



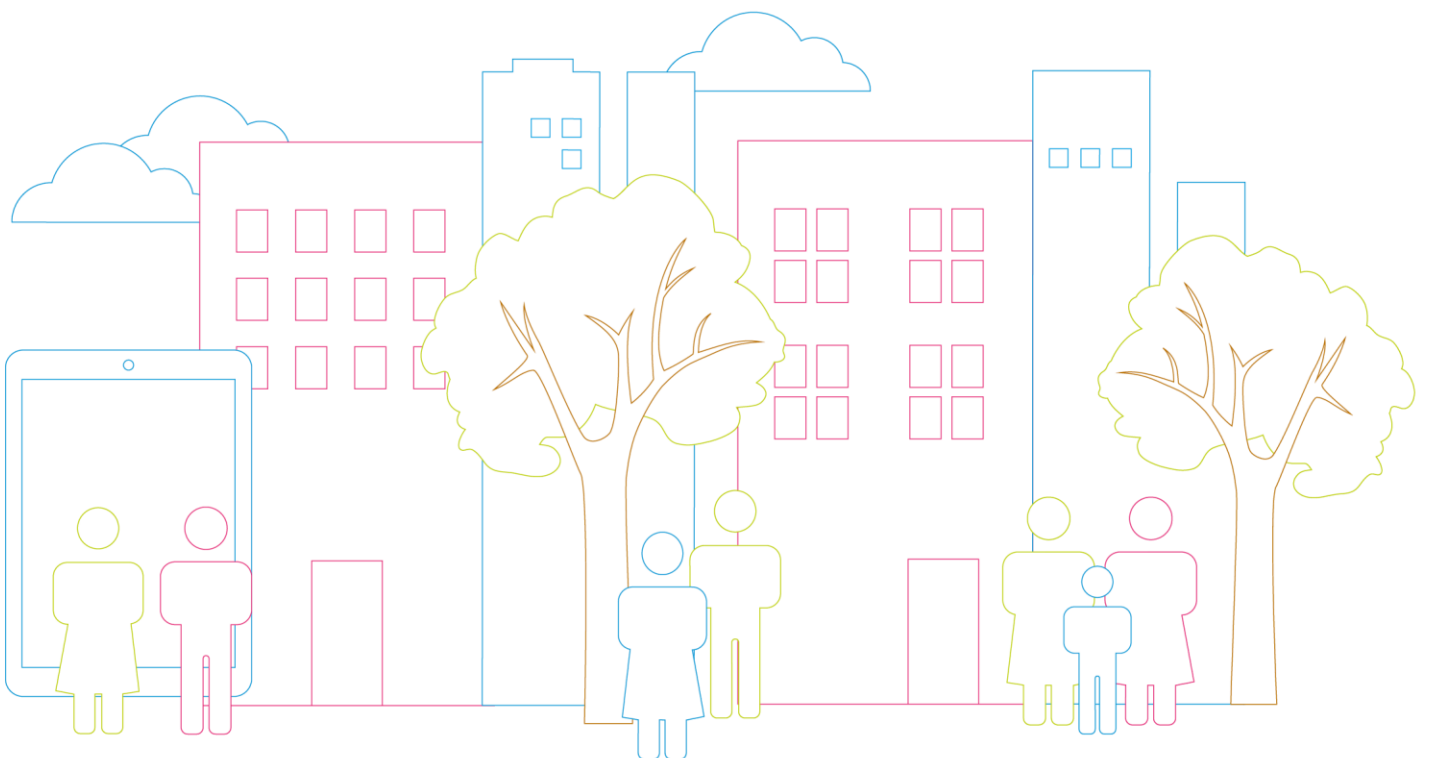
HM Courts &
Tribunals Service



Initial rollout of the Common Platform learning guide

Defence professionals

Version 11 – March 2021



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Introduction to the changes

Introduction to this guide

This document aims to give you an overview of the changes that will be introduced when Common Platform is rolled out for Criminal courts. This includes information on how you as a defence professional will interact with the Crown Prosecution Service (CPS) and the courts.

The guide has been designed to help you understand what exactly is changing, what you will need to do differently and how to use the new system in both the Crown and Magistrates' courts.

It also includes important information on registering and setting up a Common Platform account and accessing help and technical support should you need it.

If you have queries or concerns after reading through this document, then you can find contact details on the final page.

What is Common Platform?

The Crime Programme is modernising our Magistrates' and Crown courts, building on the work already in place with Transforming Summary Justice and Better Case Management.

The Common Platform is the new digital case management system which will be used in these courts to transform the experience for all users.

It will improve the process for everyone – from legal professionals to victims and defendants – whilst also reducing costs and maintaining transparency.

It will do this by:

1. Enabling speedier justice and allowing victims and defendants better access to case information.
2. Giving everyone involved appropriate access to the most up-to date case information available.
3. Providing a joined-up, standardised and simplified way of working to improve efficiency and reduce delays.
4. Improving business processes: workflows will be automated, reducing administrative effort and avoiding errors and delays.
5. Eliminating duplication of effort across the Crown Prosecution Service and HMCTS.

The features and functionality available within Common Platform will continue to develop as we roll out. The functionality available for our first early adopter courts will be the first iteration of the technology and we will continue to test, review and modify as we move forward.

In the early adopter courts, case types and volumes will be managed onto Common Platform to ensure everything is working as expected and giving time for users to get up to speed.

When future updates or changes are made to the system you will be notified and provided with updated learning guides.

Note: The introduction of the Common Platform for criminal cases will involve some changes to current processes; however, all Criminal Procedure Rules will still apply.

Transition period

During transition there will be a period where we are operating on both Common Platform and current systems: all new criminal cases will be entered and progressed on Common Platform and old cases will remain on the current (heritage) systems – Libra / Court Store and Xhibit / Digital Case System (DCS). There is no intention to move old cases onto Common Platform at this stage.

From the date the Magistrates' court adopts Common Platform, all new cases for all offence types (excluding civil applications and those where the system must initiate a summons) will be initiated, progressed, resulted and results communicated using the Common Platform. (In the early adopter courts, cases will be filtered, and volumes managed onto Common Platform.)

From the date the Crown court adopts Common Platform, all new cases sent or committed to the Crown court will be progressed, resulted and results communicated using Common Platform. Where a case is sent or committed from a Magistrates court not operating on Common Platform to a Crown court which is, the case will be input to Common Platform and not Xhibit.

What is the impact on defence?

In the Magistrates' Court

What is changing:

Common Platform will become the system of record for all new cases.

For Common Platform cases the Defence will associate and dissociate with a case / defendant as the Defence professional providing representation for that case / defendant at the exclusion of others. (CPS will not initially be on Common Platform and will receive notifications via an interface when the Defence associate / disassociate with a case / defendant or upload documents onto Common Platform).

