will automatically send a notification to the CPS so that they are aware of the change in representation.*

# Association and Disassociation (continued)

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Once you have found the case, you will need to **declare** you are **instructed to represent** the defendant.

*If Legal Aid has already been granted then you will be automatically associated to the defendant and will not be required to complete these steps.*

## Declaration

By continuing


I confirm I have been instructed or appointed to access this case and represent **XXXXXX**

**When were you instructed?**

For example, 23 10 2017

Day    Month    Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

 I understand if I knowingly or recklessly make a false statement I will be in breach of s170(1) of the Data Protection Act 2018

No defence organisations have viewed the IDPC

[I confirm - continue to case summary](#)



# Association and Disassociation (continued)

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You are then presented with basic case details in 'Case at a glance', including the IDPC.

If this is the case you were searching for you can then get full **Access** – see next slide.

*If Legal Aid has already been granted then you will be automatically associated to the defendant and will not be required to complete these steps.*

The screenshot shows a web interface with three tabs: 'Find a case', 'Case at a glance' (selected), and 'Access'. The main heading is 'Case at a glance'. Below this, there are three sections: 'Defendant', 'Charges', and 'IDPC'. The 'Defendant' section shows 'URN: 55DP0028116' and 'Name: XXX'. The 'Charges' section lists two charges: 'Cause grievous bodily harm with intent' (Offence Date: 22 November 2017, s18, Offences Against the Person Act 1861) and 'Possess knife blade / sharp pointed article in a public place' (Offence Date: 22 November 2017, s139, Criminal Justice Act 1988). The 'IDPC' section shows a document icon, the IDPC number 'IDPC BP 55DP0028116', and publication details: 'Published: 7 November 2017, PDF, 2.8Mb, 11 pages'. A red box highlights the text: 'Access full case if you're the solicitor or barrister of record'.

Defendant	URN	55DP0028116
	Name	XXX

Charges	Cause grievous bodily harm with intent
	OFFENCE DATE: 22 November 2017 s18, Offences Against the Person Act 1861
	Possess knife blade / sharp pointed article in a public place
	OFFENCE DATE: 22 November 2017 s139, Criminal Justice Act 1988

IDPC	IDPC BP 55DP0028116
	Published: 7 November 2017 PDF, 2.8Mb, 11 pages

[Access full case](#) if you're the solicitor or barrister of record

# Association and Disassociation (continued)

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To access the full case you will need to indicate the **nature** of your representation.

*If Legal Aid has already been granted then you will be automatically associated to the defendant and will not be required to complete these steps.*

70GD3023120 Jodie PINK

Find a case Case at a glance **Access**

## Access full case

To access full case details you must be the solicitor or barrister of record

How are you representing the defendant?

Representation order

Representation order - applied for

Privately funded

Court-appointed

Pro bono

**!** Once you access the full case other defence organisations won't be able to view it

[I understand - access the case](#)

# Association and Disassociation (continued)

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Associating and obtaining full access will **lock out** any other Defence firms from accessing the case.

**Any individual member of the organisation** that was listed on the initial registration spreadsheet will be able to access the case.

Case access can be granted to other **Common Platform registered** lawyers, clerks or an agent / expert. **Note however that in the Crown court DCS will remain the primary source of case material.**

If the Defence firm is **no longer representing** they should Disassociate from the case by pressing '**Remove**' – this will allow the next firm to Associate with the case.

If an organisation finds it cannot legitimately Associate, the CTSC will be able to assist in removing the previous firm.

