MIB Services User Guide

This document provides a detailed view of the MIB Services processes

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1 MIB Services registration portal

The MIB Services registration portal is a web application which allows organisations to register for MIB's subscription based enquiry services.

2 How to sign up

Organisations will need to register on the MIB Services registration portal to use the askCUE PI (personal injury) service. They will be required to provide a nominated administrator who will act as their primary contact and be responsible for managing the organisations subscription renewals.

Once an organisation has signed up, the nominated administrator will receive an email notification which will include a link to complete a registration form. The email notification will be sent from email address noreply@mib.org.uk.

It may be necessary for an Organisation to ensure this address has been whitelisted by their Information Security teams to ensure the notification is received.

3 How to register

To register, there is a simple registration form to complete.

The process will require an organisation to provide key information about their company which includes:

Their Information Commissioner's registration number (ICO)
Their Solicitors Regulation Authority (SRA) / Law Society number (for Solicitor organisations).

Organisations cannot register entities with different ICO numbers under the same askCUE PI registration.

Organisations can choose to register entities that are registered under the same ICO number in two ways:

- Under the same askCUE PI registration
- Separately (i.e. separate registrations for 'other names' as identified under their ICO registration and/or geographical location)

The benefit of having one registered account means an organisation will pay a single subscription fee regardless of the number of offices using a subscription. However, if a breach of the MIB's subscription user agreement is identified then all offices covered by a subscription will potentially

be impacted. Particularly if a decision is made to suspend an organisation's access, in which circumstance all users will be unable to make an enquiry.

3.2 Tips on completing the form

To complete the registration process an organisation will need to:

- Know their Information Commissioners ICO registration number.
- Make sure their ICO registration is up to date.
- Know their organisations SRA / Law Society number (for Solicitor Organisations). If registering multiple branches, the SRA number for each individual branch needs to be entered and not the head office SRA number.
- Decide how they want to register, especially when their organisation has more than one office (which will use an enquiry service).
- Provide any previous or other trading names the organisation might be commercially known as.
- Provide any additional email domains they will need to use when creating user accounts for their users. This is the domain for the company and not the individual e-mail addresses for organisation users. When populating this information into the registration form the system requires everything after the @ sign. For example me@mib.org.uk should be entered as mib.org.uk to allow users to be set up as user1@mib.org.uk, user2@mib.org.uk. Individual e-mail addresses are added following the successful approval of an organisations request see section 5.1 for information on the creation of user accounts.
- Enter their branch name as the office location, e.g. London, Leeds, and Birmingham when completing the branch details form.
- Manually enter an address into the branch details form if details are not auto populated when selecting an address from the postcode look up function (this can occur as a result of browser compatibility issues with IE8 and IE9).
- Ensure Java Script is enabled in your browser to optimize and interact with the MIB Services system.

4 What happens when a registration form is submitted

When a registration form is submitted it will be reviewed by MIB and an organisation will be informed of MIB's review decision by email.

An email notification will be sent to the Organisation Administrator and will be sent from noreply@mib.org.uk.

It may be necessary for an organisation to ensure this address has been whitelisted by their Information Security teams to ensure the notification is received.

4.2 Approval Decision

An approved organisation will receive an email notification sent to their nominated administrator.

The email notification will provide instructions on what to do next and will include providing instructions on how to create and set up their internal users along with selecting a subscription fee and paying for it.

4.3 Revision Requested

MIB might ask for a registration form to be revised should further information be necessary to support an organisation registration.

If a registration is sent back for revision the nominated Organisation Administrator will receive an email notification which will provide instructions on how to revise their previously submitted registration form.

This email notification will be sent from email address noreply@mib.org.uk. It may be necessary for an Organisation to ensure this address has been whitelisted by their Information Security teams to ensure the notification is received.

4.4 Rejected Decision

Rejected registrations will be notified by email to an organisation's nominated administrator. If an organisation wishes to appeal this decision they must send an email to MIBServicessupport@mib.org.uk.

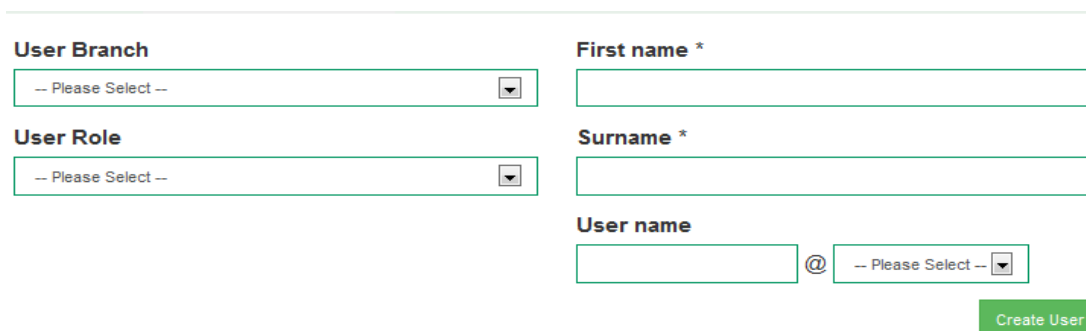The MIB appeals process will be confirmed upon request.