For Common Platform cases, defence advocates will need to check-in on the day against each defendant / case that you are representing.

Common Platform will replace Court Store as the document store for Magistrates' court related materials for all new cases.

The Initial Details of the Prosecution Case (IDPC) and subsequent Magistrates' court case materials will be accessible by defence via self-service on Common Platform.

You will be provided access to directly upload Magistrates' court related materials, avoiding the need to email documents to HMCTS.

You will be required to access the Pre-Trial (PET) form on Common Platform and edit then upload an updated version.

You will use the case Unique Reference Number (URN) provided on the charge sheet to identify the case on Common Platform and in all communication with Criminal Justice System (CJS) agencies, including Legal Aid applications.

First point of contact for all Common Platform cases in the Magistrates' court cases will be handled by the Courts and Tribunals Service Centres (CTSC).

Please note: CPS will not initially be on Common Platform as a full user – they will receive notifications via an interface when the defence associate / disassociate with a case / defendant or upload documents onto Common Platform.

What is not changing:

Communication with CPS will continue to be by email for Magistrates' court cases (unless the defence are serving case material on both HMCTS and CPS, in which case functionality within Common Platform will allow you to 'Send to CPS').

CPS will still serve documents to the court over an interface with Common Platform.

In the Crown Court

What is changing:

Common Platform will become the system of record for all new cases.

For Common Platform cases, when instructed, the Defence will associate and dissociate with a case / defendant as the defence professional providing representation for that case / defendant to the exclusion of others. (CPS will receive automated emails when Defence associate / disassociate to a case).

For Common Platform cases, defence advocates will need to check-in on the day against each defendant / case that you are representing.

You will use the case Unique Reference Number (URN) provided on the charge sheet to identify a case on Common Platform and in all communication with CJS agencies, including Legal Aid applications.

What is not changing:

The Digital Case System (DCS) will remain in place. Defence professionals will continue to upload and access case materials as at present. CPS will continue to serve documents to the court over an interface with DCS. Note: 'Magistrates Sending Sheet' section will now contain a Magistrates' Court extract (containing similar information) for Common Platform cases.

For all Crown court cases, administration will continue to be handled by the local court.

How to identify a Common Platform case

We will provide dates in advance of Common Platform being introduced to any court so that you are prepared to use the new system for cases in your area.

Courtel / Courtserve will still provide information on the cases in any specific courtroom for both Common Platform and heritage cases and third-party software should still identify cases. If you are unsure which system you should use for a case, then look at the unique case identifier:

Heritage system in the Crown court (Xhibit) uses an HMCTS T, S or A code.

Heritage system in the Magistrates court (Libra) uses a numerical only code.

Common Platform uses the Unique Reference Number (URN) for police / CPS cases or a Prosecuting Authority Reference (PAR – e.g. TFL12345678) for non-police cases.

There may be circumstances where a Common Platform case requires functionality not yet delivered, or if there may be a technical issue with it. If this happens, the case will be ejected back into the current (heritage) system and progressed by the court there. A banner will be placed on the Common Platform case to make you aware this has happened. You will still be able to see the case and any existing case materials on Common Platform. In the Magistrates' court, existing case materials will be transferred to Court Store for the courts' use whilst the case is progressed on the heritage system.

Introduction to the Courts & Tribunals Service Centre

The Courts and Tribunals Service Centre (CTSC) will be the first point of access for criminal justice service users with cases in the magistrates' courts, with trained teams ensuring that cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience.

This includes:

Assisting Common Platform users (including defendants) via the telephone with case enquires and sign posting where appropriate (Note: CTSC staff cannot provide legal advice).

Supporting with the progression of cases (creating / validating, listing, dealing with / handing off electronic documents) and business queries in order for cases to be dealt with in the local courthouses.

Who do I contact?	Magistrates' Court	Crown Court
Case on heritage systems (identified by HMCTS reference number T, S or A or the Libra reference number)	Local court	Local court
Case on Common Platform (identified by URN)	CTSC	Local court

Local Magistrates' courts will continue to support cases progressing through the heritage systems.

All Crown court queries for both heritage and Common Platform cases will continue to be handled by the local court.

Working with the CTSC

The Crime Service will be situated in the Birmingham CTSC and can be reached in the following ways:

By email to ProfessionalContactCrime@justice.gov.uk using the email subject field in the table below, giving your contact details and briefly explaining what you need, and someone will ring you as soon as possible.

Professional user	Professional user Domain Name	Email subject	Outlook Folder
Defence firms	cjism.net	Enquiry	Defence Enquiry
Defence firms	cjism.net	Applications	Defence Application

If you need urgent assistance and cannot wait for someone to respond to an email, please telephone **0330 808 4407**. The Crime Service telephone lines operate between 8.30am and 5.00pm, Monday to Friday. (These times will be reviewed and revised as Common Platform rolls out).

Account access

How defence firms register for Common Platform accounts

In advance, HMCTS will require the details of who needs an account, and what their role is - we need to know their role to give them the correct level of access.

The Defence organisation will need to download a spreadsheet from GOV.UK, complete and return it. You can find this spreadsheet, plus other information and supporting videos at:

www.gov.uk/guidance/hmcts-common-platform-account-registration-for-defence-professionals

The spreadsheet captures the individual user's mobile telephone number – this is needed when they set up their account and going forward to verify their identity when accessing Common Platform at court.

All information given will be held and managed in compliance with Government Data Protection Regulations.

Users will always need their own Common Platform account even if they are part of a Solicitors' firm/Chambers. If they are a Barrister asked to represent a client where they are not in-house counsel, the Admin from that firm can grant them access to that case – provided they already have a Common Platform account.

Register for your account

This is a one-time process. The process can be seen in the video on the web page mentioned above.

Each individual user will receive an email from 'noreply@cjscp.org.uk' with a web-link to enable them to complete their own one-time Common Platform account registration and security set up.

This process must be done in advance of the day the user might need to attend court for their first Common Platform hearing.

Allow around 10 minutes and complete the whole process in one sequence.

Users will need with them their registered mobile phone as given on the spreadsheet.

After this, they follow the on-screen email instructions and use the mobile phone to complete their own account registration and '2-factor authentication' security set-up.

Note: The process will require the user to download 'Microsoft Authenticator' from their device App Store. Please ensure any organisation-supplied mobile phones are not 'locked down' to prevent this.

