

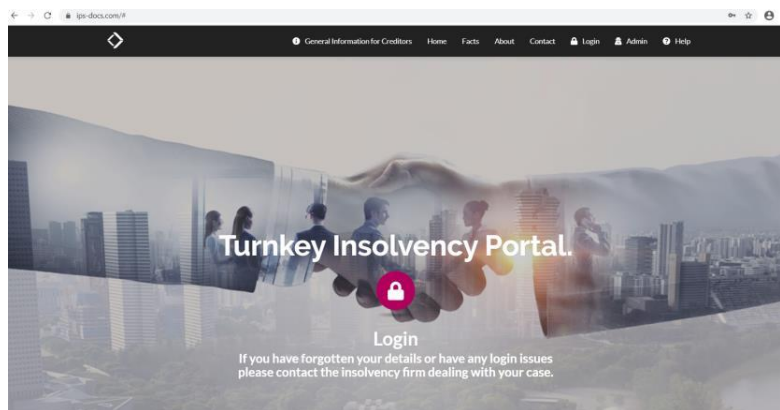
Portal Guide for Creditors

At the start of each section within this guide you will see an icon that will advise you whether this particular action can be done with each type of Login:

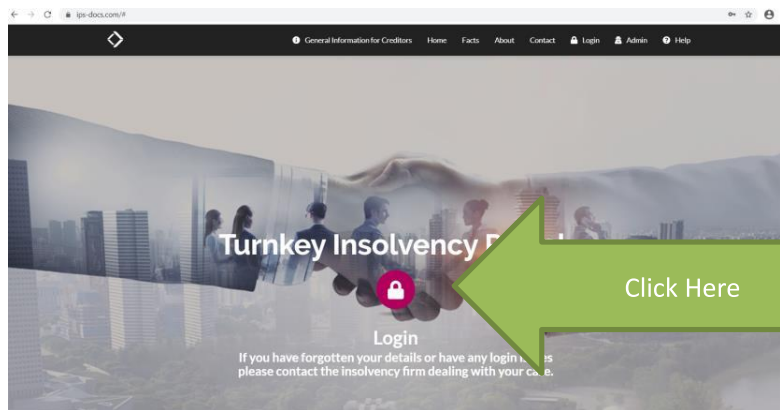


Go to the Creditor Portal webs

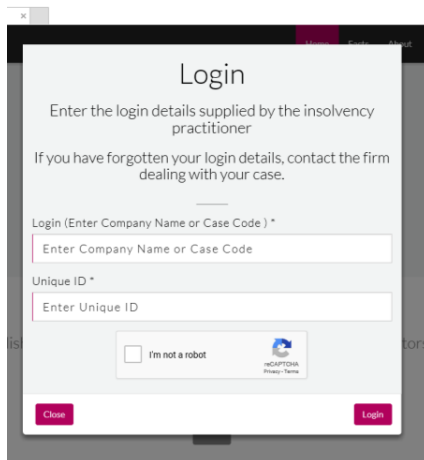
You will see the following:



Click on the padlock to login



This will provide you with the following:



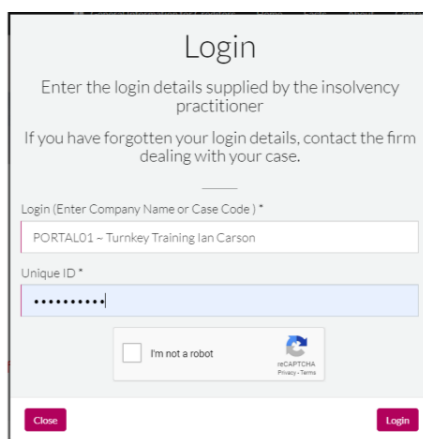
Enter the case name

or

(ideally) the Case Code log in you have been provided with

Enter the password (ideally your Unique login password)

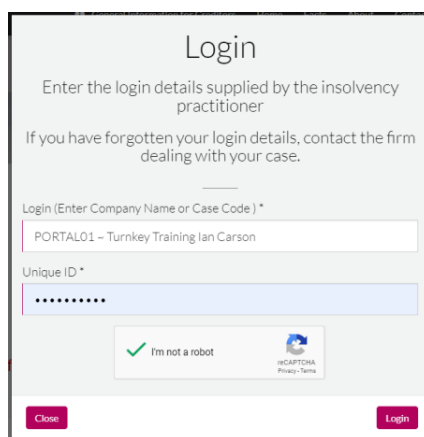
The case (if found) should tell you the name of the Insolvency Practitioner firm looking after the proceedings.