5 How to Create a user account

Organisation and branch administrators can create users by selecting "users" from their user access menu option.

An organisation must have one overall Organisation Administrator but can have two branch administrators per branch.

5.2 Create new user

To create a new user select the "create new user" function.

Figure 1 Create new user

5.3 Tips on creating user accounts:

When setting up a user account, make sure:

- The correct office (branch) is selected
- The correct user role is selected
- The first name & surname of the user matches the user email address provided.

5.4 Additional email domains

If an organisation requires additional email domains for the creation of their user accounts these must be requested by sending an email to MIBServicessupport@mib.org.uk.

5.5 What happens once a user has been created

Once a user has been created the user will receive an email notification asking them to verify their email address. The email notification will be sent from noreply@mib.org.uk and it may be necessary for an organisation to ensure this address has been whitelisted by their Information Security teams to ensure the notification is received.

The user will be required to set up their own user account credentials which will include providing memorable information to support any future password resets should they forget their password.

An example of the user account credentials screen is provided below.

Figure 2 User account creation details

Once a user has created their account they will be able to login to the MIB Services portal.

6 How to deal with a forgotten password

Users with an MIB Services login account will be able to reset their own passwords by using the forgotten password link provided on the main login screen.

Figure 3 MIB Services login page

The user will be required to provide their own memorable forgotten password answer in order to reset their password.

6.2 Forgotten memorable information

If a user is unable to remember their forgotten password reset answer they will need to contact their organisation or branch administrator to reset their user account.

Organisation administrators unable to remember their forgotten password reset answer will need to send an email to MIBServicessupport@mib.org.uk for their account to be reset.

7 Who to contact if an account appears to be locked

When a user enters an invalid password a number of times their account will be locked.

In the first instance a user should contact their organisation or branch administrator to unlock and reset their account.

Organisation administrators will need to send an email to MIBServicessupport@mib.org.uk for their account to be unlocked.

8 Subscriptions

8.2 Subscription payments

An email will be sent to an Organisation Administrator to communicate when they can set up and pay their subscription fee.

8.2.1 Different payment types

Organisations can choose to pay their subscription fee by making a credit / debit card payment through the MIB Services registration portal or by arranging a BACS transfer.

8.2.2 Available subscription levels

There are two different subscription levels for the askCUE PI service. Each subscription lasts for 12 months and prior to the expiry of a subscription an organisation will be invited to renew it.

The two available subscriptions are:

- Unlimited enquiry usage
  A paid for subscription which provides unlimited searches for 12 months.
- Set enquiry usage
  A subscription which allows a set amount of enquiries to be made for free within 12 months.

  Where an organisation uses all of their free enquiries ahead of their subscription renewal they will be required to purchase a paid for subscription if they want to continue using the askCUE PI service.

8.2.3 Adding a new subscription

Approved organisations will be able to set up a subscription by their Organisation Administrator selecting "subscriptions" from their menu bar.
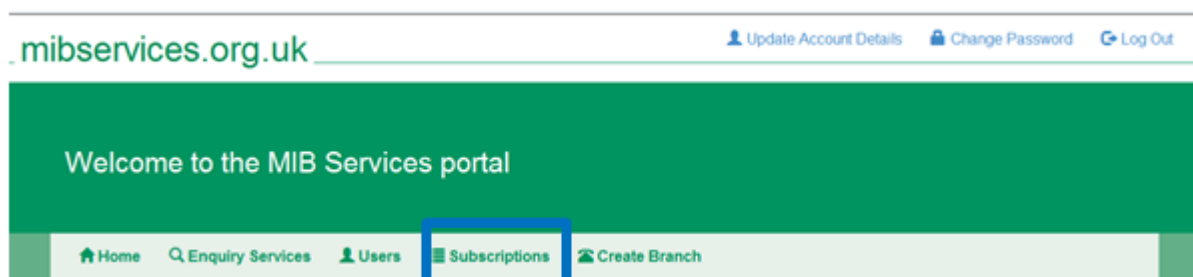

