



HM Courts &
Tribunals Service

Pre-Recorded Evidence (PRE) Portal User Guide

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Introduction

This PRE Service is provided by HM Courts and Tribunals Service (HMCTS). Unauthorised use is a criminal offence under the Computer Misuse Act 1990, and you should disconnect immediately if you have not been authorised to use this system. Unauthorised access is prevented by two factor authentication.

The PRE Service provides access to pre-recorded cross examination recordings. It is supplied to individual users (The User) in accordance with the following Terms & Conditions.

The User understands that use of the Service will be taken as their acceptance of these Terms & Conditions and that they are fully aware of their responsibilities in relation to the use of the service as set out in the Terms & Conditions on the page below.

Terms and Conditions of Use

1. I have a legitimate need to use the PRE Service and will only access recordings associated with media of cases where I have a business need to do so.
2. I will comply with UK Data Protection Act 2018, relevant privacy regulations and all professional codes of conduct by which I am bound and will ensure all information accessed through the PRE Service is treated accordingly. I acknowledge that any breach of these provisions may result in my access to the PRE Service being suspended or terminated. Any breach may also result in disciplinary action.
3. I will seek to prevent inadvertent disclosure of information by taking care when viewing the recording on the PRE Service. I will make every effort to ensure my screen is not visible to others who do not have a legitimate reason to see the recording.-
4. I agree to be accountable for any use of the PRE Service using my unique user credentials (user ID, password, log-in) and e-mail address. As such, I understand that:
 - a. I must protect my PRE Service credentials for access to the service.
 - b. I must not share my PRE Service credentials.
 - c. I must report actual or suspected disclosure of this information to HMCTS through the local court.
 - d. I will not use another person's credentials to access the PRE Service.
5. I will ensure that computing devices connected to the PRE Service will not be left unattended unless they are physically secure and have a clear password locked screen.
6. I will take precautions to protect all computer media and portable computers/devices that will be used to access the PRE Service at all times (e.g., by not leaving a device unattended or on display in a public space).
7. I will not share any video recording or other content accessed via the PRE Service with any other party or persons, unless they have a legal right to view the recording.
8. I will not access the PRE Service from public shared devices (e.g., those in internet cafes).

9. I will only access the PRE Service from devices which have appropriate security controls installed and which are maintained to be up to date (including, as appropriate, firewalls, anti-virus & spyware software and operating system security patches).
10. I will not attempt to bypass or subvert system security controls.
11. When using Wi-Fi, I will only access the PRE Service using secure internet connection or using secure internet service. I will not 'trust' or 'accept' invalid security for web site certificates.
12. I confirm that I will only connect to the PRE Service from within the United Kingdom and will not attempt to access the PRE Service from a location that is outside the United Kingdom, without prior authorisation.
13. I understand that HMCTS and the Ministry of Justice (MOJ) reserves the right to audit my usage and investigate security incidents and confirm that, should such an investigation be necessary, I will provide any necessary support to the best of my ability.
14. I agree to report any data losses, breaches or security incidents by contacting the DTS Service Desk and Line Manager immediately.
15. In the event of a suspected breach of these Terms and Conditions HMCTS reserves the right to investigate and if a breach has occurred, to impose appropriate sanctions. This can range from a warning and instructions to improve practice, to temporary suspension or reduction in the service availability, to the potential complete withdrawal of service should the breach impact adversely users of the PRE service, and other associated services
16. I will use the PRE Service in accordance with the appropriate user guides and agree to notify the helpdesk and line manager immediately if there is any change in my circumstances or role that affect my access to the PRE Service. This includes (but is not limited to) changes to my circumstances or role so that certain levels of access are no longer appropriate. I will inform the helpdesk and line manager prior to leaving my role in order that my account may be deleted.

Access to the PRE Portal

What the user needs to do

To get a **PRE Portal** account, the user must contact the Courts and Tribunals Service Centre (CTSC) for support. The number is 0300 323 0194 and the email address is contactcrime@justice.gov.uk. Users should provide their first and last name, individual professional email address, and organisation name and role.

Within 5 days of providing the information the user will receive an email with instructions to click on a link embedded within the email:

Hello XX,

*This is an invitation to the **HMCTS Pre-recorded Evidence Portal** where you can view recorded evidence.*

Please use the following [link](#) to complete your registration.

If the link does not work in your email client, copy and paste the following link into your browser: <https://portal.pre-recorded-evidence.justice.gov.uk/>.