## Access full case

**Parties with current access**

Organisation	Person	Status	Date	
<a href="#">Jones &amp; Co LLP</a>	-	Active Barrister/Solicitor Of Record	19 June 2020, 1:10pm	<a href="#">Remove</a>

**Grant case access**  
You can grant access to registered lawyers or clerks

**Email address**  
We'll only use this email to grant this person access to this case

[Grant access](#)

**Share case access details**  
Give these details to the person you're granting case access to

**URL** [Any URL here](#)

**Case reference** 70GD3023120

Return to Learning  
Pathway

# On-the-day 'Professional check-in'



Prepare

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Embed

On the day of you attending court, **Professional check-in** enables Common Platform to populate the fields within other users screens (Judge, Legal Adviser / Court Clerk), to inform them who has attended for the Common Platform case and that you are ready. **It also records the professionals name against the court record for payment purposes.**

## To complete Professional check-in:

1. **Log-in** to Common Platform.
2. On the Home page, click **Check-in to hearings**.
3. Search for the **courthouse** and view the **hearings listed** in it for the day.
4. **Check the box(s)** against the hearing(s) you are attending for and **specify your role** in relation to specific defendant(s).

Check-in does not remove the need for you to communicate with the court ushers in regard to your case.

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# Check-in to hearings

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## Step 1

Before attending the hearing(s)...

From the home screen click on 'Check-in to hearings'

CJS Common Platform Home Your services Your account Sign out

**BETA** This is a new service.

# Home

**Court proceedings**

[Check-in to hearings](#)

[Find case](#)

**Help desk**  
Telephone: 0300 303 0688  
Monday to Friday, 8am to 6pm (excluding public holidays)

**Help by email**  
CPS users only: [CJSCP-ServiceDesk@hmcts.gsi.gov.uk](mailto:CJSCP-ServiceDesk@hmcts.gsi.gov.uk)  
All other users: [CJSCP-ServiceDesk@hmcts.net](mailto:CJSCP-ServiceDesk@hmcts.net)

# Check-in to hearings (continued)

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## Step 2

Enter the **Court name** and press the green **'Show hearings'** button.

**Common Platform Programme**   [Home](#) [Your Services](#) [Your Account](#) [Sign out](#)

**BETA** This is a new service – your [feedback](#) will help us improve it

[Home](#) > Check-in to hearings

## Check-in to hearings

### 1 July 2020

Only check-in if you're in the building and ready to attend your hearings

**Check-in as:**

Court

[Cancel - back to home page](#)

# Check-in to hearings (continued)

Prepare

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## Step 3

Expand any courtrooms by clicking on the '+' sign (if there are a number of hearings) and then **tick** the hearings that you are checking in for.

Then press the green '**Check-in**' button.

**Check-in as:** Defence

Court  
Bromley Magistrates' Court

Show hearings

[Cancel - back to home page](#)

---

**Courtroom 01**

<input type="checkbox"/>	79GD6166020	XXXXXXXXXX
--------------------------	-------------	------------

Check-in

[Cancel - back to home page](#)

# Check-in to hearings (continued)

Prepare

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Embed

## Step 4

A **confirmation** of your successful check-in will appear at the top of the screen.

The screenshot displays the 'Common Platform Programme' interface. At the top, there is a navigation bar with a search box labeled 'Case or application reference' and links for 'Home', 'Your Services', 'Your Account', and 'Sign out'. Below the navigation bar, a 'BETA' banner states: 'This is a new service – your [feedback](#) will help us improve it'. The breadcrumb trail shows 'Home > Check-in to hearings'. A prominent green confirmation banner at the top of the main content area reads: '✓ You have successfully checked-in as prose **Defence** hearing at Bromley Magistrates' Court'. The word 'Defence' is highlighted with a red box. Below this, the 'Help desk' section provides contact information: 'Telephone: 0300 303 0688, Monday to Friday, 8am to 6pm (excluding public holidays)'. The 'Help by email' section lists email addresses: 'CPS users only: [CJSCP-ServiceDesk@hmcts.gsi.gov.uk](mailto:CJSCP-ServiceDesk@hmcts.gsi.gov.uk)' and 'All other users: [CJSCP-ServiceDesk@hmcts.net](mailto:CJSCP-ServiceDesk@hmcts.net)'. At the bottom left, there are links for 'Cookies' and 'Accessibility'. A pink button at the bottom right says 'Return to Learning Pathway'.



