HM Courts &
Tribunals Service

HMCTS Document Upload Centre – External User's Guide

1.   Purpose

1.1.   This guide is being issued to allow you to upload court documents (bundles) for use in a court hearing, where e-mail restrictions do not allow you to send (in a single e-mail) court hearing documents.

2.   How the solution works

2.1.   The solution has been designed using a public and private area within Microsoft SharePoint on our eJudiciary.net Microsoft Office 365 tenant.

2.2.   The public area is where documents are uploaded. This area has been enabled to allow non-departmental accounts (e.g. yours) to access folders. This is only by invitation where court staff will require an e-mail address from you that will enable you to log in.

2.3.   As well as the e-mail address, a security pin will be sent to this address that is also needed to gain access and allow you to upload your document(s).

2.4.   You will be able to upload single or multiple documents as well as a folder. There is no limit on volume or size and the speed of transfer will be dependant on your internet connection upload speeds.

2.5.   As soon as the documents are uploaded, they are moved to a private area that only the judiciary and court staff can access. Once a case reference number has been entered, documents are automatically deleted from the public area, so you will not have access to them – nor will anyone else.

## 3.   General Important Information – Please ensure you read

3.1.   An invitation must have been received from court staff to the e-mail address you provided in order for you to use this service. You will need access to this mailbox in order to receive the pin number.

3.2.   The solution is being made available for electronically submitting court bundles only. Other documents will not be processed.

3.3.   The documents (bundles) should comply with any guidance issued by the court with regards to their presentation and format. All documents must be in .PDF format.

3.4.   The case reference must be entered in the required field when uploading the document. If you do not have a reference number and the case is urgent, please enter 'No Case no'.

3.5.   Only use for this service for the purpose of submitting court hearing documents in relation to your case(s).

3.6.   Once you have uploaded your documents, please let the court know it has been completed and only use the e-mail address provided by the court for this purpose.

3.7.   If you experience any technical issues with uploading to the folder that has been provided to you, please email support@ejudiciary.net or call 0300 303 0680 for assistance.

4. Uploading document(s)

4.1. An invitation to upload documents will be sent to you from a member of court staff from an ejudiciary.net mail address. This is an example of what to expect:
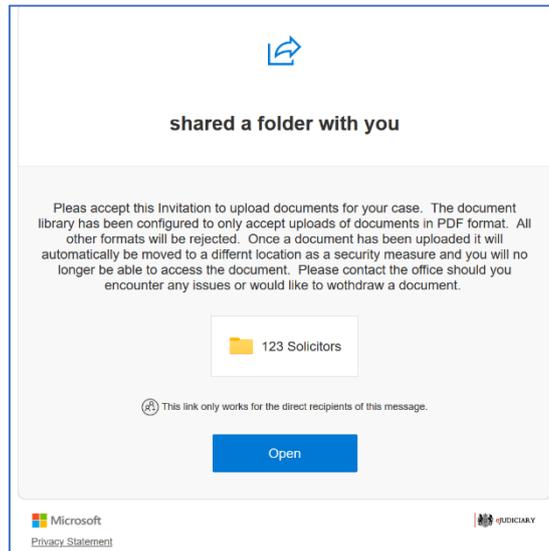

4.2. Click on the button with the folder name or "Open" button to access the document

4.3. You will now be directed to a SharePoint page where you will be asked to enter the email address the invitation was sent to. It is important to note if the emails do not match, the access will not be granted.
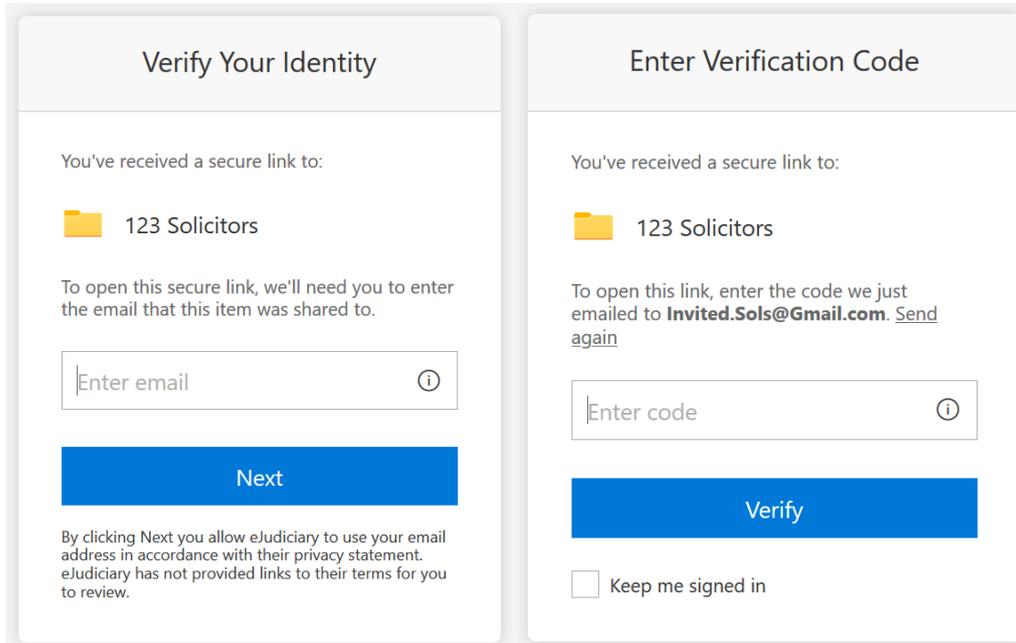
4.4. If the email addresses match, you will be redirected to a page requesting a verification code as pictured above.

