



HM Courts &  
Tribunals Service

# **Pre-Recorded Evidence (PRE) User Guide**

## Contents

1	Introduction	3	
2	Terms and Conditions of Use	3	
3	Access to PRE for external users	5	
3.1	What the Advocates need to do		5
4	Reviewing Lawyers accessing the recording	6	
5	Portal Self-Registration	7	
5.1	Email Link Landing Page		7
5.2	Self-Registration Page		8
5.2.1	Verification Code		8
5.3	Successful Registration		9
5.4	Failed Registration		9
6	Login	10	
7	Forgot Password	11	
8	Advocates accessing the recording – (Advocates)	14	
9	Editing the recording - (Advocates / Admin / Legal)	17	
9.1	Editing process	17	

# 1 Introduction

The Pre-Recorded Evidence (PRE) application is in development, therefore some of the layout, labels and workflows is subject to change.

This guide will help show some of the basic functions of the application.

The court will determine the most appropriate member of staff to do any checks relating to the operation of PRE, based on operational requirements.

# 2 Terms and Conditions of Use

1. I have a legitimate need to use the PRE Service and will only access cases and recordings 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 (including Civil Service IT and Electronic Communication Policies for Government Department staff) and will ensure all information streamed 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. It 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 sure my screen is not visible to others who do not have a legitimate reason to see the recording. I understand the only public space where I may view the recording is the Court Room.
4. I agree to be responsible 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 (username, password, log-in etc.) 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 the video recording or any of the content 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 enabled 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 access. 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.
13. I understand that the HMCTS and the Ministry of Justice (MOJ) reserves the right to 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 s.28 Helpdesk and Line Manager immediately.
15. I will inform the s.28 Helpdesk and Line Manager prior to leaving my role in order that my account may be deleted.

Your access to PRE is restricted dependent on your role. The following is a guide to help assess the level required.

User	Court	MVP Role	PRE Action
Court Judge	Crown Court	Level 3	Review Recording Trigger New Edit Request Details
Legal Counsel Recorder Prosecutor including Agency Crown Prosecution Service (Prosecution and Solicitor Barrister) – including Reviewing Lawyers	Crown Court	Level 3	Review Recording Trigger New Edit Request Details
Court Clerk (some court sites only require Court clerks to make a recording).	Crown Court	Level 2 and 4	Enter and Update Case Details Enter, Update and Delete Recording Schedules Make, Stop, Playback and Provide access to a Recording. Assign and Remove Participants to a Recording
Listings Officer Case Progression Officers	Crown Court	Level 2 and 4	Enter and Update Case Details Enter, Update and Delete Recording Schedules Assign and Remove Participants to a Recording
Admin Officer	Crown Court	Level 2	Enter and Case Details Enter, Update and Delete Recording Schedules

Dependent on your role you will be able to book, manage and view recordings.

### 3 Access to PRE for external users

#### 3.1 What the Advocates need to do

*If you already had access to the PRE portal but cannot get access to the new portal, in the first instance attempt to follow the steps through 'sign up now', if this doesn't work, contact the CTSC.*

To get a **PRE Portal** account you must contact the Courts and Tribunals Service Centre (CTSC) for support. The number is 0300 323 0194 and the email address is [professionalcontactcrime@justice.gov.uk](mailto:professionalcontactcrime@justice.gov.uk).

Here you should provide your first and last name, individual secure email address (for instance, a CJSM.net account), and phone number for two factor authentication and organisation name and role.

Within days of providing the information you 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://pre-portal.staging.platform.hmcts.net/>*

### **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.*

This e-mail is private and is intended only for the addressee and any copy recipients. If you are not an intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Activity and use of this communication is monitored to secure their effective operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

## **4 Reviewing Lawyers accessing the recording**


There will be occasions when the prosecuting reviewing lawyer will need to access the recording, in circumstances where they need to make a decision as to whether there remains a realistic prospect of conviction, or to consider a lesser plea, or indeed if the case proceeds to appeal. Providing they are already registered to the portal, following the same process as advocates, outlined on pages 5 and 6, they can then request access via the court.

It is accepted that there is a business need for this and in the same way that the court clerks share the recordings with counsel, they will be approached by reviewing lawyers, (see pages 14-17) and the expectation upon the court clerk is that they share and disassociate in exactly the same way as they would with counsel.

## 5 Portal Self-Registration

### 5.1 Email Link Landing Page

The user will be taken to the following landing page:

 HMCTS Pre-Recorded Evidence Service

# Sign in

Email Address

Password

[Forgot your password?](#)


**Sign in**

**OR**

Don't have an account? [Sign up now](#)

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

## 5.2 Self-Registration Page

**HMCTS Pre-Recorded Evidence Service**

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

Send verification code

Password

[Password criteria](#)

Confirm Password

Terms & Conditions

☒

I agree to the [Terms & Conditions](#) (including Acceptable Use) for the Section 28 Video on Demand Portal.