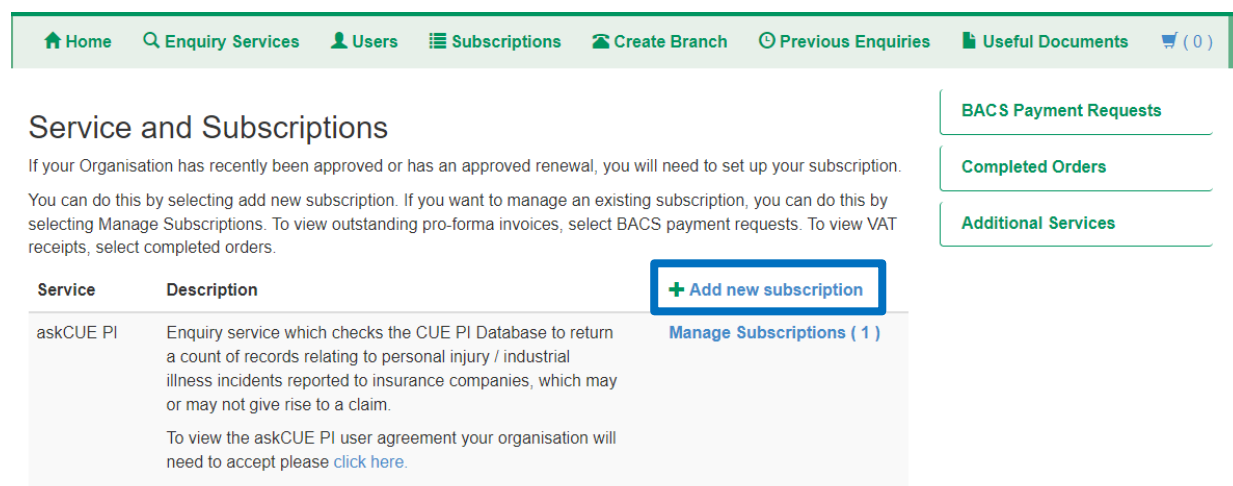**Figure 4 Subscription menu option for Organisation Administrators**

Figure 5 Selection of "Add new subscription" option

To add a new subscription the Organisation Administrator must select "add new subscription".

Once "add new subscription" has been selected the "create a new subscription screen" will be displayed.

The subscription level appropriate for the organisation will need to be selected from the presented drop down list of subscription options and added to the shopping basket by clicking "add to basket".
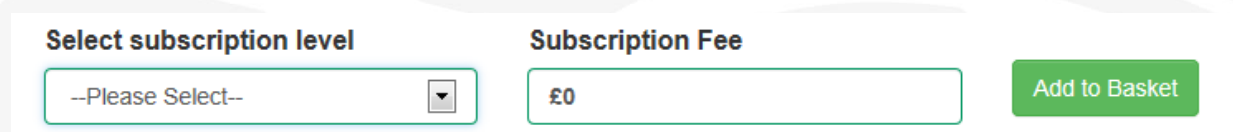
Figure 6 Subscription selection

Note: Some of MIB's subscriptions packages are either paid for or free. Free services will follow the same processing above until the point of payment.

The user agreement for the service will need to be accepted by the Organisation Administrator before being able to proceed.

8.2.4 Paying for a subscription

Once a subscription has been added to the shopping basket the Organisation Administrator must click on the "View Shopping Basket" icon.
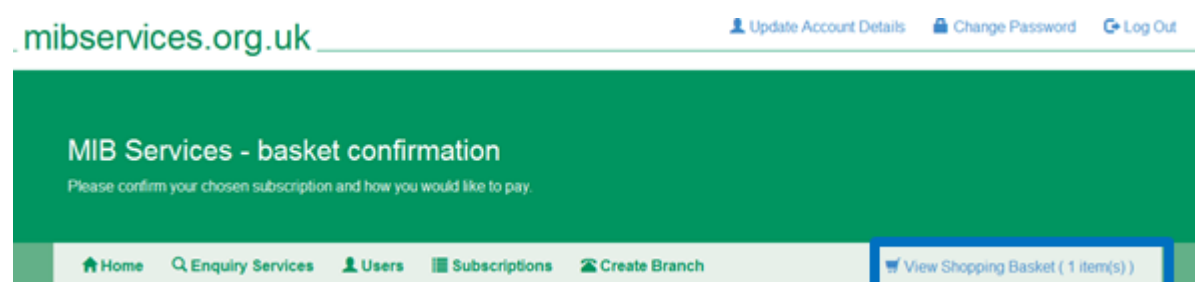

Figure 7 Shopping basket icon

This will then present a confirmation screen.

8.2.5 Paid subscription

The Organisation Administrator must review the contents of their shopping basket and select their chosen payment method from the presented drop down list of options and click "pay now".

Subscriptions payment can be accepted as a credit / debit card payment or by arranging a BACS transfer.

To remove a subscription from a basket, click the ✖ icon next to the order line.

Payment made using a credit / debit card will provide instant access to the organisations selected service.

MIB uses Worldpay to process online credit / debit card payments.

An Organisation Administrator must follow the on screen instructions to make their credit / debit card payment and at the end of the process they will be advised if their subscription payment has been successful.

Unfortunately, if a payment is declined by a card provider, MIB will not be able to assist in this matter as MIB are not notified of the reasons for rejections. The organisation will need to contact their card provider.

Subscription payments made by BACS will take slightly longer and will be activated by MIB following confirmation of a BACS transfer payment being received.