Tick the box that says "I'm not a robot"

You will then get a screen to verify that you are indeed a person using a variety of methods (for example, selecting relevant pictures).

Once you have successfully completed this, you will need to click [Login]

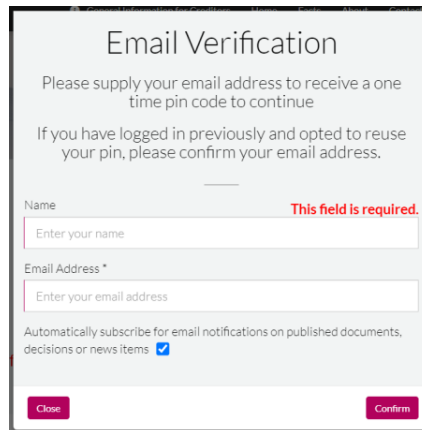


Click here

If you are using your Unique login, your / your organisation name will now appear in the Name box.

You will need to enter an email address and select whether you wish to subscribe for e-mail notifications.

Please read the section above on Advice on Email Addresses.



Email Verification

Please supply your email address to receive a one time pin code to continue

If you have logged in previously and opted to reuse your pin, please confirm your email address.

Name This field is required.
Enter your name

Email Address *
Enter your email address

Automatically subscribe for email notifications on published documents, decisions or news items ☒

Close Confirm

You will then be emailed a 6 digit pin code to enter into the data box

You can also get the pin code via SMS or change the e-mail address

We advise you to use the drop down menu to increase the number of days this pin code will be valid for.



Pin Verification

Please enter the 6 digit pin that was emailed to the email address **michelle.westmerland@turnkey-ips.com**

Pin Code *
Enter your 6 digit pin code

Reuse pin code ☒ for: 30 Days

[Resend PIN code by Email](#)

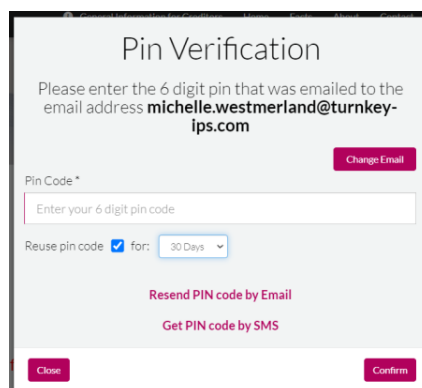
[Get PIN code by SMS](#)

Change Email

Close Confirm

No of Days Pin is valid for

Click on [Confirm]



Pin Verification

Please enter the 6 digit pin that was emailed to the email address **michelle.westmerland@turnkey-ips.com**

Pin Code *
Enter your 6 digit pin code

Reuse pin code ☒ for: 30 Days

[Resend PIN code by Email](#)

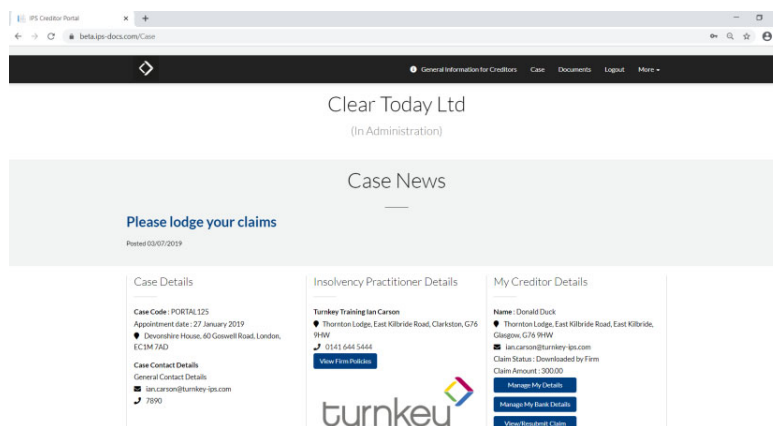
[Get PIN code by SMS](#)