Registration Instructions

- Click 'Sign up now'
- Enter your email address and click 'Send verification code'.
- Check your incoming emails for a verification code, input the verification code and click 'verify code'.
- Enter your password.
- Passwords must be at least 8 characters, and must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special)
- Read and agree to the **Terms and Conditions** to continue.

Subsequent logins will require Two Factor Authentication (2FA) where you will receive a code via your email address to use as part of your login process.

*If you have any issues with accessing or playing the recording and require technical support, please phone 0300 323 0194 between the hours of 08:00 and 18:00 weekdays, or 08:30 and 14:00 **Saturday**.*

Thank you.

Portal Self-Registration

Email Link Landing Page

The user will be taken to the following landing page:

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HMCTS Pre-Recorded Evidence Service

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

Sign in

Email Address

Email Address

Password

Password

[Forgot your password?](#)

Sign in

OR

Don't have an account?

Sign up now

The user will then need to click **Sign up now** link (highlighted) to go to the self-registration page.

Self-Registration Page

GOV.UK

HMCTS Pre-Recorded Evidence Service

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

Please provide the following details.

Email Address

Email Address

Send verification code

New Password

New Password

[Password criteria](#)

Confirm New Password

Confirm New Password

Create

The user will need to enter:

1. The same email address the invitation was sent to
2. Password (and password confirmation)
3. Agreement to the Terms & Conditions. The Terms & Conditions link will open in a different browser tab

Password criteria is available to the user (located under the first password field):

Password

▼ Password criteria

Passwords must have at least 8 characters.
Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special).

Verification Code

Clicking Send verification code will email the registered email address entered.

Send verification code

When clicked, the user is prompted to enter the code they have been emailed.

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

Email Address

Verification Code

Verify code

When verified, the user is provided with a message to confirm they can continue with the self-registration.

Please provide the following details.

The code has been verified. You can now continue.

Email Address

nazee.kadiu1+userguide@hmcts.net

New Password

New Password

[Password criteria](#)

Confirm New Password

Confirm New Password

Create

Successful Registration

The first-time user is directed to the Terms and Condition page to accept the terms and conditions.

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HMCTS Pre-Recorded Evidence Service

Pre-Recorded Evidence (PRE) Service

Terms & Conditions (including Acceptable Use) for the Pre-Recorded Evidence Service

(All Users)
July 2022

Introduction

This PRE Service is provided by HM Courts and Tribunals Service (HMCTS). Unauthorised use is a criminal offence under the Computer Misuse Act 1990, and you should disconnect immediately if you have not been authorised to use this system. Unauthorised access is prevented by two factor

Acceptance of Terms & Conditions

To continue you must accept the Terms & Conditions

☐ I declare that I am fully aware of my responsibilities in relation to the use of the Service as set out in the above Terms & Conditions.

Continue

Once accepted, the user is taken to the recordings list display.

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HMCTS Pre-Recorded Evidence Service

[Sign out](#)

Welcome back, Portal User

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.

Please note, playback is preferred on Laptop and Desktop devices only.

Recordings

Case Ref	Court	Date	Witness	Defendants	Version	Status	Action
No records found.							

Login

GOV.UK

HMCTS Pre-Recorded Evidence Service

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

Sign in

Email Address

Password

[Forgot your password?](#)

Sign in

OR

Don't have an account?

[Sign up now](#)

The user enters:

- 1. Their registered email address
- 2. Password

The user will be sent a code to their email address, which they enter below and click **Verify code**.

Please provide the following details.

Verification Code

Verify code

When the code is verified, the user will be presented with the main screen and will be shown their recordings.

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HMCTS Pre-Recorded Evidence Service

< Sign out

Welcome back, Portal User

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

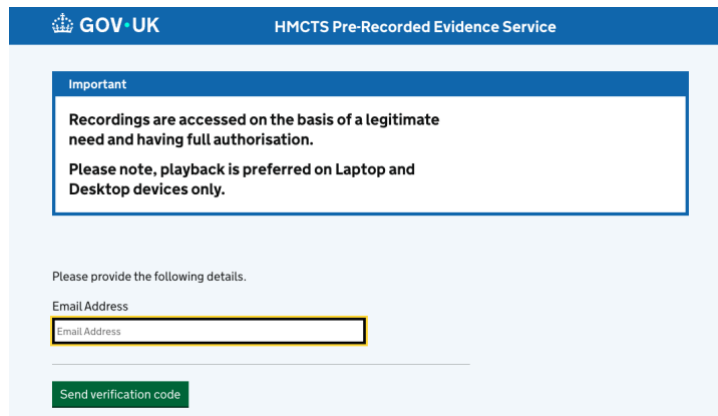
Recordings 1 to 1 of 1

Case Ref	Court	Date	Witness	Defendants	Version	Status	Action
1758616512915	Leeds Youth	23/09/2025	Joe	Tommy George	1	Active	Play