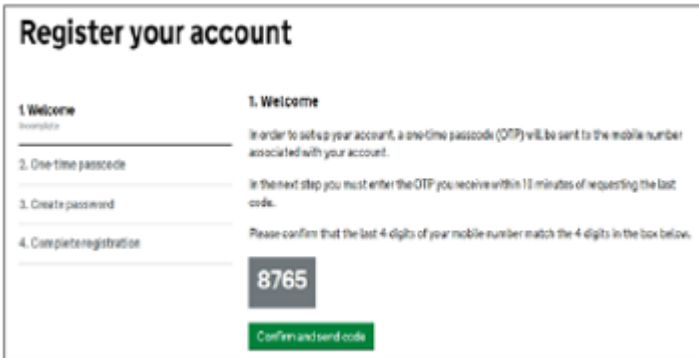
In future, the randomly generated authenticator number will then be used by Common Platform to verify the user's identity for security purposes: this means they will need the registered mobile phone with them in Court.

Create your password

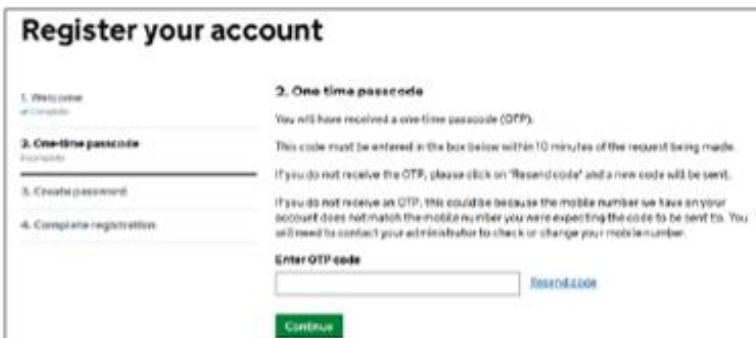
This is a one-time process.

After clicking the email link, follow the on-screen instructions, and use your registered mobile phone:

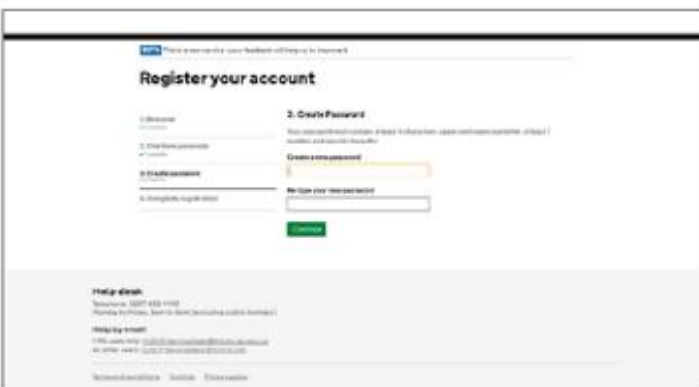
1. Verify your registered mobile phone number.



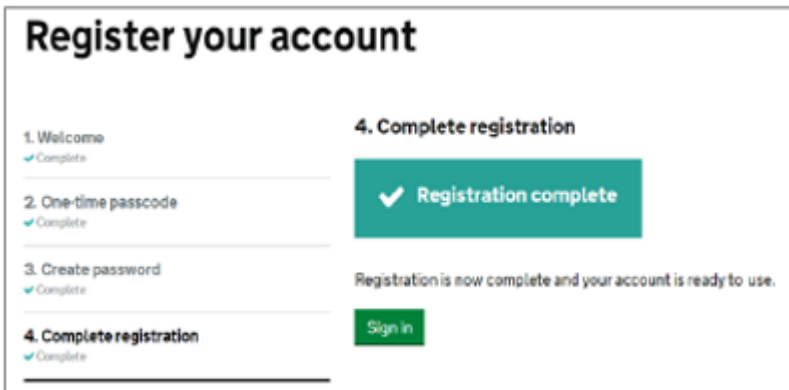
2. Enter a one-time passcode (OTP) into the web page - This will be sent as a text to your registered mobile phone.



3. Create a password – see Password Policy on page 11 of this guide.



4. Once the steps are complete, a 'success' message will be displayed.



5. Upon first sign-in you will be asked to set up additional authentication.

Set up two-factor authentication on your device

This is a one-time process on first sign-in.

Following the on-screen instructions, and using your registered mobile phone:

1. Verify your registered mobile phone number.
2. Enter a one-time passcode (OTP) into the web page - This will be sent as a text to your registered mobile phone.
3. Add a new authentication device - again, following the on-screen instructions:
 - When prompted, download 'Microsoft Authenticator' to your device from your usual App Store. It looks like this:



- Open the authentication app on the device and follow the instructions to add and set up an account.
 - With the device you are adding, scan the on-screen QR code (Note: Most modern smartphones will do this by scanning with the camera app open but this may need a QR code scanner app downloaded from your App Store).
4. Once these steps are complete a 'success' message will be displayed.
 5. The screen will then prompt you to **keep a copy of the recovery codes** should you have need for them in future (tip: take a screen grab or photo with your phone).

Should you have any issues registering your account or setting up security, please contact the Common Platform helpdesk on **0300 303 0688**.

Security authentication

When logging in, Common Platform will ask you to further verify your identity for security purposes – you will need your registered mobile phone with you in court.

This is achieved with the use of an app that you will have downloaded to your mobile phone as part of the registration and set-up of your Common Platform account. Your Common Platform account is linked to your mobile phone and to 'Microsoft Authenticator'.

Common Platform will require you to enter the six-digit number from the authenticator to verify you are who you claim to be. When the app is launched the screen is as below.



Every 30 seconds the authenticator will generate a new random six-digit number and the countdown timer (to the left in the graphic) will count down from 30 seconds to zero before generating a new number.

If requested by Common Platform, you must launch the authenticator app and enter the six-digit number shown on screen before the countdown timer gets to zero and the number changes, otherwise it will not be recognised.

If the timer is close to zero, it is advised to wait for the cycle to start again and enter the newly generated number, as this will give you the most time to complete the action.

Password policy

Your Common Platform password must have:

- a minimum of 8 characters
- a mix of upper case and lower-case characters
- a mix of alphabetic, numeric and special characters

The special characters that are accepted are:

!"£\$%^&*()-=_+[];#,{ }:@~<>?/.\|€~!

Passwords must be changed every 90 days. (Note: this has been extended to 180 days during the Covid-19 pandemic.)

Passwords cannot be reused for 15 cycles (1,350 days).

Password reset

Once you are registered and using Common Platform, passwords can be self-reset by using the 'Reset your password' link on the sign in page. (Useful if you have forgotten your password!)

Refer to the Password policy when creating a new one.



CJS Common Platform

BETA This is a new service - your feedback will help us to improve it.

Sign in to Common Platform

Username

Password

Sign in

[Reset your password](#)

How to login to Common Platform

Which Browser should I use?

Common Platform will work in most browsers such as Safari, Firefox, Edge or Google Chrome. However, **do not use Internet Explorer** as this browser is not supported.

What is the web address?

Common Platform URL: <https://prosecuting.cjscp.org.uk/>

Tip: save this as a bookmark or favourite for easy access.