Note: Please remember to quote a proforma invoice number on your BACS payment to enable MIB to identify a payment and activate a subscription.

At the end of the BACS payment process the following message will be displayed onscreen.

"Please arrange for the subscription payment amount to be transferred into the bank account details set out on the pro-forma invoice and ensure the invoice number is quoted as part of the BACS transfer information."

An Organisation Administrator can view their pending BACS request via the BACS Payment Requests option under the Subscription menu.

Once a BACS payment has been received and processed by MIB your order will be removed from this section and it will be possible to view a generated VAT invoice by selecting "completed orders" from the subscription maintenance screen.

An Organisation Administrator will receive an email confirmation once their BACS payment has been acknowledged and processed by MIB.

8.2.6 Free subscriptions

If a free service subscription has been selected the Organisation Administrator will still need to review the contents of their shopping basket and select "activate" to activate their subscription.

8.3 Branch office subscription access

As part of setting up a subscription the Organisation Administrator will be advised their office (branch) has been granted access to the requested service subscriptions.

To set up any other offices to be covered under a subscription the Organisation Administrator should follow the instructions under heading 8.4

8.4 How to assign a subscription to a branch

To assign a subscription to a branch the Organisation Administrator must select "subscriptions" and then click "manage subscriptions".

Figure 8 Manage subscriptions

When the subscription is displayed the heading "manage access" must be selected.

Figure 9 Manage access screen

Figure 10 Add subscription to a branch

To add a subscription click "add" next to the relevant branch.

Note: there is no 'save' button the effect is immediate.

8.5 Manage subscription access

A "Manage users" link has been added to assign users to subscriptions. Select a user's checkbox to grant them access.

Figure 11 Manage access screen

Figure 12 Manage users screen

Figure 13 Select users to add to subscription screen

9 How to submit a Renewal

The renewal process must be completed annually by the Organisation Administrator in order to continue accessing the service provided by MIB Services.

One month prior to your expiry date (which is 1 year from account approval) an email will be sent to the Organisation Administrator advising the renewal is required. Once this has been received, after log on the Organisation Administrator will see the following screen:
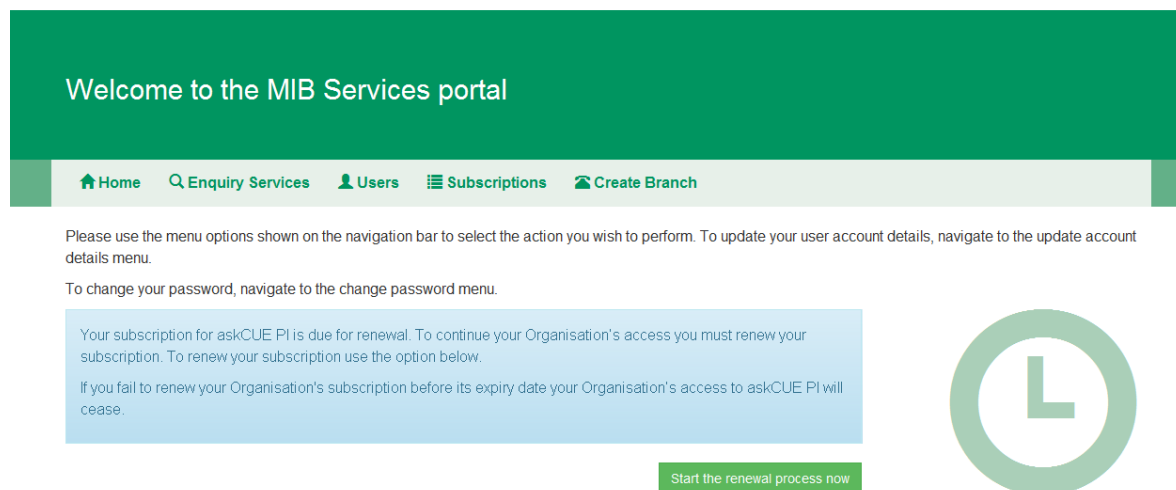
Figure 14 askCUE PI Renewal home screen