# View Case material



You will be able to view **case level documents** for cases you are associated to and specific **defendant level documents** for defendants you are representing.

## For example

If you are representing one defendant as part of a multi-handler case, then you will be able to see all case level documents and the defendant level documents for your client only. You will not be able to see the documents specific to the other defendants on the case.

**However, if you are representing more than one defendant in a multi-handler case you will need to associate to each defendant to be able to see the defendant level documents for both defendants.**

Once you have found the case you wish (either by going through your associated cases or by searching) you can view case details, case materials & upload/download (as with the PET form) as required.

# View Case material (continued)

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Step 1 – Find the case using the **URN, First name, Last name** and client's **date of birth** then associate yourself to the case.

## Find a case

Enter what's written on the charge sheet, summons or postal requisition

### Case reference

For example, 01AB0123417

### First name

### Last name

### Client's date of birth

For example, 23 10 2017

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Find case

# View Case material (continued)



Step 2 – Open the case and click on ‘**Case Material**’ tab

**Criminal Justice Service Online** Your account Sign out

**BETA** This is a prototype – your comments will help us to design the service.

79GD6166020

[Find a case](#) [Case at a glance](#) [Access](#) **[Case Material](#)**

## Access full case

### Parties with current access

Organisation	Person	Status	Date	
<a href="#">▶ William &amp; Co LLP</a>	-	Active Barrister/Solicitor Of Record	14 July 2020, 3:10pm	<a href="#">Remove</a>

# View Case material (continued)

Prepare

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Step 3 – View the material by expanding the folder. The number next to the folder title, e.g. **Case Management (1)**, relates to the number of documents in that folder.

68GD9191420

Find a case Case at a glance Access **Case Material**

## Case Material

Add new material <<

**Case Management (1)** v

Select material to view

The screenshot shows a web interface for viewing case material. At the top, there is a blue header with the ID '68GD9191420'. Below the header, there are navigation tabs: 'Find a case', 'Case at a glance', 'Access', and 'Case Material' (which is highlighted in yellow). The main heading is 'Case Material'. Below this, there is a section for adding and managing materials. On the left, there is a button 'Add new material' with a left-pointing arrow. Below it, a folder 'Case Management (1)' is listed, with the number '1' indicating the number of documents in the folder. This folder is highlighted with a red box. To the right of the folder list, there is a large, faint icon of a document with the text 'Select material to view' below it.

# View Case material (continued)

Prepare

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Step 4 – Click on each **folder** to see a list of the documents contained in it.

Magistrates court:  
Documents can be added and uploaded to the file by clicking **'Add new material'**.

The screenshot shows a web interface for viewing case material. At the top, the case number 68GD9191420 is displayed in a blue bar. Below this, there are navigation tabs: 'Find a case', 'Case at a glance', 'Access', and 'Case Material', with 'Case Material' being the active tab. The main heading is 'Case Material'. On the left side, there is a sidebar with an 'Add new material' button and a list of folders. The first folder is 'Case Management (1)', which contains one item: '1. Case material'. Below this item, it shows 'Received: 01 January 2020, 00:00' and 'Uploaded: 01 July 2020, 09:25'. On the right side, there is a large icon of a document stack and the text 'Select material to view'.

# View Case material (continued)

Prepare

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Embed

Step 5 – In the folder list, select the **document** you want to view to open it.

Once viewed, documents can also be **downloaded** by clicking the appropriate link

## Case Material

The screenshot shows a web interface for 'Case Material'. On the left, there is a sidebar with 'Add new material' and a folder 'Case Management (1)' containing a document '1. Case material'. The main area shows the document details: 'Received: 01 January 2020, 00:00' and 'Uploaded: 01 July 2020, 09:25'. A 'Download' link is highlighted with a red box. Below the document details, there is a preview of the document content, which includes a coat of arms and the text 'Lavender Hill Magis', 'Court Extract', 'XXX', and '13 Nov 1976 (43 years old)'. Navigation icons for back, forward, search, and zoom are visible.