Change Email

Close Confirm

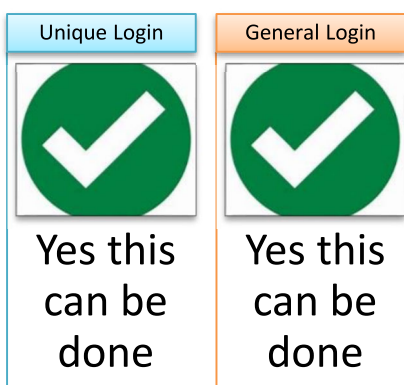
Click here

You will then see the following page relating to you (if you have used your Unique login details) and the proceedings:



From this point forwards you will have several tasks that you can do and obtain much information about the proceedings.

CORE INFORMATION



All of the data that follows will be seen no matter which Login is used.

Case News

If the Office Holder has any news they wish to share/highlight this will appear at the top of the page and may appear as follows:



You will also be able to see the name of the case and the type of proceedings at the top of the screen, as above.

Case Details

Case Details

Case Code: PORTAL125

Appointment date: 27 January 2019

Devonshire House, 60 Goswell Road, London,
EC1M 7AD

Case Contact Details

General Contact Details

ian.carson@turnkey-ips.com

7890

You will be able to see:

- Case code
- Date of Office Holder's appointment
- Case address (unless it has been protected by the utilisation of a specific type of court order)
- Case contact email address and telephone number

Details of the Insolvency Practitioners

Insolvency Practitioner Details

Anthony Partner

Andrew Nigel Other

Turnkey Demo

Thornton Lodge, East Kilbride Road, Clarkston,
G76 9HW

0141 644 5444

ips.docs@turnkey-ips.com



You will be able to see:

- Insolvency Practitioner's(s') names
- Company name & Logo
- Address
- Telephone number
- E-mail address

Creditor Details

My Creditor Details

Name: Donald Duck

Thornton Lodge, East Kilbride Road, East Kilbride,
Glasgow, G76 9HW

ian.carson@turnkey-ips.com

Claim Status: Downloaded by Firm

Claim Amount: 300.00

Manage My Details

Manage My Bank Details

View/Resubmit Claim

Vote

If logged in using your unique login, at this stage you will be able to see:

- Your name
- Your address
- Your e-mail address
- Claim Status
- Claim amount

- You will also have the ability to manage your details, view or resubmit your claim and vote. This will be expanded on later in the portal guide.



If you have any query about the proceedings, initially ask the case administrator.

VIEWING DOCUMENTS

Unique Login	General Login
	
Yes this can be done	Yes this can be done

You can request individual documents, or you can request a link to all documents published.

Viewing Individual Documents

After you have logged in either scroll down to the Documents section or click on [Documents] in the top menu

You will see

Document	Published	Size	View
CLEAR TODAY LTD.06261448-Company Appointments Report	04 March 2020	44 KB	
Development Log Builds 157 and 156 October 2011_Australia	04 March 2020	850 KB	

To select an individual document to view instantly, click on the eye icon to the right hand side of the document

Document	Published	Size	View
CLEAR TODAY LTD.06261448-Company Appointments Report	04 March 2020	44 KB	
Development Log Builds 157 and 156 October 2011_Australia	04 March 2020	850 KB	

Eye Icon

Alternatively, if you click on the document name you will be asked to supply an email address where the link to the document will be emailed.

Document	Published	Size	View
CLEAR TODAY LTD.06261448-Company Appointments Report	04 March 2020	44 KB	
Development Log Builds 157 and 156 October 2011_Australia	04 March 2020	850 KB	

Handy Hint

Upon receipt of the document, immediately "Save As" to a location of your own choosing.

Requesting All Documents

Click on the specific link and complete the email address request form. You will be sent an email containing links to all documents published.

Document	Published	Size	View
Progress Report	30 April 2020	76 KB	
Proof of debt form	29 April 2020	44 KB	

All Documents

VIEWING MEETING OR DECISION DETAILS

You can view the basic times and dates of meetings and decisions using the General Login.