Signing in

Your username is your email address (entered in the email field when your administrator created your account) and the password is the one you created when you set your account up.

You will have five attempts to enter the data correctly. After the fifth attempt, if the data is still incorrect, your account is locked for a period of 30 minutes. After 30 minutes have passed, you will have a further five attempts. This cycle will continue to be repeated.

If you can't wait for 30 minutes, or have forgotten your password, you can unlock your account by clicking on the 'Reset your password' link on the sign in page.

Common Platform functionality

What will I have access to on Common Platform?

Once fully 'onboarded', Defence professionals will be able to access Common Platform cases when they have an association with a case.

If you are not representing a defendant, or someone else from another firm is already associated with that case, you will not be able to access the case / case materials.

Currently, the use of Common Platform is different in the Crown and Magistrates' courts – Crown court is impacted in a lesser way – both are outlined below:

Magistrates' court

The solicitor firm / defence professional will find the case, declare their representation, self-serve the IDPC, associate with the case – they can then access the full case and be able to interact with the case file, including serving material on the court and CPS if required.

These are the features and functionality that is used in the Magistrates' court and are described in further detail later in this document:

Find a case

Declaration - declare you are appointed or instructed

Self-serve the IDPC

Access the full case – i.e. Association – in advance of the hearing to mark firm "on record" at the exclusion of other firms.

This is how you will confirm to the Legal Aid Agency that you are representing the defendant which will ultimately confirm your Legal Aid fee. Failure to do this could result in delays in getting a Legal Aid application paid and fee's generated.

Note, where Legal Aid has already been granted – normally after the first hearing – you / your firm will be automatically associated with the defendant and you will not need to complete these 'association' steps.

Grant access to others – (once your firm is associated) e.g. an expert or instructed barrister.

View case materials – for accessing the PET form and other documents.

Upload case material and service of documents on the court (and CPS if required)

Crown court

It is likely that the Solicitor firm is already on the record. However, they may need to instruct a barrister who is not part of their firm and therefore not on the case's 'known associated list'.

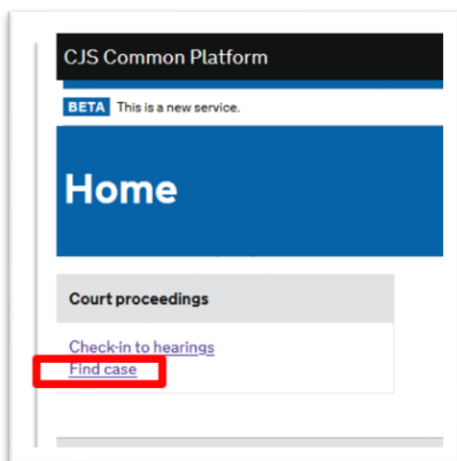
The Solicitor's admin representative will need to add the barrister to the case so that they can see the case details by 'Granting access'. This is an easy process if the Barrister already has a Common Platform account.

The Barrister / Advocate would complete the Professional check-in for the hearing using Common Platform but, importantly, they would deal with the case using the **Crown Court Digital Case System (DCS)**. All case material in Common Platform will have been transferred across from the case materials to DCS, the Advocate would only currently need to view Common Platform *if required*.

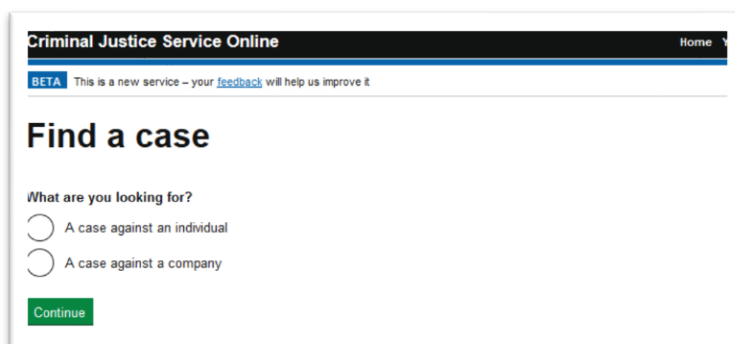
Check-in to hearings (on-the-day, to inform who is attending for the case for the record, the LAA, and to indicate readiness)

Find a case

1. After signing into Common Platform, on the Home screen, search for a case by clicking 'Find a case'



2. Then indicate if it is for an individual or a company.



3. For an individual you will then need to enter the **URN, the defendants first name, last name and date of birth.**

Find a case

Enter what's written on the charge sheet, summons or postal requisition

Case number (URN)
For example, 01AB0123417

First name

Last name

Client's date of birth
For example, 23 10 2017

Day Month Year

Find case

If you do not know the URN (Unique Reference Number) then it can be obtained via:

- The public list on the day of the hearing.
- The charge sheet, if you are at the Police station or in contact with the Police.
- By calling the Courts and Tribunal Service Centre (CTSC) on **0330 8084407**
- By contacting the relevant CPS office (only if unable to access the URN by the routes above).

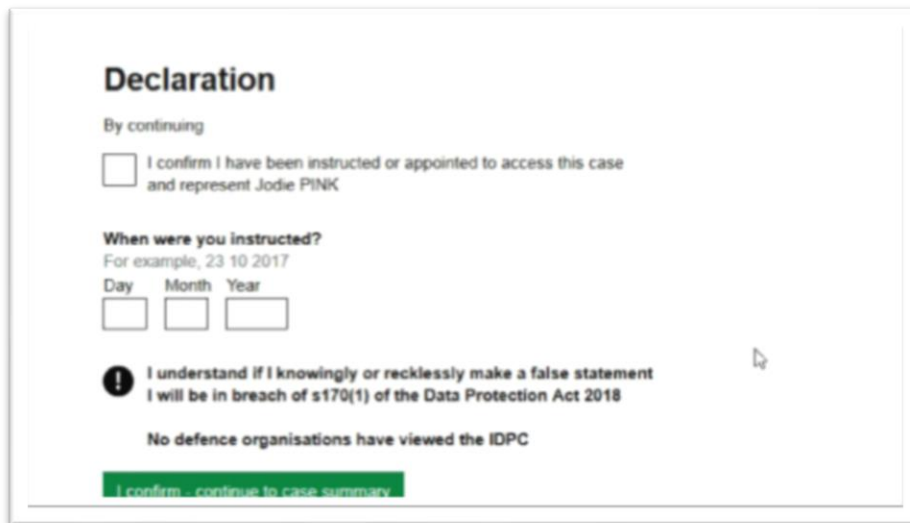
Timescales apply to the service of IDPC and are still in line with 'Transforming Summary Justice':

In non-custody cases - CPS should the IDPC no later than 5 days before the first hearing.

In remand cases - the IDPC will be prepared and sent to Common Platform on the day as soon as it is ready.