4.5. You must retrieve the verification code and enter it into the field to progress to the upload folder. Check your inbox or spam folder for the verification code, the sender of the email should be no-reply@sharepointonline.com.

4.6.   Once verification has been accepted you will be directed to the Upload folder:
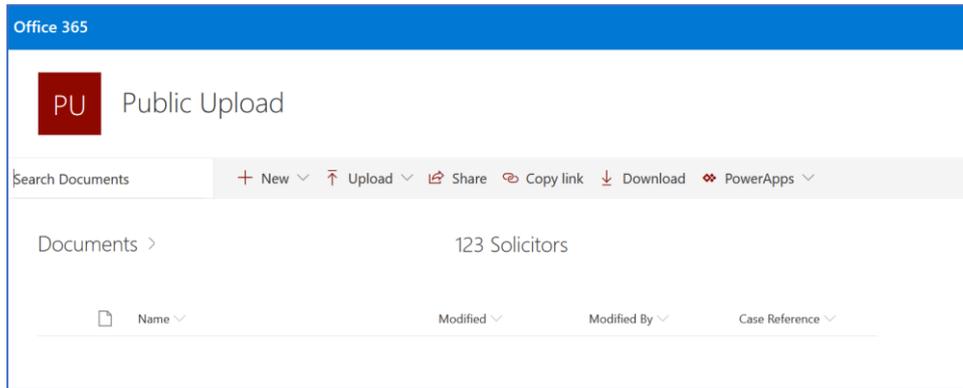
4.7.   Once in the upload area select **Upload** followed by **Files**.

4.8.   You can now select the document(s) you wish to upload.

4.9.   Once the document(s) have been uploaded you will notice that the "Case Reference" field is marked with "Required info". It is important to note that if this field is not entered, the document will not be transferred to the secured area. Therefore, court staff nor Judiciary will gain access to the document:
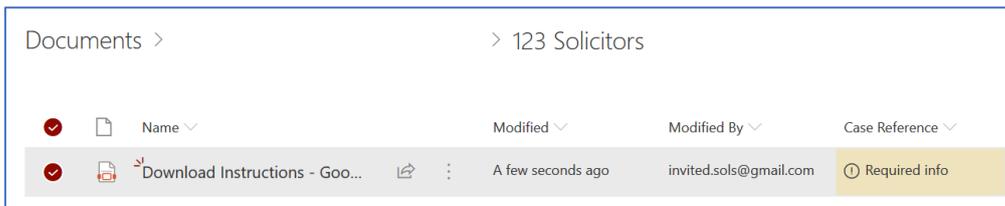
4.10.   To enter the case reference number, click on "Required info" and a new pane will appear on the right of the page.

4.11.   To enter the same case reference number for multiple files, once all files are uploaded select all the files which will share the number, click 'Required info' then move to the next point to enter the reference number.

4.12.   You will see the 'Case Reference' section and click on 'Enter value here' to enter the case reference number.

4.13.   Click on a different part of the page for the case reference number to be accepted.

4.14.   Once the Case Reference has been accepted, refresh the page to check if the document has been moved. Depending on the size of the document(s) and your upload speed this could take several minutes.

4.15.   Once the upload has been completed, please ensure you let the court know it has been successfully completed.
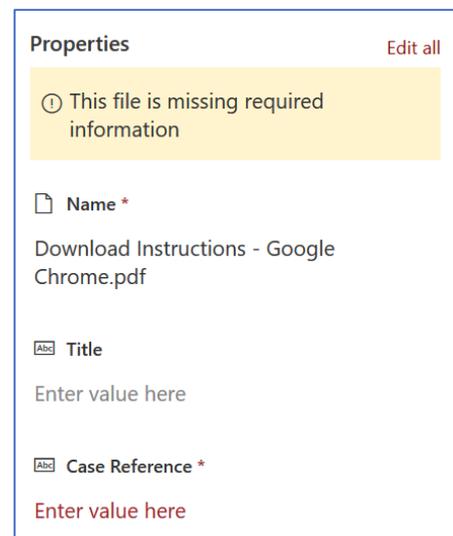
5.   Case reference alerts

5.1.   If you do not enter a case reference for your file(s) you will receive notification from the system.

5.2.   If you have not entered a case reference 1 hour after uploading a document, you will receive an email to remind you to enter the case reference.

5.3.   If after 7 days the case reference is still missing, the system will delete the document