Unique Login	General Login
	
Yes this can be done	Yes this can be done

Claims, Votes and Proxy Forms can be submitted directly on the Portal using your Unique Login details. See later in this Portal Guide for “Participating in Meetings or Decisions” via the Portal.

However if you are just using a General Login, and you wish to participate in a decision process or meeting, you would have to download the relevant documents [See “Viewing Documents” above], complete the necessary paperwork and submit them by mail or email.

CREDITORS

Unique Login	General Login
	
Yes this can be done	Yes this can be done

If the Office Holder has chosen to publish creditor names, you can view the names of the creditors involved in these proceedings.

NOTIFICATIONS

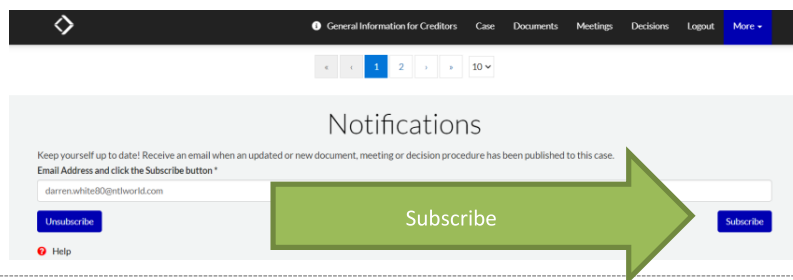
We would really like for you to stay informed about these proceedings. So every time a new document is published you would automatically receive a notification.

Unique Login	General Login
	
Yes this can be done	Yes this can be done

The Office Holder is highly likely to publish a Notice that indicates all future documents will be published on the Creditor Portal, without writing or emailing creditors specifically. It is a cost effective method of delivering reports, notices, etc.

If you complete your email address in the Notifications box and subscribe, that email account will receive an email to advise you when something new has been published.

Enter your email address and select [Subscribe]



UPDATING CONTACT & BANK DETAILS

Unique Login	General Login
	
Yes it can be done	No it can't be done

Once you are logged into the Creditor Portal using your Unique Login you may update your contact details.

Updating Contact Details

You will see the current information that is held in the [Creditor Details] panel. This data may need updating and / or adding to.

It is worth checking they are still correct.

The initial screen will look like this:

My Creditor Details

Name : Donald Duck
📍 Thornton Lodge, East Kilbride Road, East Kilbride, Glasgow, G76 9HW
✉ ian.carson@turnkey-ips.com
Claim Status : Downloaded by Firm
Claim Amount : 300.00

[Manage My Details](#)
[Manage My Bank Details](#)
[View/Resubmit Claim](#)
[Vote](#)

You need to click [Manage My Details]



My Creditor Details

Name : Donald Duck

Thornton Lodge, East Kilbride Road, East Kilbride,
Glasgow, G76 9HW

ian.carson@turnkey-ips.com

Claim Status : Downloaded by Firm

Claim Amount : 300.00

Manage My Details

Manage My Bank Details

View/Resubmit Claim

Vote

You will then see a form to complete the details.

Please try to ensure there is an address, telephone number and reference number as a minimum.

Creditor Name *

Donald Duck

Contact Name

Ian Carson

Company Registration Number

Company Registration Number

Country or territory of incorporation

United Kingdom

Email Address *

ian.carson@turnkey-ips.com

Address Line 1

Thornton Lodge

Address Line 2

East Kilbride Road

Address Line 3

East Kilbride

Save Close

There are two icons:

Save [This is the left hand icon]
Please save your contact details first

Close ... but before you close...
[SAVE]!

Creditor Name *

Donald Duck

Contact Name

Ian Carson

Company Registration Number

Company Registration Number

Country or territory of incorporation

United Kingdom

Email Address *

ian.carson@turnkey-ips.com

Address Line 1

Thornton Lodge

Address Line 2

East Kilbride Road

Address Line 3

East Kilbride

Save Close

Icons

Handy
Hint

Don't forget to save your contact details!