Tip: Open documents in full screen mode to enable you to navigate easily.

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# Case material – sections and documents

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Section Name	Documents to be uploaded into section	Jurisdiction
Indictment	Original Indictment; Proposed Amended   Indictments; Further Preferred Indictments; Jury Abstract Indictments; Schedule of summary offences;_.	Crown
Charges	MG4 - Charge Sheet (IDPC item); Further & amended charges, Postal Requisitions and Summons	Mags/Crown
Case Summary	MG5 Case Summary (IDPC item) & drafts	Mags/Crown
Key witness Statements	Key Witness Statements (IDPC item);	Mags/Crown
Witness Statements	Victim Personal Statement; character statements for trial; full service of prosecution case. Section 9 Statements including the S9 notices.	Mags/Crown
Key Exhibits	Key Exhibits (IDPC item) and Service for PTPH.	Mags/Crown
Exhibits	Full service of Prosecution case	Crown
Transcripts ABE interviews	Transcript ABE interviews including edited transcripts, clearly labelled	Mags/Crown
Streamlined Forensic reports	Streamlined Forensic Reports 1 & 2	Mags/Crown
Expert Reports	Reports for trial including Defence intermediary reports	Mags/Crown
Unused material	Disclosure of unused material; Lists, schedules, letters about disclosure of unused material, Streamlined Disclosure Certificate (SDC), Disclosure Management Document (DMD)	Mags/Crown
Defence Statement	Defence Case Statements	Mags/Crown
<u>Pre Cons</u>	Previous Convictions (IDPC item) and further versions of previous convictions	Mags/Crown
IDPC bundle		Mags/Crown
<u>Magistrates' court evidence bundle</u>	Witness statements; exhibits; PNC	Mags/Crown
Plea	All versions of Bases of Plea and Prosecution Responses; Written or online plea; Change of plea	Mags/Crown
Bail and Custody	Bail conditions and remand orders; bail assessment reports (from NPS/bail support services); security; surety; prison record of refusal to attend; Bench Warrants; Liaison & Diversion reports	Mags/Crown
Case Management	PTPH (Crown Court), PET (Magistrates Court) and BCM; case management orders – made in open court or administratively; certificates of readiness; written directions; Ineffective Trial Forms; Ground Rules Hearing Forms; ground rules orders; standard witness tables;	Mags/Crown

# Case material – sections and documents

Prepare

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Section Name	Documents to be uploaded into section	Jurisdiction
Applications	CTL including all applications relating to bail and custody; Special measures; Hearsay; Bad character; Extensions to time; Skeleton arguments; applications to transfer or extend; discontinuance; LAA orders; Witness summons application.	Mags/Crown
General correspondence	CTSC 8x8 document, Telephone messages; emails; letters, only general correspondence that requires sharing with both CPS and Defence should be uploaded here.	Mags/Crown
Orders, Notices & Directions	Orders restraining publicity; Any orders or notices generated from a decision relating to further hearings or sentencing	Mags/Crown
Witness Information	MG10 (witness non-availability); records of adjustments for a vulnerable participant made after PTPH, Witness Intermediary reports.	Mags/Crown
Trial Documents	Opening speech; s10 admissions; any official transcript of a judicial ruling; Schedules	Mags/Crown
Jury material	Jury notes the content of which do not contain sensitive personal information; written assistance on the evidence; Jury bundle	Crown
Sentence	Any document prepared for the sentencing hearing to be considered by the Judge/Court at sentence including applications for ancillary orders on sentence. Pre-sentence report; sentencing remarks; references; psychiatric reports in relation to sentence; means form (MC100); TICs; DVS printout	Mags/Crown
Court final orders	Any sentence or other ancillary order imposed at or after sentence; ancillary orders (tagging); written rulings	Mags/Crown
Representation	LAA order(s);	Mags/Crown
Private section – Judges & HMCTS	Justices trial notes & reasons; routes to verdict; unrepresented defendant summary of hearing;	Mags/Crown
Private section – CPS	Notes of evidence (to discuss); Court of Appeal summary part 1; appeal reports; grounds of appeal; skeleton arguments	Mags/Crown
Private section - Defence	Defence Specific Documents	Mags/Crown
Private section - Jury notes	Jury notes the content of which has been disclosed by the judge to the parties AND notes of a purely administrative nature (such as requests for breaks) that do not contain sensitive personal information	Crown
Private section - NG appeals	Grounds of appeal, list of authorities, unreported cases, supporting documents, Form NG, correspondence served when appeal lodged; Court of Appeal case law; Note for the court; Court of Appeal	Mags/Crown
	summary part 2; Section 31 documents; documents lodged by defendant not to be shared to prosecution	
Private section - <u>ex parte</u> applications (eg.PII)		Mags/Crown

