



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, phone number for two factor authentication 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:

 **HMCTS Pre-Recorded Evidence Service**

Sign in

Email Address

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

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

@hmcts.

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

▼ 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.

Verification code

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

@hmcts



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

Email Address

@hmcts



Change e-mail

Successful Registration

The user is taken directly to the recordings list display.

[Sign out](#)

Welcome back,

 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.					

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

Login

Sign in

Email Address

Password

[Forgot your password?](#)

Sign in

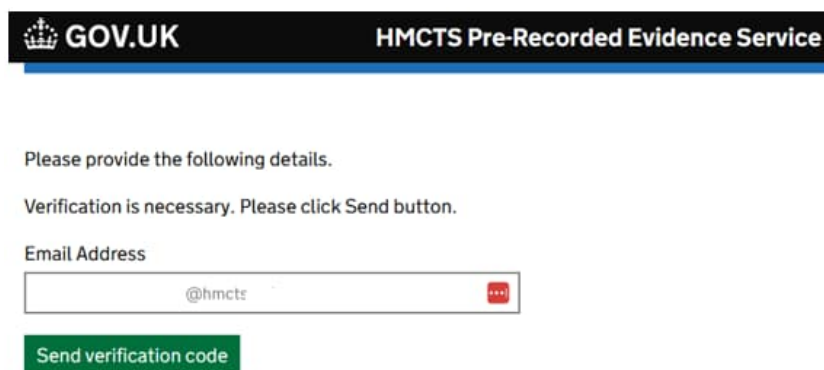
OR

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

The user enters:

1. Their registered email address
2. Password

The user then receives the following confirmation screen.



GOV.UK HMCTS Pre-Recorded Evidence Service

Please provide the following details.

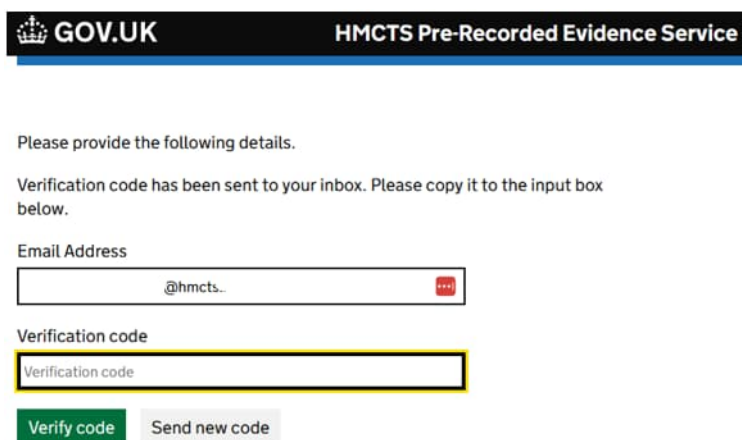
Verification is necessary. Please click Send button.

Email Address

@hmcts

Send verification code

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



GOV.UK 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


@hmcts..

Verification code

Verification code

Verify code Send new code

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

 **HMCTS Pre-Recorded Evidence Service**

Please provide the following details.


E-mail address verified. You can now continue.

Email Address

Continue

[Forgot Password](#)

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

 **HMCTS Pre-Recorded Evidence Service**

Sign in

Email Address

Password

[Forgot your password?](#)

Sign in

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



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



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



Change e-mail

Continue

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

HMCTS Pre-Recorded Evidence Service

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:

HMCTS Pre-Recorded Evidence Service

[Sign out](#)

Welcome back,

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.					

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.

