

**FINANCIAL REMEDY**  
**DIGITAL PORTAL**  
**FLBA GUIDE FOR FINANCIAL REMEDY ADVOCATES**  
**(January 2023 v.1)**

**Introduction**

1. The Family Financial Remedy Digital Service (“FFR”) is an online portal introduced by HMCTS to enable financial remedy cases to be issued electronically and, once issued, requires all Forms E, FDA documents, replies, bundles, interim applications, witness statement, position statements and orders etc. to be filed with the court to be received electronically via the portal.
2. **From 31 January 2023 all applications must be issued via the portal and all documents for hearings including bundles, position statements and orders must be filed via the portal.** There will be no paper files for new cases. The information hosted within a specific case on the portal IS the court file. Unless a document is uploaded onto the portal it will not be “on the court file”. It will not be in front of the judge hearing your case.
3. Anything that is emailed to the local FRC administrative hub or to a Judge directly (for whatever reason) **will not make its way onto the court file.** You must therefore ensure that everything that the court needs or other parties need is uploaded by you or your instructing solicitors. If documents have been emailed directly to the FRC or to the judge you must in addition upload them to the portal so that subsequent judges have all of the relevant documentation.
4. Litigants in person (“citizens”) do not have access directly to the FFR. Everything that they file has to go via the local administrative hub and be uploaded by them.
5. For each court hearing, the applicant will file a bundle that is held on the system. Each solicitor and advocate (who has been granted access) will have their own virtual copy of that bundle held within their personal ‘log-in’ for the

case. That bundle can then be downloaded from FFR or annotated online (see below).

6. This document addresses only those essential skills that we believe advocates instructed by solicitors need to master and does not describe all of the functions of the platform. The functions available to advocates are (thankfully) significantly more limited than those available to solicitors or to the judiciary.
7. I have 'borrowed' the format of this paper and some of the general introductory text from the public law portal skills papers produced on behalf of the FLBA by Darren Howe KC and Matthew Maynard. I am grateful to them.
8. The contents of this paper have been confirmed by the HMCTS programming team as being accurate.

### **An Important Warning**

9. FFR operates fully on laptops, Surface tablets, Macbooks and iPads. If using an iPad, please ensure that you have modified your settings to unblock Pop-ups. If this is not done you will not be able to download the bundle or any other document from FFR.
10. As with other online bundle services, such as Caselines, each 'log-in' or user has their own private version of the bundle. FFR has 'media viewer' function that can be used by each person with a log in to annotate their copy of the court bundle within FFR. Once those annotations are made, they can be saved to the users' private version of the bundle that is held within FFR. The media viewer within the system is "clunky". It is greatly inferior to any of the programmes or apps you will have become used to using now that many of us are paperless.
11. Unlike Caselines, the annotations made to a FFR bundle do not transport over to a new version of the bundle when an updated bundle is filed for a subsequent hearing. Each bundle uploaded by an applicant is treated as a new document. All authorised users will have access to each new bundle but, as a completely new PDF bundle, it will be a clean copy without any previous annotations. It is not an updated version of the copy already read and marked by each user.

12. For this reason, and due to the fact that you need to be online to save annotations, it is our recommendation that users do not mark-up the court bundle within FFR. We recommend that FFR is used to access and then download the bundle into your own GDPR compliant cloud storage facility. Once downloaded, the bundle can be annotated. When a court bundle within FFR is updated, it will be for you to make your own decision whether to extract new pages from the bundle to update your current working copy or vice versa.
13. As users become more used to working within FFR we suggest that best practice may be to remove old bundles from the system when a new bundle is uploaded (this can be done at the same time). Although an advocate has the ability to upload bundles it is likely that you will rarely, if ever, have to do this.