Return to Learning Pathway





# Service of documents to the Court



# Service of documents on the Court



## Magistrates' courts

- If a case has begun on Common Platform, then documents should be **served by uploading to Common Platform**.
- In all other instances (e.g. for heritage cases) **documents should be served the relevant Magistrates' court** which can be located through court finder <https://courtribunalfinder.service.gov.uk>

## Crown court

- Professional users with access rights to the Digital Case System (DCS) should **continue to upload documents to DCS**.
- In all other situations, **documents should be served on the relevant Crown court** which can be located through court finder <https://courtribunalfinder.service.gov.uk>

# What will be served to HMCTS / Defence by CPS?



Magistrates Court Case Document and bundles	Dispatch to Court Store (automatically sent to CP at same time). Bundles and PET form will automatically land in relevant case/defendant. All other documents will land in exception queue for CTSC to manually upload to relevant case/defendant and CDES section.	Urgent HMCTS action required send email to HMCTS – CTSC.	Secure email Defence (once Defence is known).
IDPC bundle	Y	Y	N
IDPC letter to Defence	N	N	Y
Applications (Bad character, Special measures, CTL extension etc.)	Y	Y	Y
Discontinuance Notice	Y	Y	Y
Further Charges	Y	Y	Y
S9 bundle	Y	Y	N
Magistrates Court Evidence bundle	Y	Y	N
Unused Material bundle	N	N	Y
Streamlined Disclosure Certificate (SDC)	N	N	Y
Disclosure Management Document	Y	N	Y

For Common Platform cases, any non-case-related material and correspondence with HMCTS (e.g. listing queries, requests for documentation etc) will be sent via email to the CTSC.

[Return to Learning Pathway](#)

# Editing documents in Common Platform



You will have **restricted access to edit documents** in Common Platform including the PET form. You will not be able to edit any documentation from partner agencies (e.g. statements or exhibits).

To edit a document within Common Platform:

- Within ‘Case material’, **select and download the document** you want to amend.
- Make required changes then **upload the amended version**. (**Amending the title of document** before uploading will enable everyone to see a clear history of different versions).
- **Alternatively;** print the document, make the required changes, then scan and upload the document back into the ‘Case material’ section of Common Platform.

If you need to send a document to the CPS **when you upload it to the relevant section of the Case material**, in the upload panel tick the box for ‘**Send to the CPS**’. Common Platform will then automatically send a copy of the document eliminating the need for you to send it by email – *see next slide*.

[Return to Learning Pathway](#)

# Editing documents in Common Platform (continued)

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**For Magistrates' court cases**, if you need to send a document to the CPS then you can do so by uploading it to the relevant section of the **Case material** screen and tick the box for **'Send to the CPS'**.

Common Platform will **automatically send a copy of the document** eliminating the need for you to send it by email. (e.g. PET form)

*In the Crown court users will continue to use DCS for this functionality.*

**Case Material**

Add new material

Upload file  
Accepted file types: doc, docx, jpg, jpeg, pdf, txt Max file size 3MB  
Browse... No file selected.