Declaration

1. All defence professionals need to complete this step to move forward.



Declaration

By continuing

I confirm I have been instructed or appointed to access this case and represent Jodie PINK

When were you instructed?
For example, 23 10 2017

Day Month Year

! I understand if I knowingly or recklessly make a false statement I will be in breach of s170(1) of the Data Protection Act 2018

No defence organisations have viewed the IDPC

[I confirm - continue to access IDPC](#)

2. Read and complete the declaration with date, confirming you are instructed or appointed and have a right to access the information.
3. You will be able to see, at the bottom of the page, if any other firm has already viewed the IDPC.
4. Press 'I confirm...' to move forward and view the case overview and self-serve the IDPC.

Self-serve the Initial Details of the Prosecution Case

Upon declaration, you are taken to the basic case overview i.e. 'Case-at-a-glance'.

From here you can self-serve the Initial Details of the Prosecution Case (IDPC) if it is available, which will download as a PDF document if you click on the link.

The screenshot shows a web interface with a navigation bar at the top containing 'Find a case', 'Case at a glance' (which is underlined), and 'Access'. Below the navigation bar is the heading 'Case at a glance'. The main content is divided into three sections by horizontal lines:

- Defendant:** A table with two rows. The first row has 'URN' and '55DP0028116'. The second row has 'Name' and 'BP'.
- Charges:** Two entries. The first is 'Cause grievous bodily harm with intent' with an 'OFFENCE DATE: 22 November 2017' and 's18, Offences Against the Person Act 1861'. The second is 'Possess knife blade / sharp pointed article in a public place' with an 'OFFENCE DATE: 22 November 2017' and 's139, Criminal Justice Act 1988'.
- IDPC:** A section with a placeholder icon for a PDF document, the text 'IDPC BP 55DP0028116', and 'Published: 7 November 2017 PDF, 2.8Mb, 11 pages'. Below this is a link: 'Access full case if you're the solicitor or barrister of record'.

If you are a duty solicitor, the IDPC may be enough to manage the case, but if you need to upload case material (such as a PET form), you will need to follow the next steps to access the full case by 'Associating' with it.

To start the Association process, click on either 'Access full case or the tab marked 'Access' at the top of the screen.

Note until an organisation / firm is associated with the case, other firms will also have access to the IDPC.

Access the full case: Association

Association is the process that allows you to mark yourself as the Defence professional representing a specific defendant at the exclusion of others. (i.e. the firm 'on record'). It will inform the Legal Aid Agency that you are representing a defendant and will ultimately result in payment of Legal Aid fees.

Once you have associated your firm to a case, the information will automatically be passed to the Legal Aid Agency - this can be done before Legal Aid is granted.

If Legal Aid has already been granted, then you will be automatically associated to the defendant and will **not be required** to complete these association steps. (Common Platform will have received a message, via an interface with the LAA system, which will update the case with the outcome of the decision).

In the Magistrates' court, by associating to a case, you will also automatically receive notifications when CPS upload a document so that you know to log into Common Platform and view it.

Note: CPS do not have access to upload directly into Common Platform, but any documents submitted by CPS to the magistrates' court will automatically land in the relevant case within the 'Case materials' section of Common Platform.

Access full case

To access full case details you must be the solicitor or barrister of record

How are you representing the defendant?

Representation order

Representation order - applied for

Privately funded

Court-appointed

Pro bono

! Once you access the full case other defence organisations won't be able to view it

I understand - access the case

Gain full access to the case by associating your firm:

1. Indicate the nature of representation by clicking the appropriate button.

Note: Duty Solicitors may select '**Court appointed**' if they do not feel they will be representing the defendant after the hearing, or '**Representation Order - applied for**' if they feel they may be giving onward representation. Either selection will allow you to view the full case and upload case material such as the PET form.

2. To confirm, press 'I understand...'

This action will then **exclude all other firms** from accessing this case.

Note: You will need to associate with each defendant your firm is representing in a multi-hander case.

Once you have associated with a defendant / case, any individual member of the organisation that was listed on the initial registration spreadsheet will be able to access the case.

Access full case

Parties with current access

Organisation	Person	Status	Date	
▶ Jones & Co LLP	-	Active Barrister/Solicitor Of Record	19 June 2020, 1:10pm	Remove

Grant case access

You can grant access to registered lawyers or clerks

Email address

We'll only use this email to grant this person access to this case

[Grant access](#)

Share case access details

Give these details to the person you're granting case access to

URL [Any URL here](#)

Case reference 70GD3023120

As the Solicitor firm representing the defendant you can 'Grant access' to other Common Platform registered lawyers, barrister, clerks or an agent / expert.

Please note: In the Crown court, the Digital Case System (DCS) will remain the primary source of case material and any case materials in a Common Platform case will have been copied over to DCS so there is currently only limited merit in granting access to a Barrister.

Remove access: disassociation

If for whatever reason you find that the firm is no longer representing the defendant, you can also 'Remove' your firm from the record (i.e. disassociate yourself from a case / defendant). This will allow then next firm to associate and will automatically send a notification to the CPS so that they are aware of the change in representation. If you have 'Granted case access' to any individuals, Removing your firm will also remove their ability to access the case.

Duty solicitors who are NOT representing their client after the hearing should REMOVE their access once the hearing is complete to enable the next organisation/ firm to associate and access the case. However, if you have taken the case on, you need take no action on this.

View case material

Once your firm is associated, anyone within the organisation / firm, or anyone who has been Granted access will be able to access the case material along with the full case details.

You will be able to view case level documents for cases you are associated to and specific defendant level documents for defendants you are representing.

For example, if you are representing one defendant as part of a multi-handler case, then you will be able to see all case level documents and the defendant level documents for your client only. You will not be able to see the documents specific to the other defendants in the case.

However, if you are representing more than one defendant in a multi-handler case you will need to associate to each defendant to be able to see the defendant level documents for all defendants.

Once you have found the case you wish (either by going through your associated cases or by searching) you can view case details, case materials and upload / download to them as required (for instance with the PET form).