### **SKILL 1 – Registering and Gaining Access to FFR**

14. To access FFR, all users **must register with MyHMCTS**. If you have already registered with MyHMCTS (for public law cases for example) **you do not need to register again**.
15. It is possible to register clerks as administrators and then for them to invite barristers to register as users within the service. This is the way in which solicitor's firms have registered. However, the FLBA takes the view that is preferable for individual barristers to register themselves and upload their documents themselves.
16. To register for a MyHMCTS account please use the following link:  
  
<https://manage-org.platform.hmcts.net/register-org/register>
17. The process is relatively easy and the team handling approvals is very responsive. If you have problems email them on:  
  
[MyHMCTSupport@justice.gov.uk](mailto:MyHMCTSupport@justice.gov.uk)
18. One or two difficulties have been encountered though:  
  
⇒ You are required to give the name of your “organisation” (E.g. 1 King's Bench Walk) as well as your name and email address. As an example,

members of 1KBW are registered in the following format [Barrister Name] - [Name of Chambers] e.g. Janet Smith - 1 King's Bench Walk. You will need to secure within chambers consistency in the format of registration as this assists greatly when solicitors are searching for you to add you to a case in order for you to be given access to the papers.

⇒ The registration system has been set up with solicitors in mind and so, for example, seeks details of a PBA number (payment by account). Ignore this question.

⇒ A DX number is also sought (presumably for the sending out of orders). Again, this is not something we will need, but I have reports of registration failing in cases where this is left blank (because sets are getting rid of DX), but the chambers does in fact still have a DX account. This issue has been brought to the attention of HMCTS. The FLBA has been told that registration will not be refused over DX issues.

⇒ Some spam filters have stopped the verification email from MyHMCTS. Check this with your IT provider.

19. HMCTS tell me that the **only** reasons for rejection of attempts to register are:

⇒ Provision of a generic email address

⇒ The “organisation” name entered is the same as the “user name”

⇒ The “organisation” was not able to be identified via background checks (which I assume means a web search)

⇒ The person attempting to register is not a professional user

20. The first question that you are asked when attempting to register is the name of your “organisation”. Sets of chambers need to agree and circulate amongst their barristers a consistent organisation name for registration purposes e.g. 1 King’s Bench Walk, not 1 Kings Bench Walk or 1 KBW, or 1KBW or 1KBW Chambers. A failure to do this may result in a rejection of attempts to register under the variants but, more importantly, will result in groups of members

being in different places on the drop-down list that solicitors see when attempting to find the barrister to whom a case is to be allocated.

21. Once your registration has been approved you will receive an email notification.
22. When an applicant's solicitor issues a Form A they will authorise access on the FFR to the case for the solicitors instructed by the respondent. The is allocated a 16-digit case number (a "CCD number"). That number can also be used to search for the case once an individual has been given access to the case (see below) and is within the FFR portal.
23. In order to grant you access to a case your instructing solicitor will need to "add" you to the case. This is done by searching for your identity within the FFR. Only those with a MyHMCTS account can be added to a case.
24. When you are added to a case by a solicitor you will receive an email notification from "finrem-notification-service" with the 16-digit case reference number in the title of the email telling you that you have been added to a case. That notification contains a link to the case via which you can sign in using your MyHMCTS account. This link will take you straight into the relevant case once you have signed in (as opposed to taking you to the list of all cases that have been assigned to you).
25. Upon signing in you will receive to your registered MyHMCTS email address an 8-digit notification code (Multi Factor Authorisation). This code can take a couple of minutes to come through. You need to enter this code within 90 minutes to gain access to the FFR.
26. In order to reduce the risk of notification emails being treated as spam you should add to your contacts list and/or adjust your spam filter to allow emails from the following email addresses:  
[hm.courts.and.tribunals.registrations@notifications.service.gov.uk](mailto:hm.courts.and.tribunals.registrations@notifications.service.gov.uk)  
[myHMCTSonboardingqueries@justice.gov.uk](mailto:myHMCTSonboardingqueries@justice.gov.uk)  
[finremnotificationsservice@notifications.service.gov.uk](mailto:finremnotificationsservice@notifications.service.gov.uk)

## Skill 2 – Accessing the Case Papers

27. Once signed into the system your “case list” will appear. This is a list of all of the cases to which you have access. It shows the 16-digit case reference number, solicitor ref, applicant’s name, respondent’s name etc.