Forgot Password

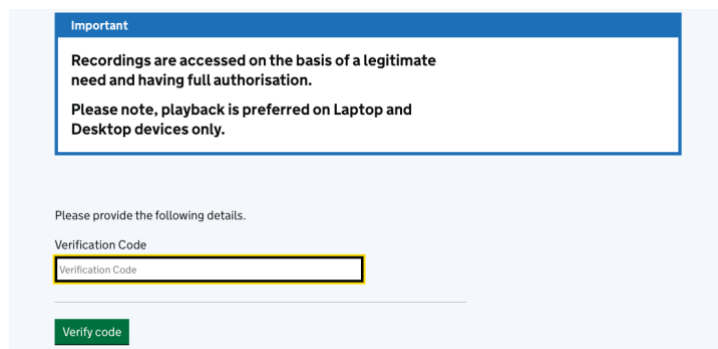
Clicking the **Forgot your password?** link will take the user through the process of setting a new password.

The user enters their registered email address and clicks **Send verification code** to receive a validation code.



The screenshot shows the 'Forgot Password' page for the HMCTS Pre-Recorded Evidence Service. At the top, there is a blue header with the 'GOV.UK' logo and the service name. Below the header, an 'Important' box contains a warning about the legitimate use of recordings and a note that playback is preferred on Laptop and Desktop devices only. The main form area prompts the user to 'Please provide the following details.' and includes a label 'Email Address' above a text input field. Below the input field is a green button labeled 'Send verification code'.

The user will then verify their email address by entering the code received and clicking **Verify code**



The screenshot shows the 'Verify Code' page for the HMCTS Pre-Recorded Evidence Service. It features the same 'Important' warning box as the previous page. The main form area prompts the user to 'Please provide the following details.' and includes a label 'Verification Code' above a text input field. Below the input field is a green button labeled 'Verify code'.

After the code is validated, the user can enter and confirm a new password, then click **Save new password**.

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HMCTS Pre-Recorded Evidence Service

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

Please provide the following details.

New Password

New Password

[Password criteria](#)

Confirm New Password

Confirm New Password

Save new password

The new password is saved, and the user will be taken to the recordings list display.

GOV.UK

HMCTS Pre-Recorded Evidence Service

[Sign out](#)

Welcome back, Portal User

Important

Recordings are accessed on the basis of a legitimate need and having full authorisation.
Please note, playback is preferred on Laptop and Desktop devices only.

Recordings 1 to 1 of 1

Case Ref	Court	Date	Witness	Defendants	Version	Status	Action
1758616512915	Leeds Youth	23/09/2025	Joe	Tommy George	1	Active	Play

Accessing the recording

Once administrative staff have assigned the recording to a user, they will receive an email to confirm the recording is ready to view. Click on the log in link.

Hello XX,

A new Pre-recorded Evidence video has been captured for case (case reference) at court (court site).

Please [login](#) to the HMCTS Pre-recorded Evidence Portal to review the recording.

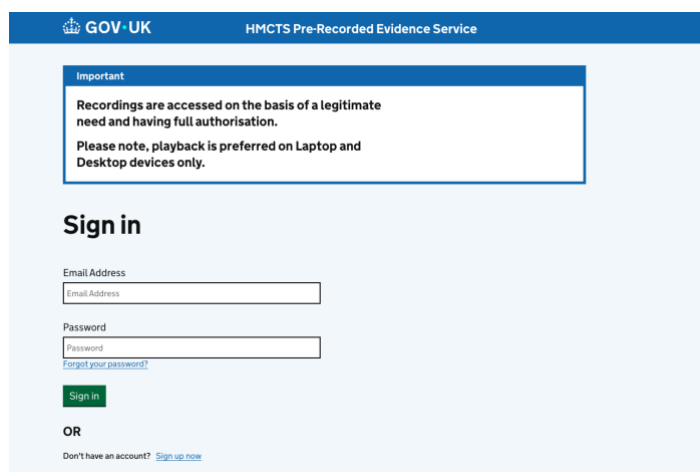
If the link does not work in your email client, copy and paste the following link into your browser:

<https://portal.pre-recorded-evidence.justice.gov.uk/>

If you have any issues with accessing or playing the recording and require technical support, please phone 0300 323 0194 between the hours of 08:00 and 18:00 weekdays, or 08:30 and 14:00 Saturday.

Thank you.

Click the login link and enter username and password. Click **Sign in**.