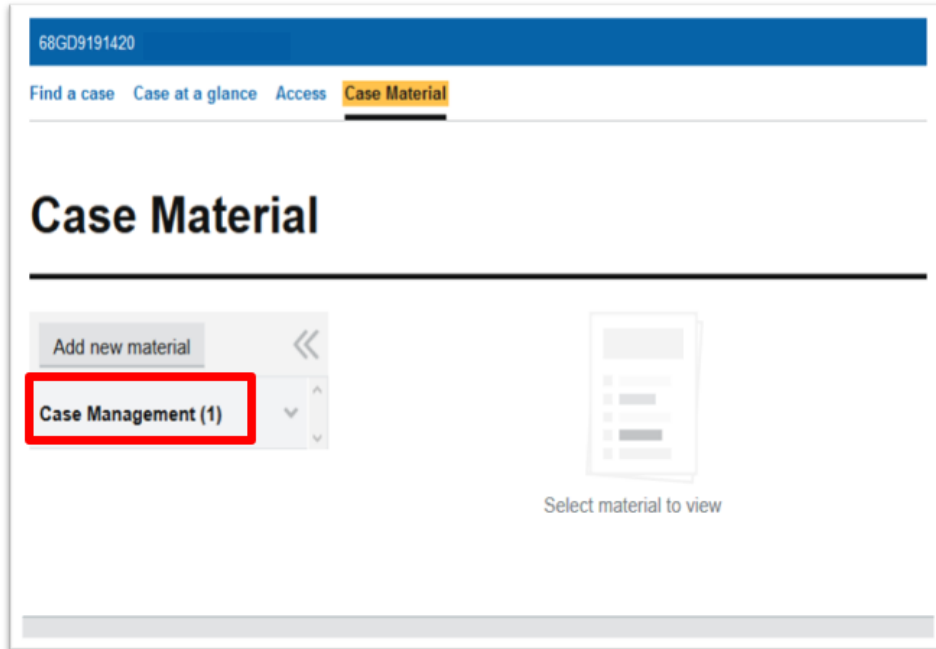
1. Case material is access via the tab at the top of the screen:



The screenshot shows the 'Criminal Justice Service Online' interface. At the top, there is a navigation bar with 'Your account' and 'Sign out' links. Below this, a blue banner displays 'BETA This is a prototype – your comments will help us to design the service.' and a case ID '79GD6166020'. A navigation menu includes 'Find a case', 'Case at a glance', 'Access', and 'Case Material', with 'Case Material' highlighted in a red box. The main content area is titled 'Access full case' and features a section 'Parties with current access' containing a table with columns for Organisation, Person, Status, and Date.

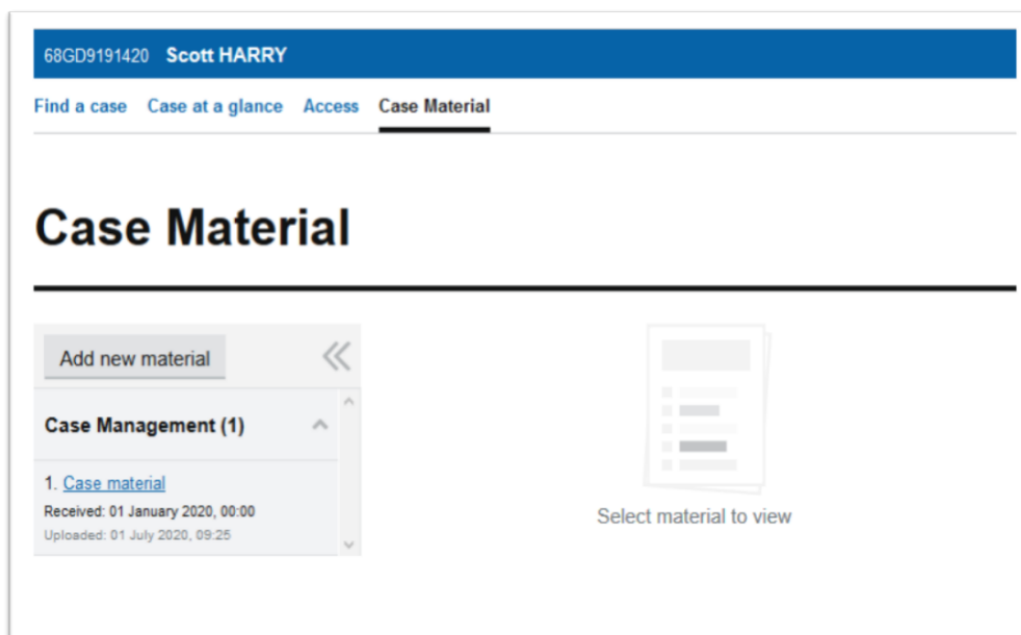
Organisation	Person	Status	Date
William & Co LLP	-	Active Barrister/Solicitor Of Record	14 July 2020, 3:10pm Remove

2. Documents and materials will be populated by CPS, Defence and other users such as Probation. Only sections which are populated with material will appear in the list to the left-hand side, along with a number in brackets which indicates how many items are in the section - the example below has one document in one section, but a regular case will contain several sections and material

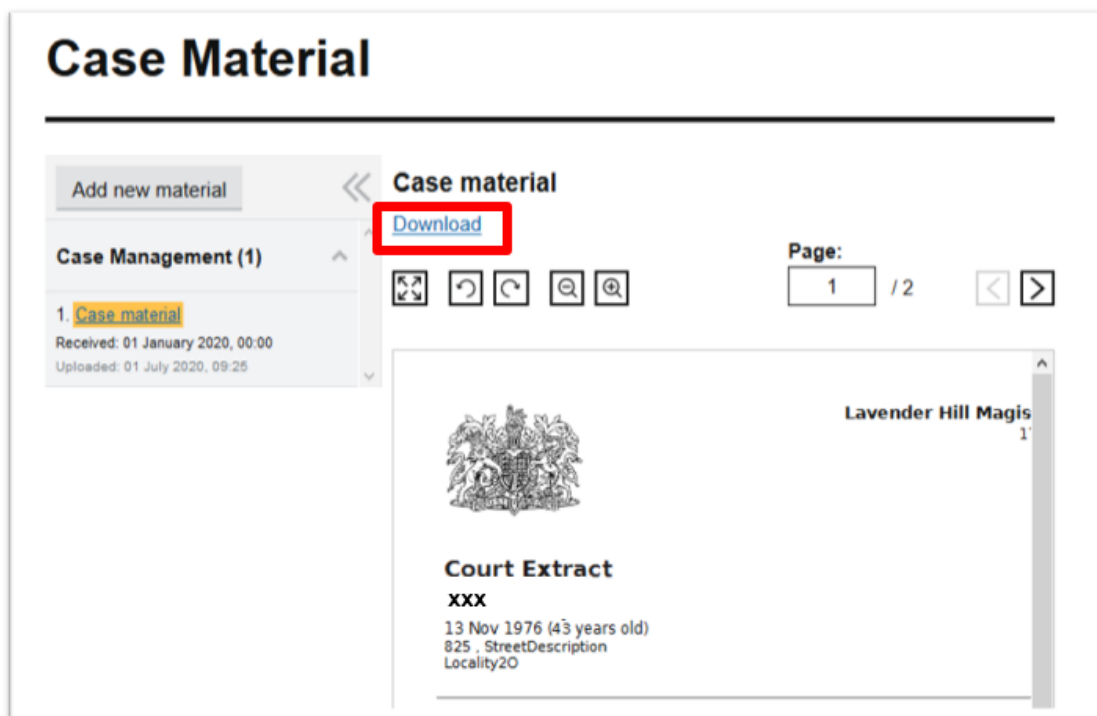


3. View the material by expanding the section. The number next to the section title, e.g. 'Case Management (1)', relates to the number of documents in that section.