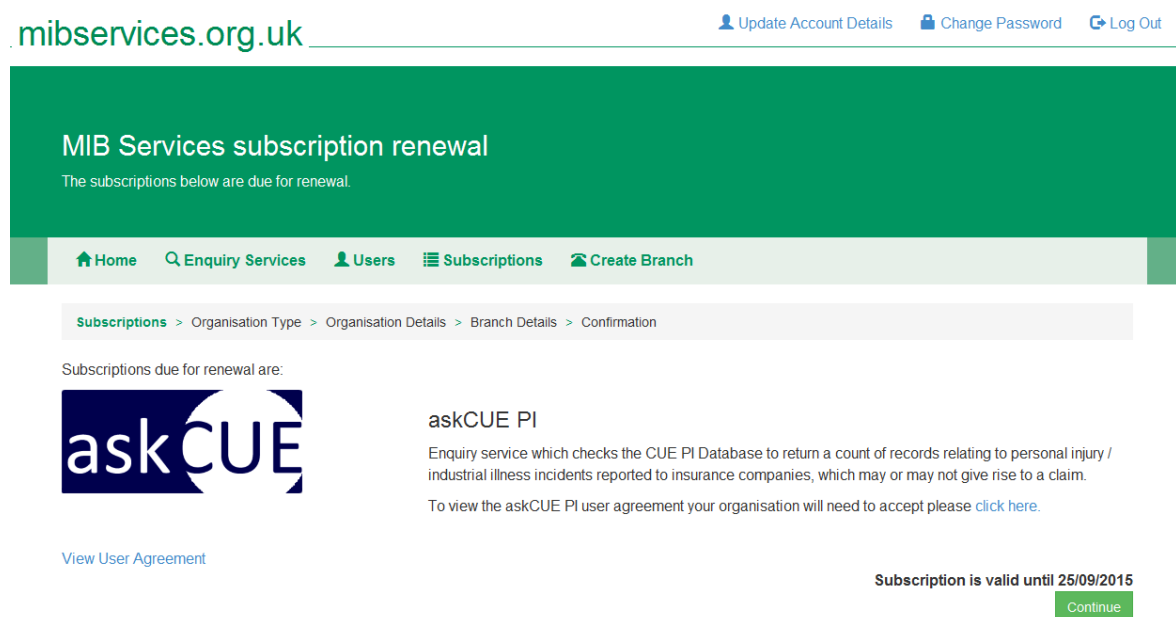**Figure 15 askCUE PI Renewal process started screen**

The process will require confirmation that the details held on the account are correct. If any details are required to be amended the renewal will be reviewed by MIB and the organisation will be informed of MIB's decision by email.

An email notification will be sent to the Organisation Administrator and will be sent from noreply@mib.org.uk.

9.1 Renewal approval

An approved organisation will receive an email notification sent to their nominated administrator.

The email notification will provide instructions on what to do next.

9.2 Renewal revision requested

MIB might ask for a registration form to be revised should further information be necessary to support an organisation's renewal.

If a renewal is sent back for revision the nominated Organisation Administrator will receive an email notification which will provide instructions on how to revise their previously submitted registration form.

This email notification will be sent from email address noreply@mib.org.uk. It may be necessary for an Organisation to ensure this address has been whitelisted by their Information Security teams to ensure the notification is received.

9.3 Renewal rejected decision

Rejected renewals will be notified by email to an organisation's nominated administrator. If an organisation wishes to appeal this decision they must send an email to MIBServicessupport@mib.org.uk.

The MIB appeals process will be confirmed upon request.

Once the renewal has been approved, a new subscription will need to be purchased. The section 'Subscription' should be followed to complete this.

10 Organisation details view

On the tab at the top of the page you can mouse over to view your organisation details.

If you are an Organisation administrator, you can see:

- Organisation name
- Account number

If you are a Branch administrator, you can see:

- Organisation name
- Account number

- Organisation admin email address

If you are a Branch user, you can see:

- Organisation name
- Account number
- Organisation admin email address
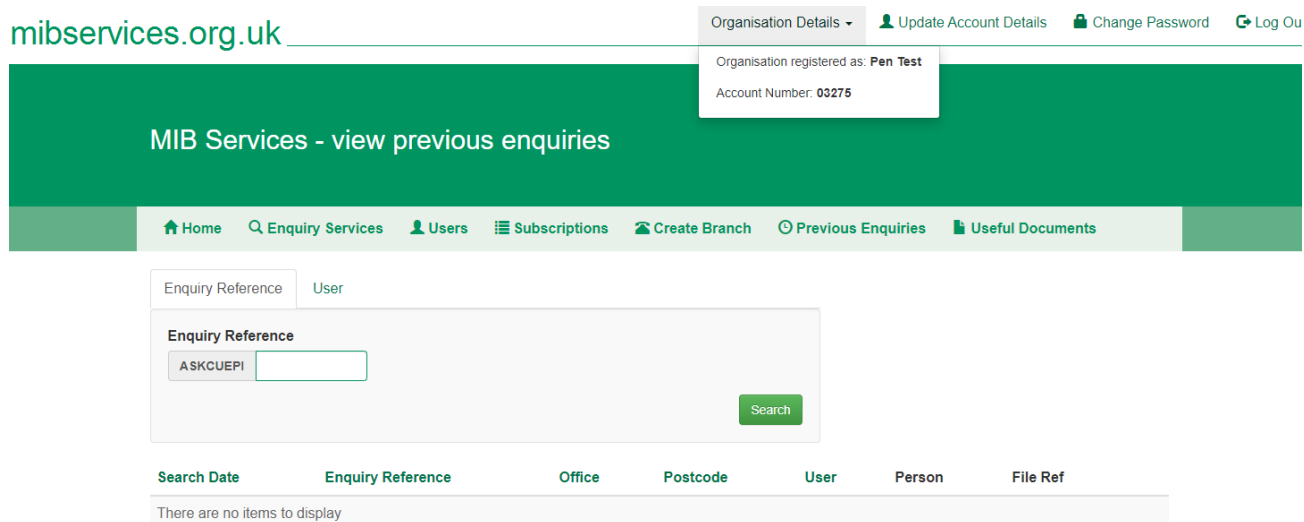- Branch administrator(s) email address(es)