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).

### 5.2.1 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.



Verification code

Verify code

Send new code

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

E-mail address verified. You can now continue.

Email Address



If the user has accidentally entered the wrong email address, they have the option of changing it.


Email Address



Change e-mail

### 5.3 [Successful Registration](#)

The user is taken directly to the recordings list display.

 **HMCTS Pre-Recorded Evidence Service**

[Sign out](#)

## Welcome back, lawrie-pre test

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

### Recordings

Case Ref	Court	Date	Witness	Defendants	Version
No records found.					

### 5.4 [Failed Registration](#)

If the user tries to register with an email address that has not been setup in the PRE application, they will receive the following message.

## Something went wrong

You don't currently have access to the portal.

You can [sign in again](#).

Error: User has not been invited to the portal

## 6 [Login](#)

## Sign in

Email Address

Password

[Forgot your password?](#)

[Sign in](#)

OR

Don't have an account? [Sign up now](#)

User enters;

1. Their registered email address
2. Password

The user then receives the following confirmation screen.

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

[Send verification code](#)

After clicking **Send verification code**, they will be sent a code to their email address, which they enter below and click **Verify code**.

Please provide the following details.

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

Email Address

Verification code

When the code is verified, they will be presented with the screen in which they can **Continue** and will be shown their recordings.

Please provide the following details.

E-mail address verified. You can now continue.

Email Address

## 7 [Forgot Password](#)

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

## Sign in

Email Address

Password

[Forgot your password?](#)

OR

Don't have an account? [Sign up now](#)

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

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

Email Address 

Send verification code

Continue

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

Please provide the following details.

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

Email Address

lawrie.baber-scovell2@hmcts.net 

Verification code

Verification code

Verify code

Send new code

Continue

After the code is validated, the user can click **Continue** to enter a new password.

Please provide the following details.

E-mail address verified. You can now continue.

Email Address

lawrie.baber-scovell2@hmcts.net 

Change e-mail

Continue

The user enters their new password and clicks **Continue**.

Please provide the following details.

New Password

[Password criteria](#)

Confirm New Password

Continue

Once entered their password, the new password will be saved, and they will be taken to the recordings list display:

[Sign out](#)

## Welcome back, lawrie-pre test

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

### Recordings

Case Ref	Court	Date	Witness	Defendants	Version
No records found.					

## 8 Advocates accessing the recording – (Advocates)

You 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.

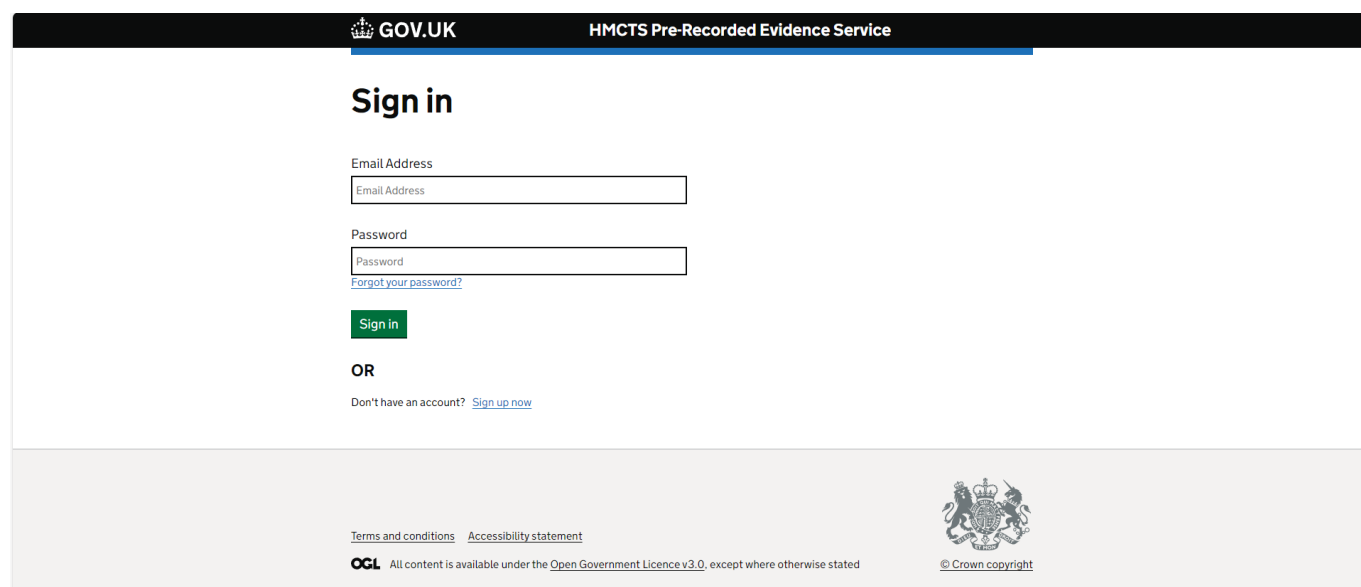
If the link does not work in your email client, copy and paste the following link into your browser:

<https://pre-portal.demo.platform.hmcts.net/>

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.