Click on each section to see a list of the documents contained in it. In the Magistrates' court, you can add documents and upload to the case by clicking 'Add new material'. **Note: In the Crown Court you will continue to interact with the Digital Case System (DCS) as the case material from the Common platform case will have been copied across to DCS.**



4. In the section list, select the document you want to view to open it. Once viewed, documents can also be downloaded by clicking the appropriate link. Tip: open documents in full screen mode to enable you to navigate easily.



Service of documents to the court

Magistrates' courts

If a case has begun on Common Platform, then documents should be served by **uploading to Common Platform**.

In all other instances (e.g. for heritage cases) documents should be served the **relevant Magistrates' court** which can be located through court finder:

<https://courtribunalfinder.service.gov.uk>

Crown court

Professional users with access rights to the Digital Case System (DCS) should continue to **upload documents to the Digital Case System (DCS)**.

In all other situations, documents should be served on the **relevant Crown court** which can be located through court finder <https://courtribunalfinder.service.gov.uk>

The table below indicates how CPS will serve to HMCTS and Defence.

What will be served to HMCTS / Defence by CPS?

Magistrates' Court case document and bundles	Dispatch to Court Store (automatically sent to Common Platform at the same time)	Urgent HMCTS action required send email to HMCTS (CTSC)	By secure email to defence (once defence is known, through association)
IDPC bundle	Y	Y	N
IDPC letter to defence	N	N	Y
Applications (bad character, special measures, CTL extensions, etc)	Y	Y	Y
Discontinuance notice	Y	Y	Y
Further charges	Y	Y	Y
S9 bundle	Y	Y	N
Magistrates' Court evidence bundle	Y	Y	N
Unused material bundle	N	N	Y
Streamlined Disclosure Certificate (SDC)	N	N	Y
Disclosure management document	Y	N	Y

CPS bundles and the PET forms will automatically land in relevant case / defendant.

All other documents will land in the exception queue for the CTSC to manually upload to the relevant case / defendant and case materials section.

For Common Platform cases, any non-case-related material and correspondence with HMCTS – e.g. listing queries, requests for documentation, etc – will be sent via email to the CTSC.

Adding case material

To serve material on the magistrates' court – upload to Common Platform (and in some sections you may also simultaneously serve on the CPS by using the 'Send to CPS' check box).

The screenshot shows a mobile application interface for adding case material. The form is titled "Case Material" and has a back arrow and "Add new material" button at the top. The form is divided into several sections: "Upload file" (with accepted file types: doc, docx, jpg, jpeg, pdf, txt, Max file size 3MB and a "Browse..." button), "Select material section" (with "Case Management" selected), "Apply to defendant" (with "Lrnenq XPQNI" entered), "Name of material" (with an empty text box), "Includes financial means" (with an unchecked checkbox), and "Send to the CPS" (with a checked checkbox highlighted by a red rectangle). At the bottom, there is a "Date received" section with fields for Day, Month, and Year, and "Add material" and "Cancel" buttons.

1. Press 'Add new material'
2. Click 'Browse' and select the document from your device.
3. From the drop-down menu, select the section you wish to place the document in.
4. If representing more than one defendant in a multi-defendant case, check the box next to the defendant(s) the material is for. This option does not appear if you are only representing one defendant.
5. In the next field, give the material a name (as you wish it to appear to others viewing the case materials - Note: make this as detailed as it needs to be so others can understand what it is).
6. If the material has financial information regarding the defendants means, check the box (this will ensure that the material is only held as long as necessary to comply with GDPR requirements).
7. When uploading to certain sections (e.g. case management), the 'Send to CPS' check box appears and this allows you to simultaneously serve the document on both the court and CPS. (The CPS will receive and email with the document attached).
8. Finally, enter the date the document was received by you and press 'Add material' button. You will receive a success message and the material should appear in the selected section.

You will have restricted access to edit documents in Common Platform, including the PET form. You will not be able to edit any documentation from partner agencies (e.g. statements or exhibits).

To edit a document within Common Platform:

1. Within 'Case material', select and download the document you want to amend.
2. Make required changes then upload the amended version. (Ensure the document title remains the same and a date is added of when the document was amended e.g. Preparation for Effective Trial 08.01.21. This will enable everyone to see a clear history of different versions).

For Magistrates' court cases, if you need to send a document to the CPS when you upload it to the relevant section of the Case material to serve on the court, in the upload panel you can tick a box for 'Send to the CPS'. Common Platform will then automatically send a copy of the document eliminating the need for you to send it by email. **Note: due to a temporary issue with CPS functionality, please currently only upload documents in PDF format.**

Note: in the Crown court, users will continue to use DCS for this functionality.

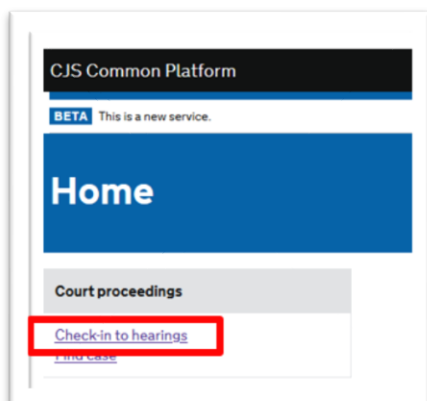
On the day 'Professional check-in' to hearings

On the day you attend court, Professional check-in enables Common Platform to populate the fields within other users' screens (Judge, Legal Adviser / Court Clerk), to inform them who has attended for the Common Platform case and that you are ready. It also records the professional's name against the court record for payment purposes, both for Magistrates' and Crown court.

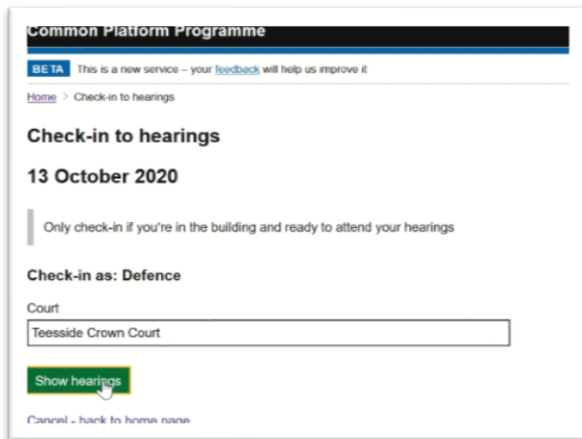
Please note: Professional check-in does not remove the need for you to communicate with the court ushers regarding your case.