28. You can filter the cases by using the filters on the left-hand side of the case list window.

29. To do this, for example

- If not already selected, select “Family Divorce – v104-26.1”
- Under “case type” select “Contested Financial Remedy”
- If the case is a Sch.1 case select that option.
- Click ‘Apply’.
- You can also search by inserting the 16-digit FFR case reference number.

**MyHMCTS Manage Cases**

[Case list](#) [Create case](#) [Notice of change](#)

[Sign out](#) [Find case](#)

**BETA** This is a new service – your [feedback](#) will help us to improve it.

## Case list

Hide Filter

Share Case

**Filters**

Jurisdiction

Family Divorce - v104-26.1

Case type

Contested Financial Remedy

State

Any

Solicitor Reference

**Your cases**

Showing 1 to 1 of 1 results [Reset case selection](#)

<input type="checkbox"/>	Case Reference	Solicitor Reference	Applicant Name	Respondent Name	Date of Last Event	Last state modified date	Status	Applicant Type
<input type="checkbox"/>	<a href="#">1668-4180-7533-7027</a>	test	Bloggs	Bloggs	23 Jan 2023, 4:33:22 PM	5 Jan 2023, 11:21:40 AM	Ready for Hearing	

[Why are some cases unselectable?](#)

30. Click on the “Case Reference” number of the case you wish to work in and the case page will appear:

FFR FLBA Skills Paper JRKC version1.docx

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MyHMCTS Manage Cases

[Sign out](#)

[Case list](#)
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BETA

This is a new service – your [feedback](#) will help us to improve it.

1668-4180-7533-7027 Bloggs vs Bloggs

Next step

Select action

Go

<

History

Applicant

Divorce / Dissolution Details

Respondent

Nature of Application

Case documents

Gatekeeping and allocation

Orders

Sc

>

History

Event	Date	Author
<a href="#">Manage Barrister</a>	23 Jan 2023, 4:33:22 PM	Mark SALIKI
<a href="#">Update contact details</a>	23 Jan 2023, 4:31:47 PM	Mark SALIKI
<a href="#">List for Hearing</a>	21 Dec 2022, 2:18:32 PM	Mark SALIKI
<a href="#">Update FRC Information</a>	21 Dec 2022, 2:17:26 PM	Mark SALIKI
<a href="#">Return to S&amp;L</a>	21 Dec 2022, 2:16:55 PM	Mark SALIKI
<a href="#">Prepare For Hearing</a>	16 Dec 2022, 4:04:59 PM	Mark SALIKI
<a href="#">Send Order</a>	16 Dec 2022, 4:04:58 PM	Mark SALIKI
<a href="#">Update Order</a>	16 Dec 2022, 4:04:58 PM	Mark SALIKI

Details

Date	23 Jan 2023, 4:33:22 PM
Author	Mark SALIKI
End state	Ready for Hearing
Event	Manage Barrister
Summary	-
Comment	-

31. The function tabs across the top of the case page provide access to different pages and menus. You will see tabs including a ‘History’ tab, an ‘Applicant’ tab and a ‘Respondent’ tab which provide case details. Further tabs are added as the case progresses.

32. In terms of documentation the main tabs are ‘Case documents’, ‘Applicant Documents’, ‘Respondent Documents’, ‘Hearing Bundle’ and ‘FDR documents’. As noted above some of these tabs will only be created when documents are added via the FFR to the relevant section e.g. ‘Applicant documents’ will not appear if the Applicant has yet to upload documents to the FFR. Please note that you do not add documents into the tabs yourself. Documents are added via the ‘next steps’ function (see below) and then the system places them within the appropriate tab.

33. The ‘Next steps’ drop-down menu at the top right of the screen is where access to most tasks that barristers are required to perform in terms of uploading documents is located (see below).

34. To **download** the court bundle for a hearing:

- Click on the ‘Hearing Bundle’ tab.
- Click on the court bundle for the hearing you are attending.