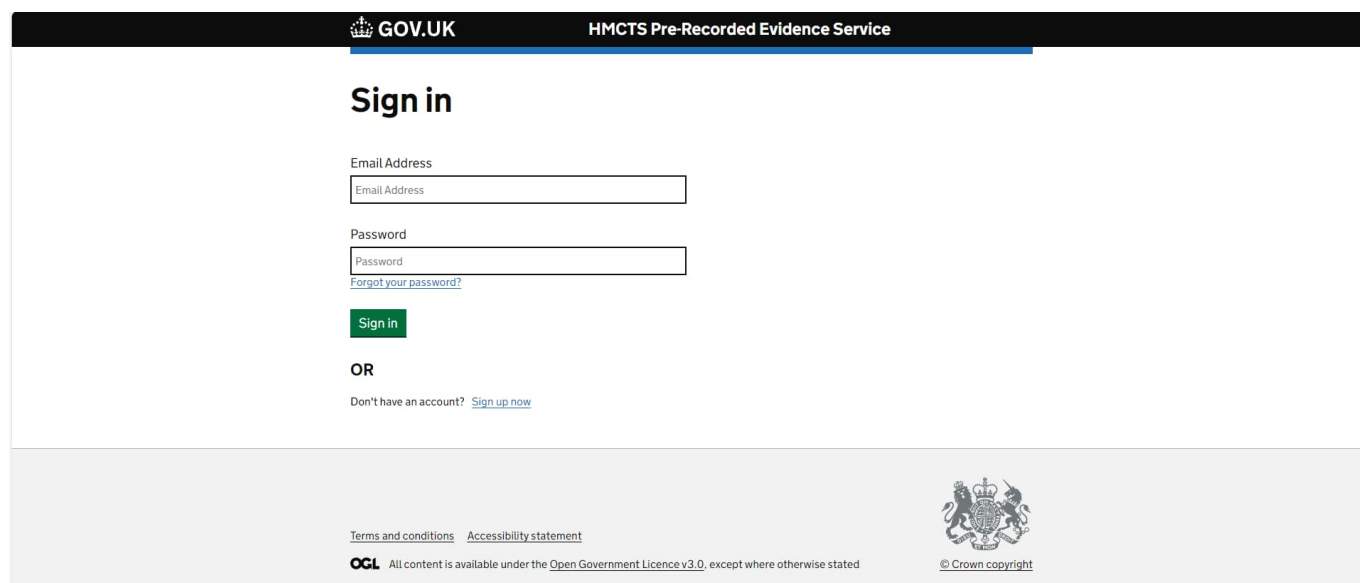
If the link does not work in your email client, copy and paste the following link into your browser:

<https://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 for the HMCTS Pre-Recorded Evidence Service. The page has a black header with the 'GOV.UK' logo and the service name. The main content area is white and contains a 'Sign in' heading, followed by input fields for 'Email Address' and 'Password'. A 'Sign in' button is below the password field, with a 'Forgot your password?' link. Below this is an 'OR' separator and a 'Sign up now' link for users without an account. The footer is grey and contains links for 'Terms and conditions' and 'Accessibility statement', the OGL logo, and the Crown copyright logo.

GOV.UK HMCTS Pre-Recorded Evidence Service

Sign in

Email Address

Password

[Forgot your password?](#)


[Sign in](#)

OR

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

[Terms and conditions](#) [Accessibility statement](#)

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

Please provide the following details.

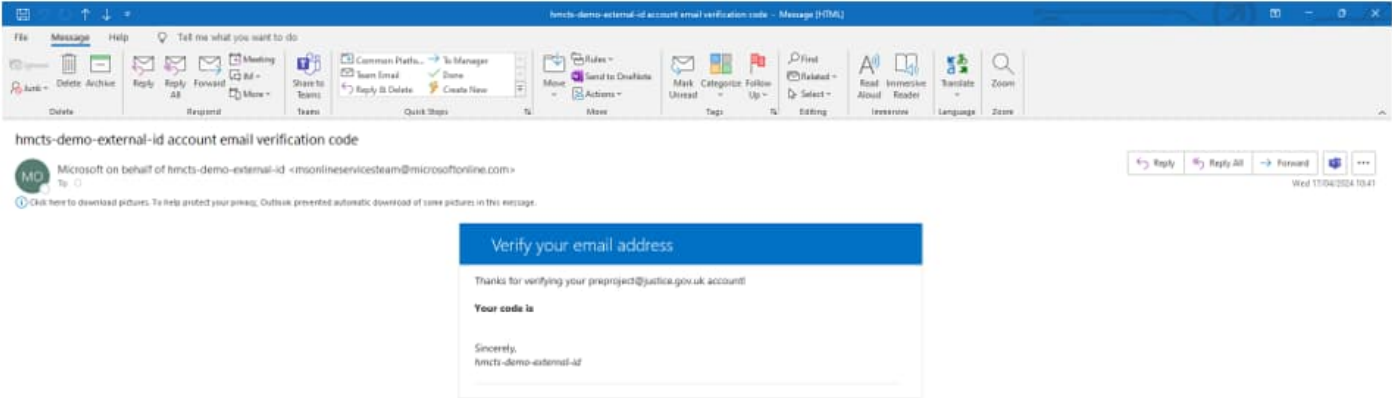
Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

A code will be sent to the user’s email account for them to enter. Then click verify code and continue on the next page.