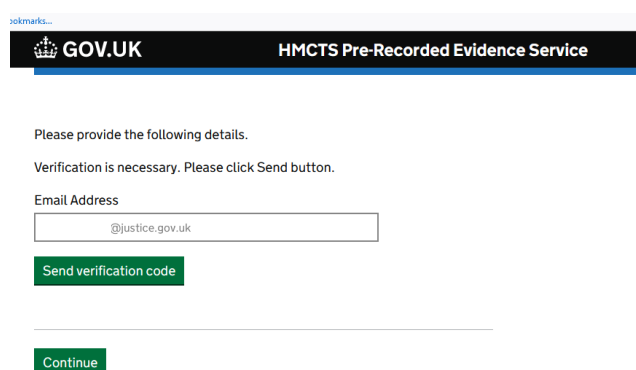
Thank you.

Click the login link and enter username and password, click sign in.



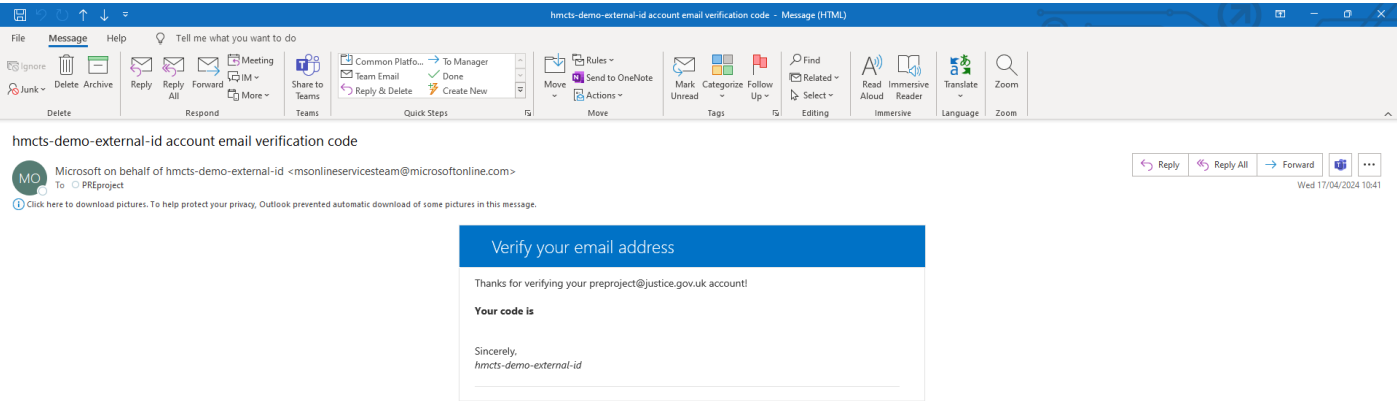
The screenshot shows the 'Sign in' page of the HMCTS Pre-Recorded Evidence Service. At the top, there is a black header with the 'GOV.UK' logo and the service name. Below the header, the page has a white background with the title 'Sign in'. There are two input fields: 'Email Address' and 'Password'. Below the password field is a link for 'Forgot your password?'. A green 'Sign in' button is positioned below the password field. Below this, the word 'OR' is displayed, followed by a link 'Don't have an account? Sign up now'. At the bottom of the page, there is a grey footer containing links for 'Terms and conditions' and 'Accessibility statement', the 'OGL' logo, a copyright notice, and the Royal Coat of Arms.

You will then be asked for a security code. This is two factor authentication to protect the sensitive data the system holds.



The screenshot shows the verification page of the HMCTS Pre-Recorded Evidence Service. It features a black header with the 'GOV.UK' logo and the service name. The main content area has a white background with the text 'Please provide the following details.' and 'Verification is necessary. Please click Send button.' Below this is an 'Email Address' input field containing '@justice.gov.uk'. A green 'Send verification code' button is located below the input field. At the bottom of the page, there is a green 'Continue' button.

A code will be sent to your email account for you to enter. Then click verify code and continue on the next page.



HMCTS Pre-Recorded Evidence Service

Please provide the following details.