- The bundle will open in a new window and be displayed within the FFR internal media viewer.
- Click on “More options” at the top right of that new window.
- Select “Download” from the menu.
- The bundle will download within your local browser if on a PC.
- Your device may ask you to grant permission to allow downloads from the platform. If using an iPad and the bundle page does not appear when clicked, go to “settings” on your device to allow Pop-ups.
- Click ‘yes’ and your bundle will download.

35. If your case page does not have a ‘Hearing Bundle’ tab or there is nothing within that tab, click on “Applicant Documents”, “Respondent Documents” or “Case Documents” and see if the hearing bundle has been stored there.

36. For an FDR the bundle should have been uploaded into the “FDR documents” tab.

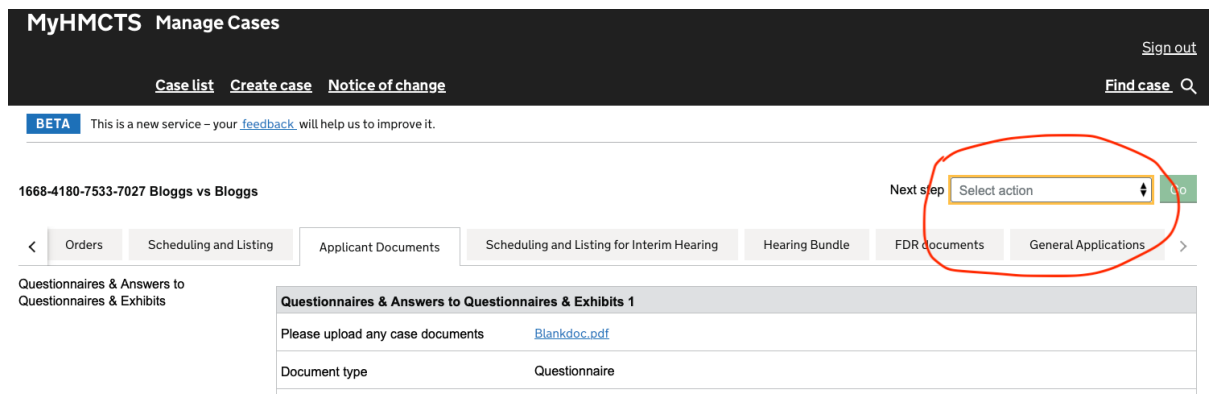
37. Once you have downloaded the bundle, save it to your usual GDPR compliant cloud storage facility and work on the bundle within your usual PDF management software.

### **Skill 3 – Uploading a Position Statement or Skeleton Argument**

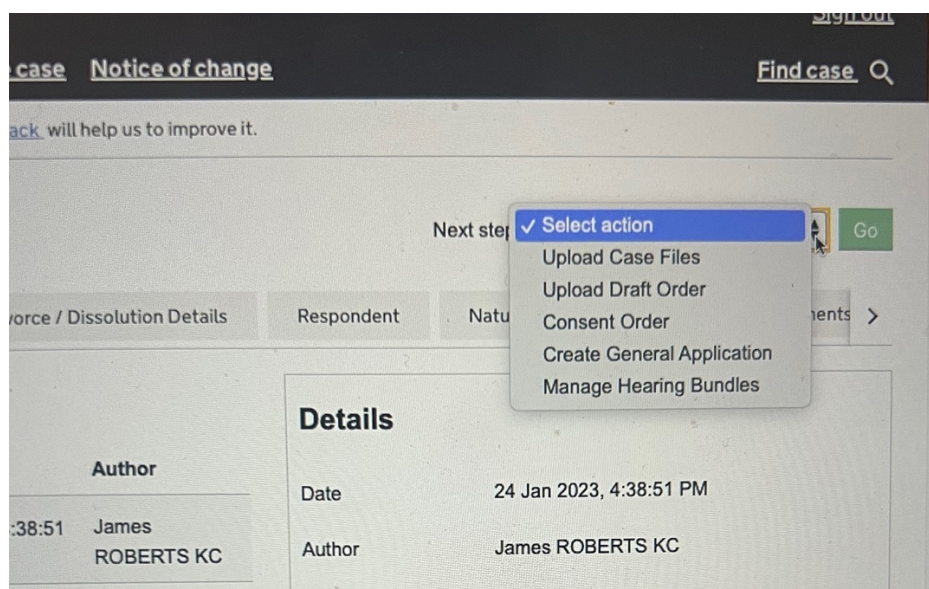
38. Position Statements / Skeleton Arguments **must** be sent to the judge via FFR.