Please provide the following details.

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

Email Address

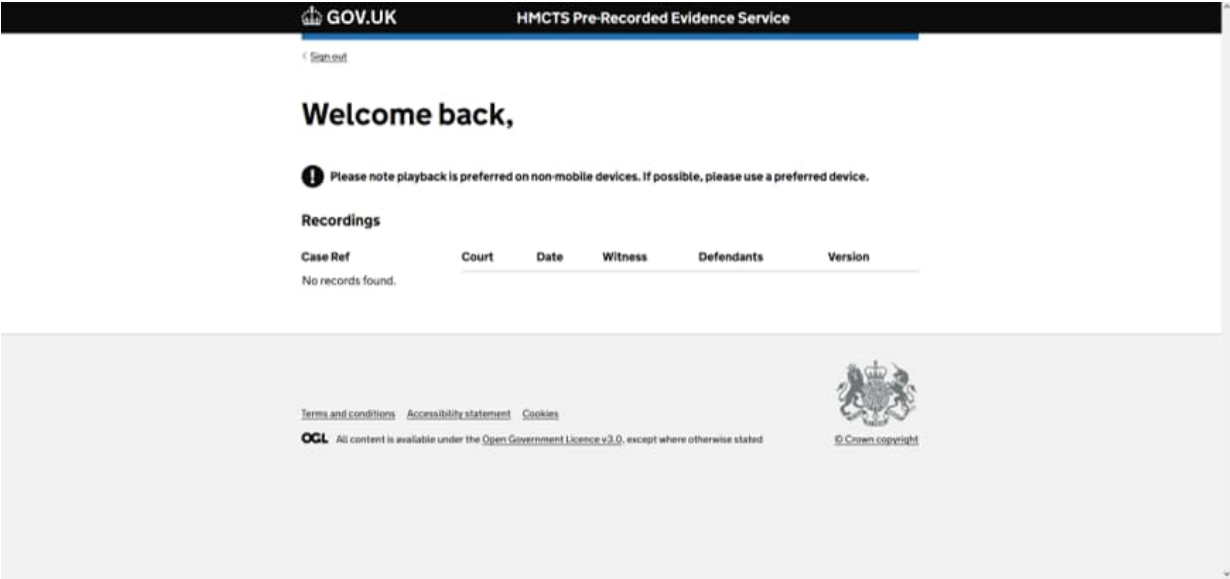
Verification code

Verify code

Send new code

Continue

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

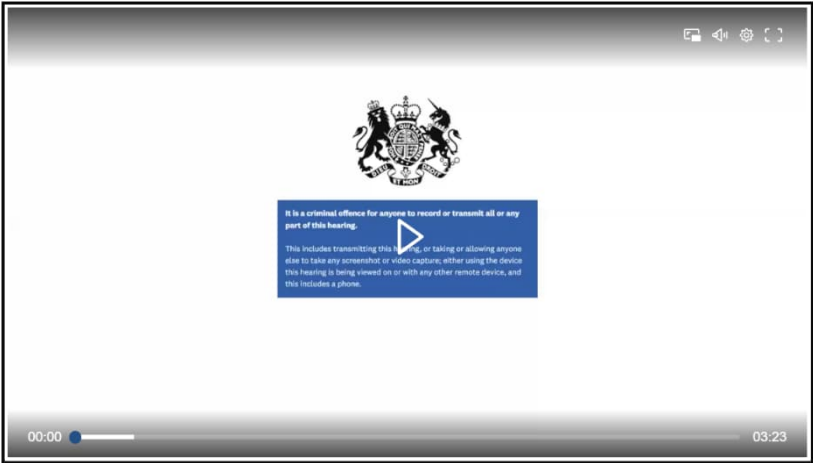


The front page of the portal will show all the recordings assigned to a user.

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

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

Case Ref: TEST300125KM1



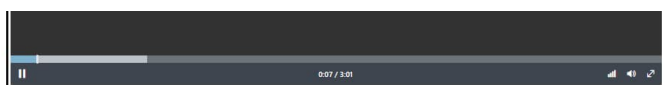
! Please note playback is preferred on non-mobile devices. If possible, please use a preferred device.

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, 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.



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

Recording details

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	Pending Closure This will be unavailable after 28/02/2025	Play
SMOKETEST1504	102 Petty France	15/04/2024	Harry	Claire Smith Lucy Lee	1	Active	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