Figure 16 Organisation details screen

11 Edit user

A user can now be assigned to subscriptions*. Select the checkbox to grant access. This is to account for future enhancements where other services may be added to MIBServices.
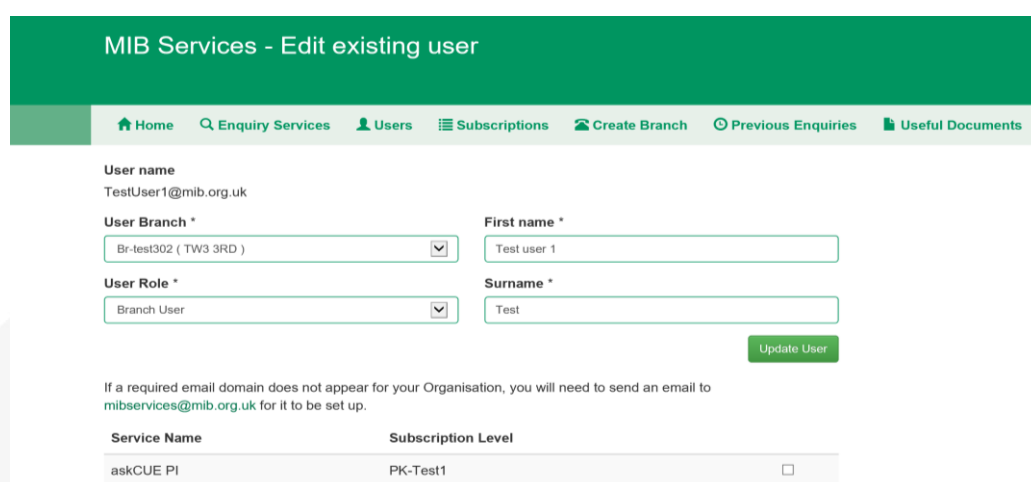

Figure 17 Edit existing user screen

(*This functionality is available to Organisation Administrators only)

12 Making an enquiry

12.2 askCUE PI

The askCUE PI service allows approved organisations to check their client's records held on the CUE PI database. These records relate to personal injury/industrial illness incidents reported to insurance companies, which may or may not give rise to a claim. To make an enquiry the following information will need to be provided;

- Organisation case / file reference
- Accident date
- Client forename
- Client surname
- Client address
- Client date of birth
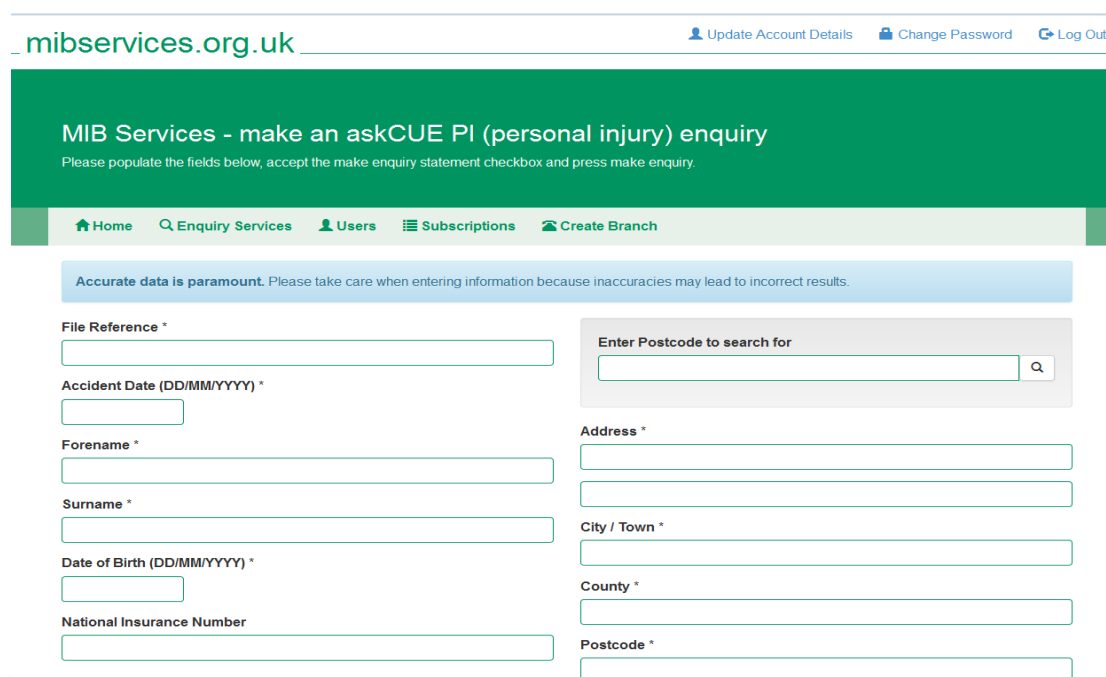- Client [1]national insurance number

Figure 118 askCUE PI enquiry screen

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[1] Where available for non-minors

Results returned from the service are based on the information entered. If a result is not as expected, the information entered for the enquiry should be checked for accuracy.