Select material section  
Bail and Custody  
✓ Case Management

Apply to defendant  
Lmenq XPQNI

Name of material

Includes financial means

Send to the CPS

Date received  
For example, 23 10 2017  
Day Month Year

Add material Cancel

Select material to view

Return to Learning Pathway

# Help & Support

Prepare

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Embed

## Support for your existing IT issues remain the same:

### Contact your existing Service contact routes for:

Any general IT or communications, access or performance issues e.g

- Cannot login to Laptop/PC, access the WiFi, Internet etc
- Cannot access or have issues with an application/service (other than Common Platform)
- Cannot access multiple applications/ services
- Multiple Systems/applications are slow.
- Cannot Print



### Contact CTSCs for:

- Business queries on cases



Mon to Fri 08:30-17:00

I have an issue with something other than accessing / using a Common Platform service

I'm not sure which Desk to contact

I cannot log into Common Platform

"I have a question about a case"

## New Common Platform Support:

I can access/use other services, I only have an issue when using the ATCM service

Mon to Fri 08:00 - 20:00  
Sat 08:00 - 14:00



[https://mojcprod.service-now.com/hmcts\\_partner](https://mojcprod.service-now.com/hmcts_partner)



0300 303 0688

(Always call if issue is urgent)



CJSCP-ServiceDesk@hmcts.net

Email



### Support Hours

Tickets can be logged at anytime via email or the portal. The ticket will be managed during the service desk opening hours.

Major Incident Management teams will be available Mon – Fri 08:00 - 18:00 Excluding bank holiday.

### Contact CJS CP Service Desk for:

- An issue logging into Common Platform (specifically)
- Common Platform is slow – other applications are fine
- An issue within Common Platform screens (data/cases or functionality)

(Emails will be responded to during Core Hours. You may send emails outside of Core Hours for action the next business day)

Note: with any queries in relation to **Common Platform Early Adopter sites** please state this in any calls with the helpdesk.

# Escalation contacts

Prepare

Deliver

Embed

## Common Platform Service - Escalation Contacts:

Please escalate via the relevant Service Desks in the first instance. Should further escalation be necessary, use the following contact points:

Role	Purpose	Contact
Incident Manager	<ul style="list-style-type: none"><li>Individual critical Common Platform IT Incidents for the defined services where you are dissatisfied with the activities to resolve.</li><li>Recurring IT service issues for the defined services.</li></ul>	Escalate via: 0300 303 0688 or email: DTSIncidentManagement@hmcts.net

## Notes:

**NB:** It is important outside of CJS CP Service Desk Core Hours:

1. If you use a process or technical 'work-around' to get around an issue you encounter, or
2. You would have benefited from telephone support out-of-hours,  
...that you inform the CJS CP Service Desk (e.g. for next business day) so that we have the opportunity to improve your service in the future.

Return to Learning  
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If you have any questions about this learning guide please contact the Business Change team at [CJSCCbusinesschange@justice.gov.uk](mailto:CJSCCbusinesschange@justice.gov.uk)

If you have issues with your registration or access to Common Platform, please contact the helpdesk  
**Tel: 0300 303 0688**



# Quick Recap....



Prepare

Deliver

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## In advance of Common Platform going live at your court

1. Organisation complete and return the GOV UK [spreadsheet](#) to HMCTS.
2. Users should then complete Common Platform account activation and security set-up.

*In advance of any hearings, so users are able to access cases. These processes are only required once.*

## Then, when the firm knows they are representing...

Find the case and associate with it.

*Sign into Common Platform, find your case and 'Associate' with it to see the IDPC.*

*Once access is gained, grant access ad-hoc to others as needed.*

## Magistrates' court: On the day / in the hearing

Check-in to hearing for your case, so the court knows who is attending for the case.

Access the Case details in 'Case-at-a-glance' and Case material as required.

## Crown court: On the day of the hearing

Check-in to hearing for your case, so the court knows who is attending for the case. (DCS will still be used to handle with the case).

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