Opting Out

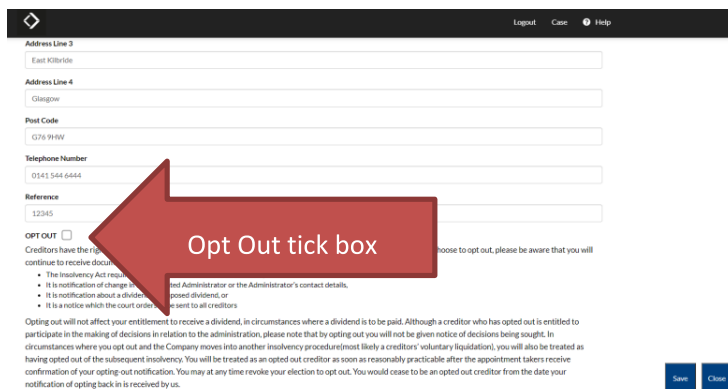
You have a right to opt-out of receiving the majority of Notifications. Some Notices will still be issued to you irrespective of your decision to Opt Out.

Ideally we do not want you to Opt Out as we would like you to stay involved in this process. But it is your choice, and there will be some information to read about Creditor Rights to Opt Out.

At the bottom of the screen is some information about opting out. Please read this carefully.

Should you wish to opt out from receiving information in relation to these proceedings, then add the tick to the box.

We do not recommend that you opt out, but you may choose.



Updating Your Bank Details

If the Office Holder allows you to update your bank details using their Unique Login, then this is possible. Please note, that if the Office Holder has chosen to not let you update your bank details, then the [Creditor Bank Details] button will not appear.

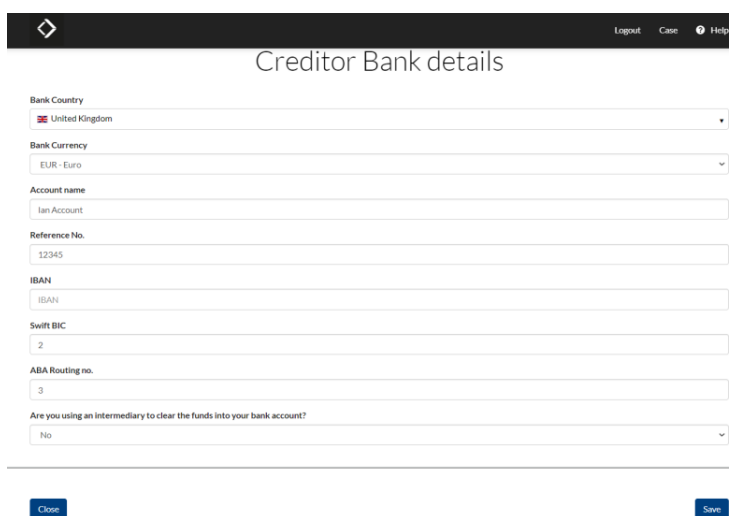
The initial screen will look like this:

My Creditor Details

Name : Donald Duck
Thornton Lodge, East Kilbride Road, East Kilbride,
Glasgow, G76 9HW
ian.carson@turnkey-ips.com
Claim Status : Downloaded by Firm
Claim Amount : 300.00
[Manage My Details](#)
[Manage My Bank Details](#)
[View/Resubmit Claim](#)
[Vote](#)

Click here

Enter your relevant bank details onto the screen and click [Save]



Click Here



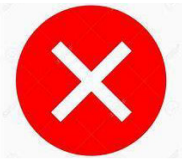
Please then send your bank details on your official Letterhead either by Post or via "Submitting Evidence" (see below).

The Office Holder automatically gets notified that you have changed your bank details. However, they will only approve them for use on a case once they have received your Letterhead confirmation.

This is in order to help prevent any potential fraud.

LODGING A CLAIM

If you are owed money in these proceedings, you can lodge your claim and proof of debt via the Portal using your Unique Login details.

Unique Login	General Login
	
Yes it can be done	No it can't be done

Once submitted, the information is transmitted to the Office Holder and you can keep track of the claim progress by Check Claim Status (see below)

After logging in with your Unique Log in details, you can Submit your claim:

My Creditor Details

Name : Jane Black Enterprises Ltd

✉ jane.black@turnkey-ips.com

Claim Status : AWAITED

Manage My Details

Manage My Bank Details

Submit Claim

Decision Process

Vote

Click here

You see:

On the left hand side of the screen you will see your contact detail (you cannot amend them here – there is a link at the top to take you to the section where details can be amended – See “Updating Contact & Bank Details” above).

