

FAQs - PRE Portal Support

1. What is the PRE Portal?

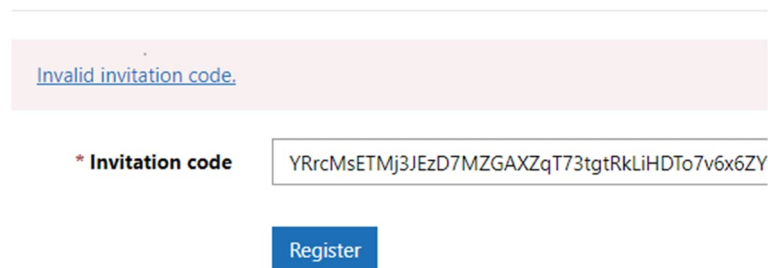
This is a service that allows Counsel and other permitted users to securely access and review pre-recorded evidence provided by vulnerable witnesses. The recordings are shared with specific users, so only those users can view the recordings.

2. Why haven't I received an invitation email?

Possible Cause could be that the email is in the Spam folder. Please check if the invitation email in the Spam folder or the email is amongst many emails. The invitation email will usually have title **Pre-recorded Evidence Portal Invitation** and the email Begins with **DTS-PRE**. If the invitation email has not been found, confirm your details, email address and ask DTS PRE Support to resend email.

3. Why does the Portal responds with "Invalid invitation code" after clicking the "Register" button? (as shown below)

Sign up with an invitation code



The screenshot shows a registration form titled "Sign up with an invitation code". At the top, there is a pink error box with the text "Invalid invitation code." Below this, there is a label "* Invitation code" next to a text input field containing the alphanumeric string "YRrcMsETMj3JEzD7MZGAXZqT73tgtRkLiHDT07v6x6ZY". Below the input field is a blue button labeled "Register".

Possible Cause - Anti-virus has interfered with the invitation code thinking this is script injection threat. Manually copy the code from the invitation email and paste into the Portal registration text box. The code is 172 characters long, Follow the below steps.

- Go to the invitation email and right-click the link in the email to copy the link. The right-click menu item will say something like "Copy Link" or "Copy link address"
- Paste the copied link into notepad, or a basic text editor, or even MS Word
- For the copied text, remove text including and before "&invitation=" making sure none of the code is removed.
- Go to the portal and remove any of the invitation code from the text box. Tip - the user can click in the text box and press CTRL A, then Delete.

- Copy the code from the email invitation and paste into the Portal text box.

4. Why is my new password not accepted?

Possible Cause - the password does not meet the expected criteria, Below is the acceptable criteria;

- Passwords must be at least 8 characters.
- Passwords must have at least one non letter and non-digit character.
- Passwords must have at least one lowercase ('a'-'z').
- Passwords must have at least one uppercase ('A'-'Z').
- Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special).

Try again using the above expected criteria. The criteria are shown to you as part of the failure message.

5. How do I get access to the PRE Portal?

Email the PREproject@justice.gov.uk inbox. You will need to provide the following information:

- Name
- Work Email Address
- Mobile Phone
- Company/Chambers Name

Once added, you will receive an email to complete registration. This will be sent to the email you have provided.

6. How do Legal Practitioners and Third Parties get access to the PRE Portal?

Same as above (Q.5)

Email the PREproject@justice.gov.uk inbox. You will need to provide the following information:

- Name
- Work Email Address
- Mobile Phone
- Company/Chambers Name

Once added, you will receive an email to complete registration. This will be sent to the email you have provided.

7. A recording has been shared with me, but I cannot login to view it.

Possible Cause - you have not completed your registration. After completing your registration, you will need to find your PRE invitation email and follow the instructions.

If you cannot find the email, ask DTS PRE Support to issue another invitation.

8. I have attempted to login a few times, but it says my account is now locked.

Possible Cause – you have made 5 failed login attempts within 3 minutes, wait for 10 minutes before attempting again, or you can reset your password using the "Forgot your password?" button.

9. I have attempted to login, but I have not received the security code email.

It could be that the email is taking time to arrive or is in the Spam folder. Check your Spam folder if you have been waiting for more than 10 minutes. After waiting more than 10 mins and you still have no security code email, contact DTS PRE Support to investigate.

10. I have tried to reset my password with the "Forgot your password?" button, but I have not received an email.

It could be that the email is taking time to arrive or is in the Spam folder. This should arrive within 10 minutes, confirm that you have entered the correct email address and try again.

If you still haven't received a reset email, raise a request with DTS PRE Support to investigate.

11. Why can't I find a recording after logging in?

Possible Cause - the recording has not been shared with the you. Speak to court staff where the hearing was held to have the recording shared with you.

12. Why is the recording not playing well? (video or audio stutters or freezes)

There are 2 possible cause which could be that the network connection is poor, or your computer is struggling with resources. Follow the troubleshooting steps below.

Network:

- Check your internet speed by performing a network speed check - such as <https://broadbandtest.which.co.uk/>
- If the download speed is below 5Mbps, then this might be the cause of the problem
- You will need to connect to a better network with faster speed.

Computer Resources:

- Ask the user if they can check CPU and Memory usage on their computers - such as Task Manager for Windows or Activity Monitor for Apple Macs
- If CPU or Memory usage is over 75%, this might be the cause of the issue.
- You can ask the user to close other applications or maybe restarting the computer.

13. How long is the recorded video left on the PRE Portal?

Access is currently manually removed so this can vary depending on demand and status of the case.

14. How do you remove counsel access from a recording with multiple edits?

Court staff will remove counsel access by revoking their access from the recording shared with them.

15. If a recording has multiple edits, will the counsel have access to all the edited versions?

Regardless of the multiple edits of a recording, counsel will have access to the original and the final edited version.

16. Will there be any out of hours support?

There will be a support service and you will have received this information with your registration email.

17. How do you edit the videos; who is responsible for editing?

Videos will be edited by the PRE service team. Counsel will complete the editing form listing the edits they would like made; if approved by the judge the form will be sent by court staff to the PRE service team who will edit the video and notify all parties that the edited video can be accessed in the portal. A guide to editing will be circulated when you are invited to register for a portal account.

18. Will court staff or counsel be responsible for playing back the recording?

This is a local decision. The project is changing the technology used to make pre-recorded evidence recordings; it is not changing process which is a matter for the courts.

19. If an advocate changes part way through the trial, is it easy to share the recording with a different advocate?

Yes, it will be easy to provide access to the recording to a different advocate. The new advocate will need to ensure they have a portal account and court staff will be able to grant access to their portal account.

20. Do you need a CJSM account to have access to the portal?

Yes, you will require a CJSM email account to be able to access the portal.

21. I get a “request is blocked” message and I can’t get past it.

Possible cause – the firewall is blocking suspicious activity. This might be due to an application update or firewall update. Try a different browser which will start a new session; or log the issue with DTS PRE support.