Organisations using the service should appreciate there are reasons why the number of records returned by a search may be less than expected for any given case. Whilst the vast majority of insurers are contributors to the CUE PI database, the coverage is not 100%. In addition, some records do not contain sufficient information to match against search criteria and the service will only provide records with a loss date which has occurred in the last five years.

13 View previous enquiries

All previous enquiries made in the last 30 days can be viewed.

All external users:

- Can search for enquiries by enquiry reference

Branch administrator:

- Can search for enquiries by enquiry reference
- Can search for enquiries made in their branch by enquiry reference or username

Organisation administrator:

- Can search for enquiries by enquiry reference
- Can search for enquiries made in their organisation by enquiry reference or username

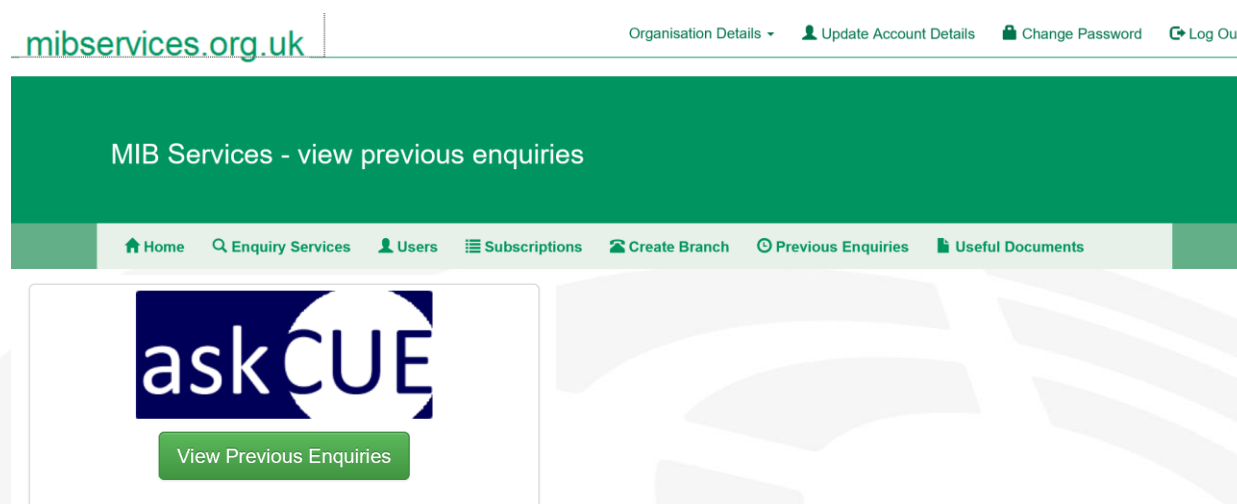Select 'Previous Enquiries', which gets you to the following screen

Figure 129 askCUE PI previous enquiry screen

Click on 'View Previous Enquiries'

Only an Organisation Administrator can see the entire organisation's enquiries.
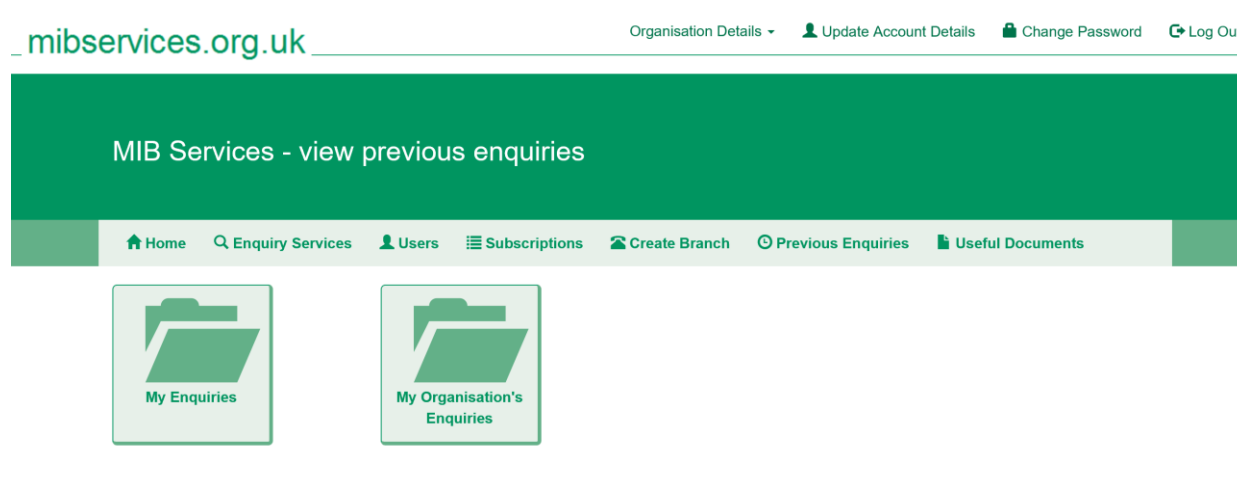