You will need to complete the details on the right hand side.

Creditor Claims for case Cayman Virtual Meeting Test Case Limited

Complete. Save then Submit this form to make an online claim against this Debtor.

When you have finished populating the CLAIM DETAILS section, click the SAVE button then click the SUBMIT CLAIM button to submit your claim to the IP dealing with this case.

Please enter a claim value before proceeding

Contact Details

Should you wish to amend your personal details, please do so through the manage my details section [here](#)

Name

Jane Black Enterprises Ltd

Contact Name

Contact name

Company Registration Number

Company Registration Number

Country or territory of incorporation

Country or territory of incorporation

Claim Details

Mandatory section

Claim Amount (including VAT and uncapitalised interest) *

0.00

Date Incurred Details *

Particulars of how and when the debt incurred

Date of Proof DD/MM/YYYY *

Save Claim

Work your way down the right hand side of the Claim form until you get to the bottom.

Position with or relation to Creditor

Position to Creditor

Alt Address Line 1

Address Line 1 (if person different from contact)

Alt Address Line 2

Address Line 2 (if person different from contact)

Alt Address Line 3

Address Line 3 (if person different from contact)

Alt Address Line 4

Address Line 4 (if person different from contact)

Alt Post Code

Post Code (if person different from contact)

Are you the sole shareholder of the Creditor? ☐

Save Claim

Keep going entering all the relevant information, or stating “Not Applicable” if that is the case.

You can save regularly using the [Save] icon.

If you wish to submit evidence to support your claim see “Submitting Evidence” below. Please only provide the evidence if the Office Holder requests you to do so.

Supporting Documents

Choose one or many files to upload (PDF only)

Please select a document type

Invoice

File Name

Save

Save Claim

Make sure you carry on scrolling to the very bottom of the screen

After you have saved your claim form, a button will appear AT THE VERY BOTTOM below the submitting documents section

Click on [Submit Claim]



Your claim is not submitted until you have clicked the [Submit Claim] button.

Supporting Documents

Choose one or many files to upload (PDF only)

Please select a document type

Invoice

File Name	Document Type	Delete	View
Portal Guide.pdf	Invoice		

* Denotes a mandatory field

Click Submit Claim

You will be asked whether you want to submit the claim

If you are ready to transmit the data, Click [Yes]

Supporting Documents

Choose one or many files to upload (PDF only)

Please select a document type

Invoice

File Name	Document Type	Delete	View
Portal Guide.pdf	Invoice		

Are you sure you want to Submit your Claim?

YES NO

Submit Claim

You should receive the following confirmation message:

Click [OK]

Message from webpage

Claim submitted. The firm dealing with this case has been notified of your claim.

OK

If the screen does not automatically close after submitting the claim, then select [Close]



Selecting [Close] without clicking [Submit Claim] means that the form has not been sent to the Office Holder.

Supporting Documents

Choose one or many files to upload (PDF only)

Please select a document type

Invoice

File Name	Document Type	Delete	View
Portal Guide.pdf	Invoice		

Are you sure you want to Submit your Claim?

YES NO

Click Here to Close

Handy Hint

Save your progress regularly, or you may lose the information

Handy Hint

Save everything again before you close the screen

SUBMITTING EVIDENCE

Once you have logged in using your Unique Login, and found your way to the “Lodging a Claim” (see above) section, you may wish to submit evidence to the Office Holder.

Unique Login	General Login
	
Yes it can be done	No it can't be done



Documents to be submitted MUST be in PDF formats.



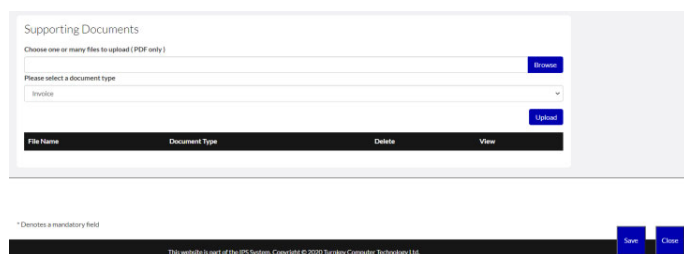
Make sure all of your evidence is saved in a PDF format first.