To complete Professional check-in:

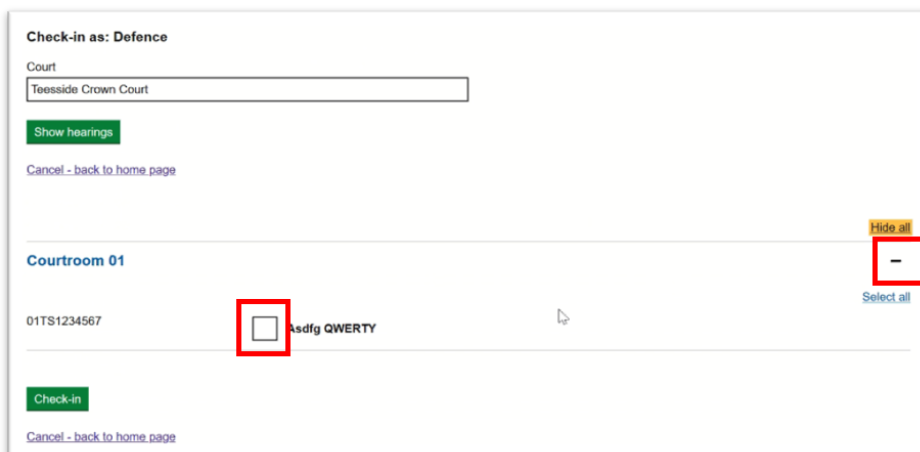
1. Before attending the hearing(s), log-in to Common Platform.
2. From the Home screen click on 'Check-in to hearings'



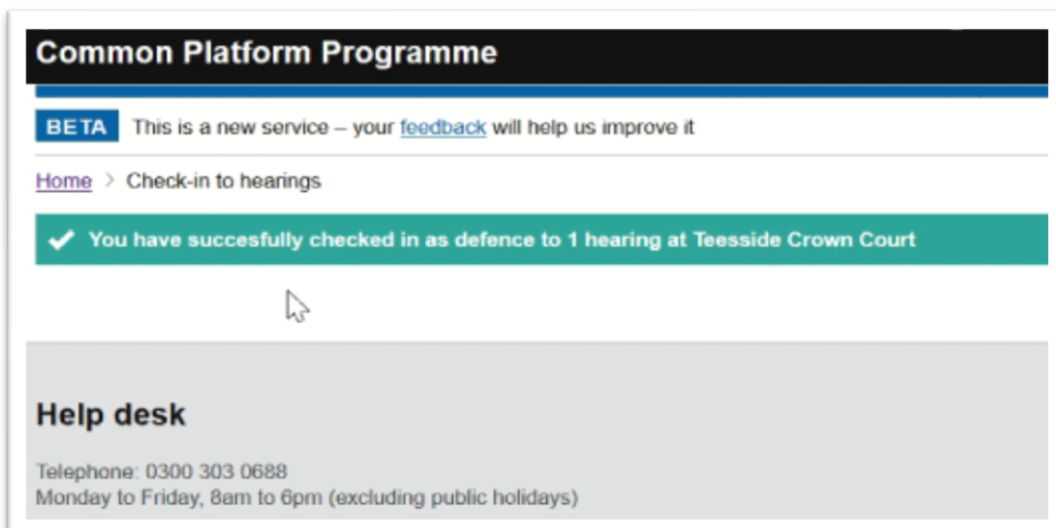
3. Search for the Courthouse and view the hearings listed in it for the day. Enter the Court name and press the green 'Show hearings' button.



4. Expand any courtrooms by clicking on the '-/+ ' sign (if there are a number of Common Platform hearings) and then tick the hearing(s) that you are checking in for. After this, press the green 'Check-in' button.



5. A confirmation of your successful check-in will appear at the top of the screen.



Help and support

Where to get help

For your existing IT and hardware issues – support remains the same.

Contact your existing service routes for any general IT or communications, access or performance issues, for example:

- Cannot login to laptop / PC, access the wi-fi, internet, etc
- Cannot access or have issues with an application / service (other than Common Platform).
- Cannot access multiple services
- Multiple systems / applications are slow
- Cannot print

Common Platform support

Contact the CJS Common Platform Service Desk for issues ONLY relating to Common Platform:

- An issue about registering, setting up or logging into Common Platform (specifically)
- Common Platform is slow (other applications are fine)
- An issue within Common Platform screens (data / cases or functionality)

By telephone: **0300 303 0688** - Always call if your issue is urgent.

By email: **CJSCP-ServiceDesk@hmcts.net**

Issues can be logged at any time via email but will be responded to during core hours (Monday to Friday 8am to 8pm and Saturday 8am to 2pm). Any emails sent outside of core hours will be actioned the working next day.

Courts and Tribunals Service Centre (CTSC)

Contact the CTSC for:

- Business queries on a Common Platform case.

By email: **ProfessionalContactCrime@justice.gov.uk**

By telephone: **0330 808 4407** The Crime Service telephone lines operate from 8.30am to 5pm, Monday to Friday. (These times are under constant review as Common Platform is rolled out)

Escalation contact

Where possible, please contact the Service Desk by telephone **0300 303 0688**.

In the event that you are unable to do this, you can email to **DCD-ITServiceDesk@hmcts.net**

When raising an Incident, could you please provide as much information as possible in order to get the Incident resolved as quickly as possible. Where insufficient detail is provided, then this may delay resolution of the Incident. For both a telephone or email request, please provide the following information:

- What is the supported service (i.e. the application / programme)?
- Your email address
- Your Login username for supported application
- Details of any error message / screenshot (or description of how the issue occurred)
- Type of device used
- Web-browser used
- URL
- Details of any resolution steps carried out

Any questions?

If you have any questions about Common Platform in general or this learning guide, please contact the Business Change team at CJSCCbusinesschange@justice.gov.uk

You can give feedback about this learning guide by completing this [1-minute survey](#).

Common Platform one-page recap

In advance of Common Platform going live at your court and ahead of any need to attend for hearings (one-time processes)

1. Organisation complete and return the [GOV UK spreadsheet](#) to HMCTS.
2. Users should then activate their account and finish the security set-up - [this video will help](#).

Magistrates' court: before the hearing / on the day

- Find the case, declare and self-serve IDPC.
- Associate with the case to inform LAA and get full access at the exclusion of other firms.
- Interact with the case: Case overview i.e. 'Case-at-a-glance' and Case material as required.
- Grant access to barristers / experts if required
- Remove Association if something changes.

Crown court: on the day of the hearing

- Check-in to hearing for your case, so the court and LAA know who is attending for the case.
- Use DCS for the case hearing (Case materials will have been transferred across from Common Platform to DCS)
- If access has been granted to the Common Platform case, view case *if required*.