39. The process is as follows:

- Click on the ‘Next step’ drop down menu




- A series of options will appear.
  - ⇒ Upload Case Files
  - ⇒ Upload Draft Order [for uploading a draft order to be approved by the judge following a hearing]
  - ⇒ Consent Order [for uploading a consent order]
  - ⇒ Create General Application [unlikely ever to be used by an advocate]
  - ⇒ Manage Hearing Bundles [rarely to be used by an advocate]



- Select 'Upload Case Files'
- Click 
- A new page "Upload Case Files" will appear.

- Click **Add new**
- Click “Choose File” in the box under “Please upload any case documents”.
- Your device local storage / cloud storage will open.
- Locate the file you wish to upload and follow prompts to upload it.
  - ⇒ Please ensure you give the document you are intending to upload a useful name!
- Select the document from the drop-down menu under “Document type” – in this case “Position Statement”.
  - ⇒ As you will see below most of the document types in the drop-down list are irrelevant for our purposes. For some reason “Care Plan” is an option! It is to be removed following feedback from the FLBA, as are some of the other unlikely options.
  - ⇒ ES1 and ES2 are to be added to this drop-down menu following suggestions from the FLBA.

The screenshot shows a web interface titled "Upload case documents". At the top left is a green "Add new" button, and at the top right is a grey "Remove" button. Below these is a text prompt "Please upload any case documents". Underneath is a file selection box containing the text "Choose File" and "Bloggs Applicant's Position Statement 24 Jan 2023.docx". Below the file box is a "Cancel upload" button. A dropdown menu is open, showing a list of document types. The first item is "Document type" with a checkmark and the text "Select a value--". The list includes: "Statement of Issues", "Chronology", "Form B", "Form E & Exhibits", "Form F", "Form G", "Form H (Costs Estimate)", "Correspondence", "Case Summary", "Questionnaire", "Reply to Questionnaire", "Valuation Report", "Pension Plan", "Position Statement" (which is highlighted in blue), "Skeleton Argument", "Expert Evidence", "Statement/Affidavit", "Witness Statement/Affidavit", and "Care Plan".

- In the box “Provide the date of hearing and a description of the document” type in the relevant information to enable the document to be found.
- In answer to the question “Is the document confidential?” click “No”. NB Documents that are marked as confidential appear in a tab visible only to court staff and the judge. They are not visible to you or to the other side. DO NOT USE THIS OPTION FOR FDR POSITION STATEMENTS. I cannot think of a situation where advocates will need to use this option. It is intended, for example, for cases where addresses are not to be disclosed.
- A further option will appear – “Is this a Financial Resolution Document (FDR)?”. If it is, then click “yes”.
- A further option will appear - “What type of document is this?”. Click either “Applicant” or “Respondent” **NOT “Case”**.
- Click  (see screenshot below).

Add new

Remove

Please upload any case documents

Choose File

Bloggs Applicant's Position Statement 24 Jan 2023.docx

Cancel upload

Document type

Position Statement

Provide the date of hearing and a description of the document

24 January 2023 - Applicant's Position Statement

Is the document confidential?

Document will be placed in the confidential documents tab visible to caseworkers and judges only

☐ Yes
 ☒ No

Is this a Financial Dispute Resolution document (FDR)?

Document will be placed in the FDR documents tab

☐ Yes
 ☒ No

What type of document is this?

☒ Applicant
 ☐ Respondent
 ☐ Case

Add new

Previous

Continue

40. A window will then appear allowing you to check your answers. If you are happy then click **Submit** (see screenshot below).