Figure 20 askCUE PI previous enquiry screen 2

You can search on the ASKCUE PI reference; alternately all your searches made in the last 30 days are displayed.
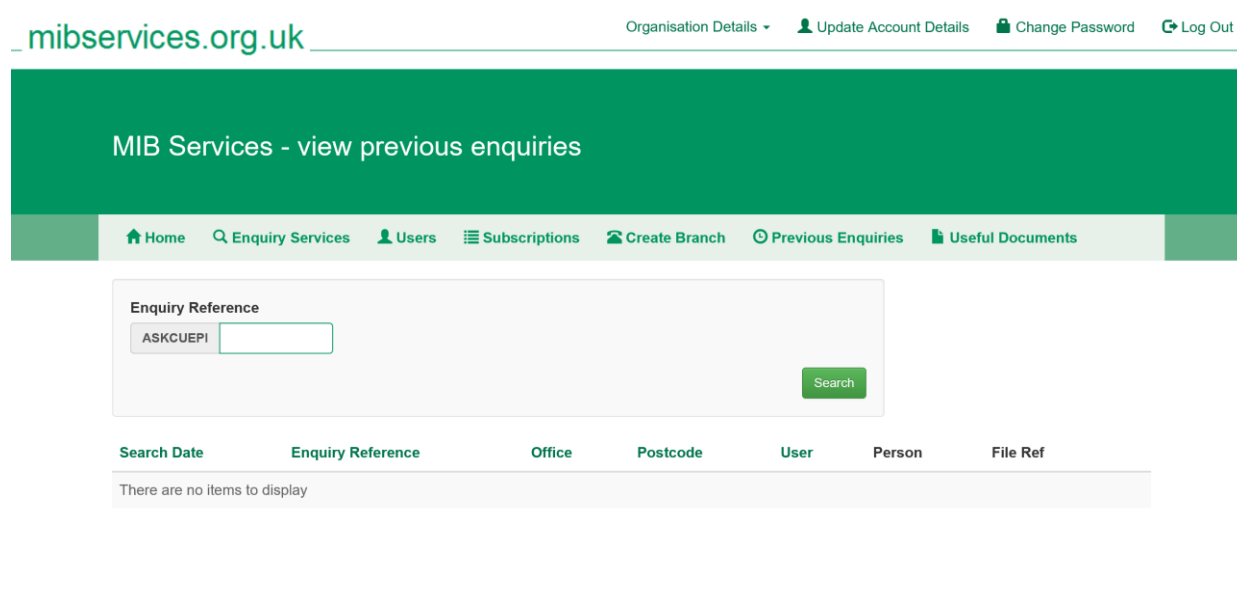

Figure 21 askCUE PI previous enquiry screen 3

14 Responsibilities of an Organisation Administrator

The organisation administrator will be responsible for (but not limited to) the following tasks once registration has been approved;

- Creating individual user accounts for all users within your organisation who require access
- Creating new branch administrators (who are in turn able to administer new users within their branch)
- Reset user passwords
- Unlock user accounts
- Deleting or suspending users where required for employees who are no longer entitled to access e.g. due to leaving the organisation or changed job roles.
- Notifying MIB Services with any office moves or changes
- Notifying MIB Services with any information which may affect access or the authority to have access
- Submit your account renewal and make payment of the subscription(s)
- Ensuring passwords are kept confidential and safe
- Ensuring that the User Agreement is adhered to by every user (with specific reference to the obligations of the user (clause 5.3 of the User Agreement))

15 Organisation Administrator amendment

If the Organisation Administrator (OA) is required to be changed, this can be done by MIB Services following the receipt of an email either from the current OA (where available) or a Partner/Director of the firm. This email (sent to MIBServicessupport@mib.org.uk) will be required to include the nomination of a new Organisation Administrator confirming their full name, email address and direct dial. On receipt of this, MIB Services will amend the OA and contact them confirming when it has been done. The new OA is then required to ensure they adhere to the guidance in section 14 of this document and to ensure they have read and understood the User Agreement.

For further assistance, please contact us on 0345 165 2800 or MIBServicessupport@mib.org.uk where we will endeavour to respond to all queries within 10 working days.