The screenshot shows the login page for the HMCTS Pre-Recorded Evidence Service. At the top, there is a blue header with the GOV.UK logo and the service name. Below the header, an 'Important' box contains a warning about legitimate access and playback requirements. The main section is titled 'Sign in' and contains two input fields: 'Email Address' and 'Password'. A 'Sign in' button is located below the password field. A link for 'Forgot your password?' is also present. Below the sign-in section, there is an 'OR' separator and a link for users who don't have an account to 'Sign up now'.

The user will then be asked to enter a verification code as part of the two-factor authentication to protect the sensitive data the system holds.

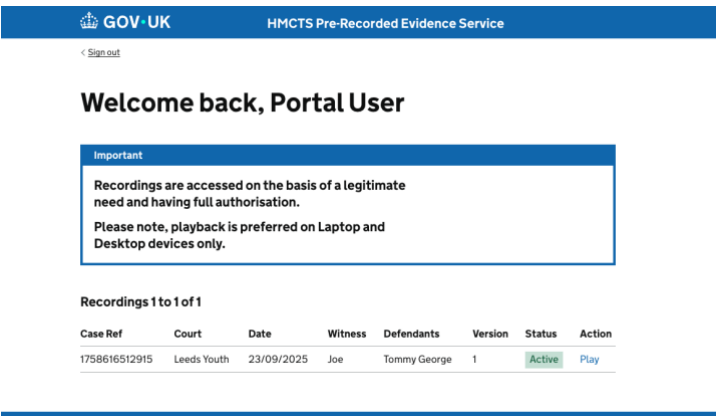


The screenshot shows a verification step. It starts with the instruction 'Please provide the following details.' followed by a label 'Verification Code'. Below this is a text input field with a yellow border, also labeled 'Verification Code'. At the bottom, there is a green 'Verify code' button.

A code will be sent to the user’s email account for them to enter and click **Verify code**.



The user is logged in and can view the recordings list.



The front page of the portal will show all the recordings assigned to a user.

The recordings will be listed in the table. To view additional recordings, the pagination controls can be used at the bottom of the page.

To access a recording, click on the Play button next to it. The recording will open in the player, then click anywhere on the screen to start playback.

Case Ref: TEST300125KM1



! Please note playback is preferred on non-mobile devices. If possible, please use a preferred device.

Recording details

Date	30/01/2025
Recording UID	b99f0373-8918-48d7-ae1e-75401b47a6fa
Recording Version	1
Court	Nottingham County Court & Family Court Crown Court
Witness	William
Defendants	David MacDonald

To pause the recording, click anywhere on the screen again. To view the recording in full screen, click the ‘full screen’ icon in the top-right corner of the player. To exit full screen, click the icon again or press Esc.

To fast forward or rewind the recording, move the timeline bar backwards or forwards as required – the time counter will move accordingly.



This guidance does not replace any local agreements between staff and judiciary.

Editing the recording

Should there be a requirement to edit the recording, parties will attempt to agree what those edits will be. If there are any disagreements, a mention hearing will need to be convened where the Judge will rule on the edits.

Once the edits are agreed by all parties, counsel will submit an edit form to the court. Staff will then refer the form to the Judge to sign off, which will then be forwarded to the PRE service team by administrative staff.

Edit requests must be made in sufficient time and all requests are subject to a 10 day turnaround.

A copy of the edit form can be found on GOV.UK and the sign-up email.

Disassociation of a Recording

At the end of a case, to comply with GDPR, recordings are disassociated by the court and subsequently will no longer be available in a user's PRE portal account.

When court staff close the case on the internal HMCTS application, an email will be sent to users the recording has been shared with informing them the case has been set to close on a set date.

TEST300125KM1	Nottingham County Court & Family Court Crown Court	30/01/2025	William	David MacDonald	1	<div>Pending Closure</div> <div>This will be unavailable after 28/02/2025</div>	Play
SMOKETEST1504	102 Petty France	15/04/2024	Harry	Claire Smith Lucy Lee	1	<div>Active</div>	Play

Case TEST10122024 has been set to close on 2025-01-29. Once the case has been closed, access to recordings will be removed.

Kind regards,

Pre-Recorded Evidence Team

Once this date has been reached, access to the recording is removed for all users.

Case TEST10122024 has now been closed and access to recordings is no longer available.

Kind regards,

Pre-Recorded Evidence Team

If the case is reopened within the 29 day period after a judgment has been entered, users will receive an emailed informing them the case will no longer be closed.

Case TEST10122024 will no longer be closed and access to recordings will remain available.

Kind regards,

Pre-Recorded Evidence Team