This facility can be used to submit the following documents:

- Invoice
- Proof of Debt Form
- Bank Statement
- Questionnaire
- Contract / Agreement
- Statement of Account
- Opt Out Form
- Committee Nomination Form

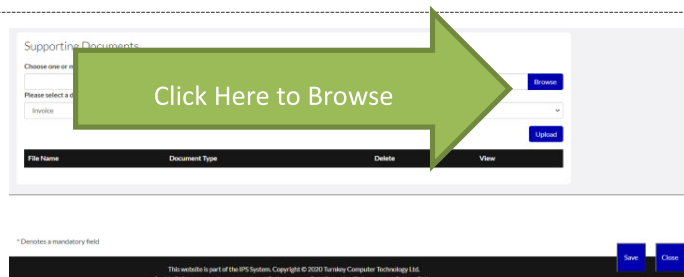
As you can see, the facility is not just for submitting evidence to support your claim.

You can submit evidence within the [Supporting Documents] section of the claim screen.



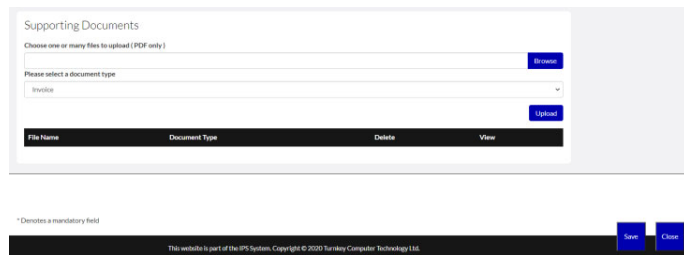
You may only upload PDF documents.

Use the Browse button to find your file(s)



The screenshot shows the 'Supporting Documents' form. A green arrow points to the 'Browse' button next to the 'Choose one or many files to upload (PDF only)' field. The form also includes a 'Please select a document type' dropdown menu with 'Invoice' selected, and an 'Upload' button. Below the form is a table with columns: File Name, Document Type, Delete, and View. At the bottom, there is a footer with a copyright notice and 'Save' and 'Close' buttons.

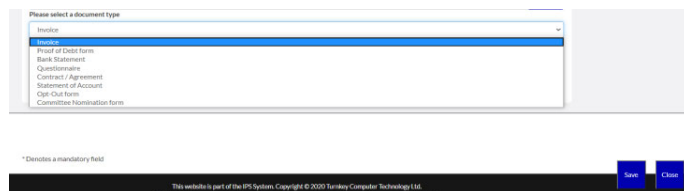
It is helpful if you tell us what the nature of the supporting documents are by selecting from the drop down menu



The screenshot shows the 'Supporting Documents' form. The 'Please select a document type' dropdown menu is open, showing a list of options: Invoice, Proof of Debt Form, Bank Statement, Questionnaire, Contract / Agreement, Statement of Account, Opt Out form, and Committee Nomination form. The 'Upload' button is visible below the dropdown. The footer includes a copyright notice and 'Save' and 'Close' buttons.

The options are:

- Invoice
- Proof of Debt Form
- Bank Statement
- Questionnaire
- Contract / Agreement
- Statement of Account
- Opt Out Form
- Committee Nomination Form



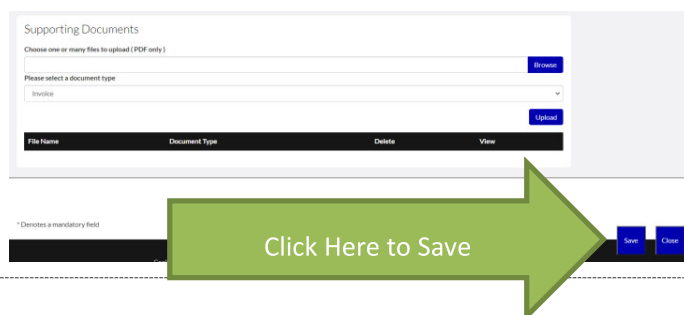
The screenshot shows the 'Supporting Documents' form. The 'Please select a document type' dropdown menu is open, showing a list of options: Invoice, Proof of Debt Form, Bank Statement, Questionnaire, Contract / Agreement, Statement of Account, Opt Out form, and Committee Nomination form. The 'Upload' button is visible below the dropdown. The footer includes a copyright notice and 'Save' and 'Close' buttons.

