



Using “My Case”

You can access My Case from our main website:

- <https://www.ringroselaw.co.uk> and then select “My Case” from the “Contact Us” menu.

From the home screen click “Please Login”.

You will have been sent your access details via email with your password sent to your registered mobile number as a text message. If you need a reminder or to reset your password, please contact your case handler by telephone during office hours when they will ask you security questions before resetting it for you. Contact details for our offices can be found here - <https://www.ringroselaw.co.uk/contact-us/>

A successful login will take you to your home page, from here you have access to:

- **My Case** – details on your case and the case history.
- **Upload Docs** - allows you to upload documents to your case.
- **Secure Documents** – securely access documents containing personal information in relation to your case.
- **Your Address & Your Branch** – maps showing your location and our office locations with the facility to “Get Directions” using Google maps.
- **Tweets & News & Local Weather** – latest news and information from Ringrose Law.
- **Send Message** – allows you to send us a message and request a call back from your case handler.



My Case

There are 2 areas to your case, **Enquiry** and **History**.

Enquiry shows the main details of your case.

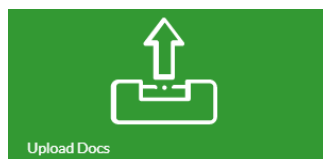
History lists the activity and documents on your case.

There are 2 options for viewing them:

- Clicking  will toggle between list view and timeline view.
- Clicking the icon in the “Document” column will open the open the document which you then have the option of downloading or printing.

Clicking “View History” will take you back to the main history screen.

To return to your home page, click the “Squares” icon in the top left corner.



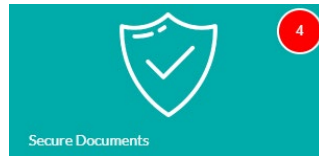
Upload Docs

This section gives you the ability to upload documents to your case, this is for sensitive or personal documents that need to be sent to us securely.

- Enter a message so that your case handler will know what needs to be done with the document.
- Click on “browse” to open your local file manager and select the file.
- If you wish to add multiple files. Click the “Add” button and browse to find and add the file.
- If you wish to remove a file selection, click the “Red Cross” to remove that file from the uploader.
- When finished, click “Upload”.

The files will then upload securely to our system where your case handler will process them accordingly. Once processed they will be visible in “My Case” if necessary.

To return to your home page, click the squares icon in the top left corner.



Secure Documents

If we need to send you documents containing sensitive or personal information, we will send them to you via “Secure Documents”. You will be able to view the document in the Secure Documents section or the link in the email notifying you that a document has been sent.

All your secure documents for this case will be shown here, clicking the document will open it after you have entered your password to login. There are also options to print or to download the document. Once you have finished, clicking the browser back arrow will take you back to the Secure Docs section.

To return to your home page, click the squares icon in the top left corner.



Send Message

You can send your case handler a message, simply enter the “Subject” and your “Message”. If you would like to request a “Call Back”, select “Yes” from the call back drop down and enter a “Date and Time”.

Once complete, clicking the “Submit” button in the bottom right hand corner will send the message to your case handler who will deal with it accordingly.

We hope that you find using My Case a positive and useful experience, if you would like to give us your feedback please send us a message or contact us from our website.

Thank you.

Ringrose Law