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

Email Address

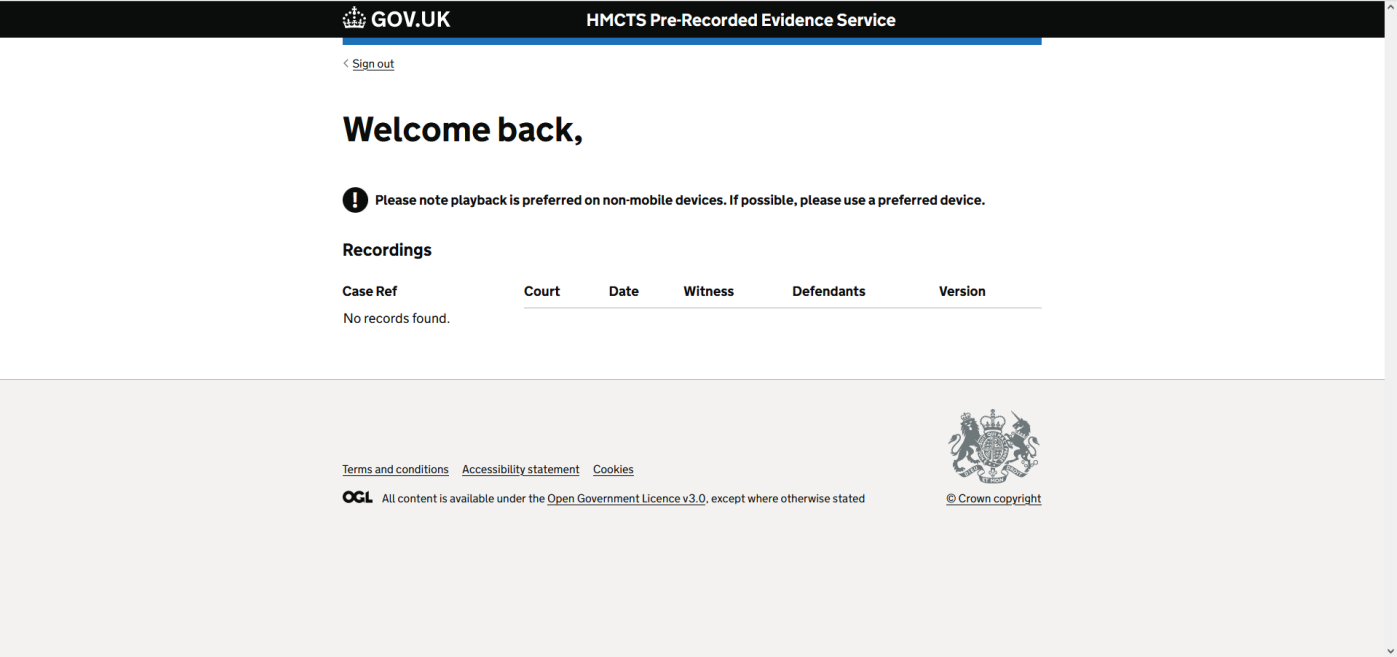
Verification code

Verify code

Send new code

Continue


You will then be logged in and able to see the recording under the **Recording** header.



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

The recordings will be listed in the table. You can use scroll through the list or search table fields using the browser’s built-in find function. This allows user to search by Court, Date, Case Reference, Witness name or Defendant name.

## Welcome back,

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

Recordings 1 to 2 of 2


Case Ref	Court	Date	Witness	Defendants	Version	
TEST123456789	102 Petty France	02/04/2024	test test	test test	1	<a href="#">Play</a>
TEST190420241	102 Petty France	19/04/2024	test test	test test1	1	<a href="#">Play</a>

To access a recording, click on the recording required. The recording will appear in the video player above and will start playing.

[Back](#)

## Case Ref: TEST190420241



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

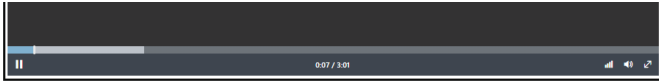
### Recording details

Date	19/04/2024
Recording UID	d721bd4a-d1f4-4d18-ad0f-28a252820bc5
Recording Version	1
Court	102 Petty France
Witness	test test
Defendants	test test1

To pause the recording, press the pause button on the left-hand side. To make the screen full size, select the middle ‘full screen’ icon on the right-hand side. To reduce the screen size, press the button again.

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





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

Recording details

## 9 Editing the recording - (Advocates / Admin / Legal)

Should there be a requirement to edit the recording, parties will need to agree what those edits will be - defence counsel will review first and provide suggested edits to the prosecution counsel. 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 at the mention hearing, court staff will collate the list of required edits and complete a form for the Judge to sign off, which will then be forwarded to the PRE service team.

### 9.1 Editing process

More information regarding the editing process can be found in these documents: the editing process guide and the edit request form.



PRE Editing  
Recording Process Qu



PRE Editing Request  
Form.xlsx