MyHMCTS Manage Cases

[Case list](#)
[Create case](#)
[Notice of change](#)

[Sign out](#)
[Find case](#)

**Upload Case Files**

1668-4189-7533-7027 Bloggs vs Bloggs

**Check your answers**

Check the information below carefully.

Upload case documents

1	<div>Please upload any case documents</div> <div>Document type</div> <div>Provide the date of hearing and a description of the document</div> <div>Is the document confidential?</div>	<div> <a href="#">Bloggs Applicant's Position Statement 24 Jan 2023.docx</a> </div> <div>Position Statement</div> <div>24 January 2023 - Applicant's Position Statement</div> <div>No</div>	<a href="#">Change</a>
---	--	---	------------------------

Previous

Submit

Cancel

41. Your document can be found in the “Applicant documents” tab.

42. To file a position statement on behalf of the Applicant **FOR AN FDR** follow the instructions above save that in answer to the question “is this a Financial Dispute Resolution document (FDR)?” click “yes”.

43. The document when uploaded will appear in the “FDR documents” NOT IN THE “Applicant documents” tab (see screenshot below).

The screenshot shows a web interface for managing documents. At the top, there are links for 'Find case' and 'Notice of change'. Below this is a search bar with a 'Go' button. A navigation menu includes 'Applicant Documents', 'Scheduling and Listing for Interim Hearing', 'Hearing Bundles', 'FDR documents', and 'General Applications'. The 'FDR documents' tab is highlighted with a red circle. Below the navigation menu, there are two document entries:



1	
Please upload any case documents	<a href="#">Bloggs Applicants FDR Position Statement 24 Jan 2023.docx</a>
Document type	Position Statement
Upload DateTime	25 Jan 2023, 1:23:25 PM



2	
Please upload any case documents	<a href="#">Blankdoc.pdf</a>
Document type	Statement of Issues
Upload DateTime	14 Nov 2022, 10:02:13 AM

#### **Skill 4 – Uploading a Draft Order**

44. In order to upload an agreed draft order for approval following a hearing:

- Under the menu next to the “Next Steps” box select “Upload Draft Order”.
- Click .
- A new page will appear.
- Under “Upload Draft Direction Order” click .
- Under “Purpose of Document” select either “Resubmitted Draft Order” or “Draft order”.
- Under “Upload Draft Document” click “Choose File”.
- Your device local storage / cloud storage will open.
- Locate the file you wish to upload and follow prompts to upload it. THE FILE MUST BE IN AND EDITABLE FORMAT NOT A PDF.

⇒ Please ensure you give the document you are intending to upload a useful name!

- Click .
- A window will then appear allowing you to check your answers. If you are happy then click .
- **The draft order will be visible within the “Case documents” tab.**

### PREDICTED FREQUENTLY ASKED QUESTIONS...

#### Q1. What can the other side see and when?

45. Documents uploaded onto the system which are marked as “Applicant” or “Respondent” documents are not visible to the other parties, unless and until the contents of the “Applicant document” or “Respondent document” tabs are “shared”.
46. The Bar does not have access to the “share” function – this can only be done by instructing solicitors.
47. For your information, once the “share” function is activated by your instructing solicitor documents that have already been filed within your client’s tab (e.g. “Applicant documents” or “Respondent documents”) become visible to the other side.
48. Documents filed at a later stage will only become visible when the “share” function is activated thereafter.
49. Absent the activation of the “share” function your position statement for example will not be visible to the other side after it has been uploaded by you.
50. For the moment the FLBA suggests that exchange of position statements directly with opponents should take place in the usual way IN ADDITION TO uploading onto the portal.

#### Q2. What are “Case documents”?

51. The “Case document” tab contains documents that are VISIBLE TO ALL AT ALL TIMES. It is in effect a shared folder. When documents are uploaded onto the portal you are asked if they are “Applicant”, “Respondent” or “Case”. If you select “Case” the document is immediately available to all.