Select [Upload]



The screenshot shows the 'Supporting Documents' form. A green arrow points to the 'Upload' button. The form includes the 'Choose one or many files to upload (PDF only)' field, the 'Please select a document type' dropdown menu, and the 'Upload' button. Below the form is a table with columns: File Name, Document Type, Delete, and View. At the bottom, there is a footer with a copyright notice and 'Save' and 'Close' buttons.

Remember to [Save]



The screenshot shows the 'Supporting Documents' form. A green arrow points to the 'Save' button at the bottom right. The form includes the 'Choose one or many files to upload (PDF only)' field, the 'Please select a document type' dropdown menu, and the 'Upload' button. Below the form is a table with columns: File Name, Document Type, Delete, and View. At the bottom, there is a footer with a copyright notice and 'Save' and 'Close' buttons.

Make sure you carry on scrolling to the very bottom of the screen

After you have saved your evidence, a button will appear AT THE VERY BOTTOM below the submitting documents section

Click on [Submit Claim]



Your evidence is not submitted until you have clicked the [Submit Claim] button.

This action will send everything to the Office Holder.

You will be asked whether you want to submit the claim

If you are ready to transmit the data, Click [Yes]

You should receive the following confirmation message:

Click [OK]

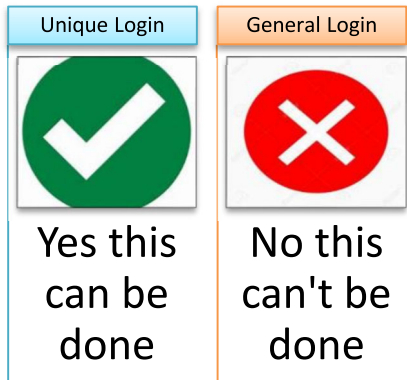
If the screen does not automatically close after submitting the evidence, then select [Close]



Selecting [Close] without clicking [Submit Claim] means that the evidence has not been sent to the Office Holder.

CHECK CLAIM STATUS

This is where you can check to see how your claim is progressing, after logging in using your Unique Login details.



You can see the status of your claim here

My Creditor Details

Name : Donald Duck

📍 Thornton Lodge, East Kilbride Road, East Kilbride, Glasgow, G76 9HW

✉ ian.carson@turnkey-ips.com

Claim Status : Downloaded by Firm

Claim Amount : 300.00

[Manage My Details](#)

[Manage My Bank Details](#)

[View/Resubmit Claim](#)

[Vote](#)

Claim Status

You can also view or resubmit your claim here

My Creditor Details

Name : Donald Duck

📍 Thornton Lodge, East Kilbride Road, East Kilbride, Glasgow, G76 9HW

✉ ian.carson@turnkey-ips.com

Claim Status : Downloaded by Firm

Claim Amount : 300.00

[Manage My Details](#)

[Manage My Bank Details](#)

[View/Resubmit Claim](#)

[Vote](#)

Click here

Status Meaning

Status: Awaited

- Please submit your claim electronically.

Status: Downloaded by Firm

- This means that the claim form has been started, but not yet submitted to the Office Holder.

Status: Submitted

- This means you have submitted your claim, the office holder is aware of your claim but has not yet processed it.

Status: Received

- This means the office holder has received your claim. They are currently evaluating it for admitting for voting and/or dividend purposes.

Status: Admitted

- This means your claim has been admitted for dividend purposes. You do not need to submit a further claim under this account.

Status: Admitted/Rejected

- The office holder has agreed part of your claim and rejected the balance. You will receive correspondence in relation to this.

Status: Rejected

- The office holder has rejected your claim entirely. You will receive correspondence in relation to this.