52. Draft Orders are also visible under the “Case document” tab.

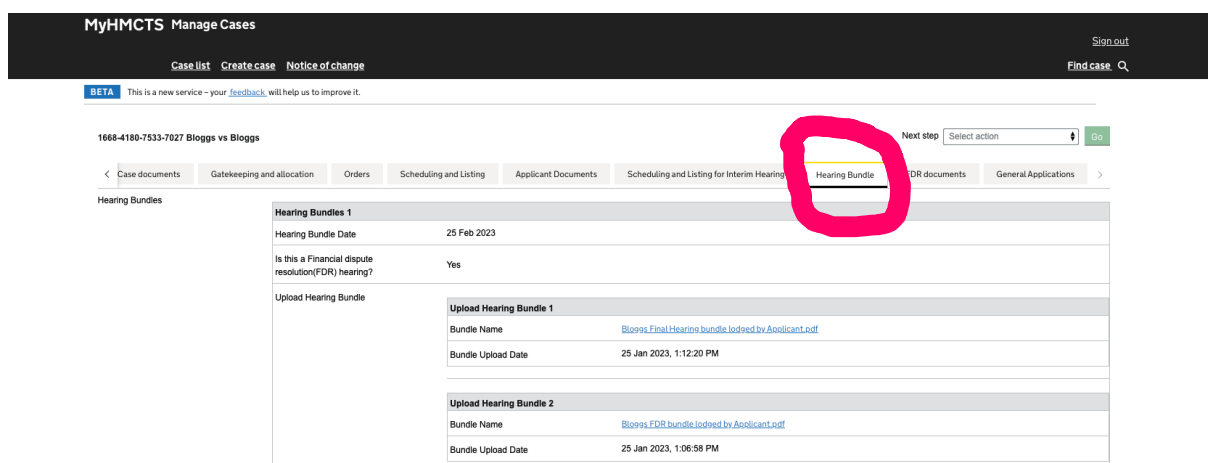
**Q3. Where do I find bundles – where should they be uploaded?**

53. All bundles should be found in the “Hearing Bundles” tab. This INCLUDES FDR BUNDLES.

54. For the information of those instructing you, ALL bundles should be uploaded using the “Manage Hearing Bundles” option from the drop-down menu next to “Next Steps” at the top right of the case screen. Under that function there is the option to indicate that a bundle is for an FDR hearing.

55. An FDR bundle filed in this way will appear in the “Hearing Bundles” tab. IT WILL NOT APPEAR IN THE “FDR documents” TAB.

56. In the screenshot below you will see that both the final hearing bundle and the FDR bundle appear in the “Hearing bundles” tab (see screenshot below).



MyHMCTS Manage Cases

Case list Create case Notice of change

BETA This is a new service – your [feedback](#) will help us to improve it.

1668-4180-7533-7027 Bloggs vs Bloggs

Next step Select action Go

< Case documents Gatekeeping and allocation Orders Scheduling and Listing Applicant Documents Scheduling and Listing for Interim Hearing **Hearing Bundle** FDR documents General Applications >

Hearing Bundles

Hearing Bundles 1	
Hearing Bundle Date	25 Feb 2023
Is this a Financial dispute resolution(FDR) hearing?	Yes
Upload Hearing Bundle	
Upload Hearing Bundle 1	
Bundle Name	<a href="#">Bloggs Final Hearing bundle lodged by Applicant.pdf</a>
Bundle Upload Date	25 Jan 2023, 1:12:20 PM
Upload Hearing Bundle 2	
Bundle Name	<a href="#">Bloggs FDR bundle lodged by Applicant.pdf</a>
Bundle Upload Date	25 Jan 2023, 1:06:58 PM

**Q4. I cannot see a document that I have just uploaded?**

57. If a document you have uploaded correctly is not visible within the appropriate tab within the relevant case then refresh your browser. It will appear. If it does not you have not loaded the document correctly.

58. This paper will be updated and amended as necessary. Please email [admin@flba.co.uk](mailto:admin@flba.co.uk) with any issues or observations using FFR as the subject.

59. Good Luck!

**James Roberts KC**

**26 January 2023**