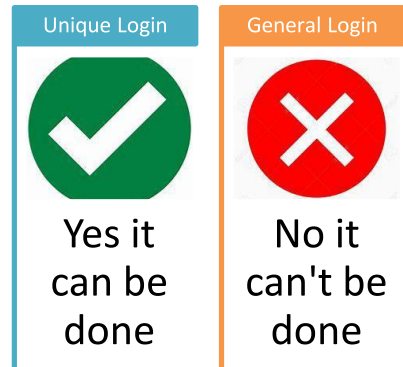


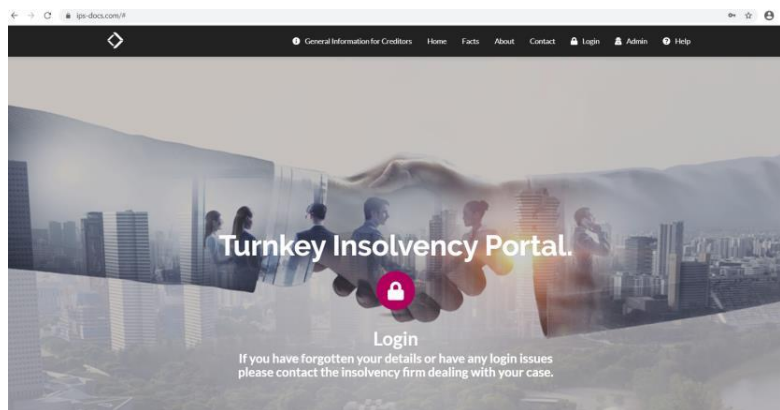
# Portal Guide for Creditors

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:

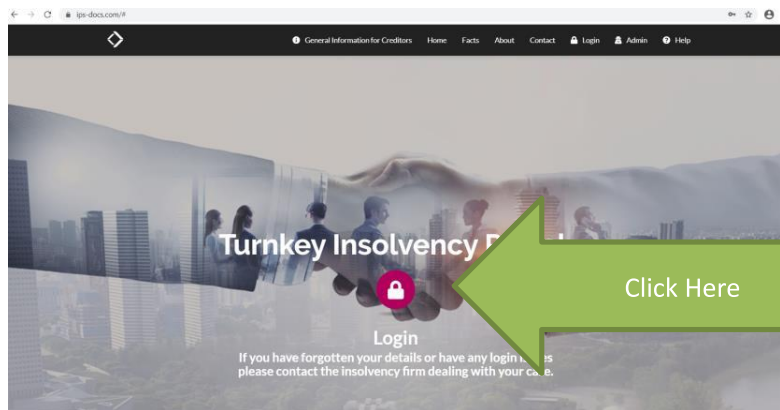


Go the Creditor Portal webs

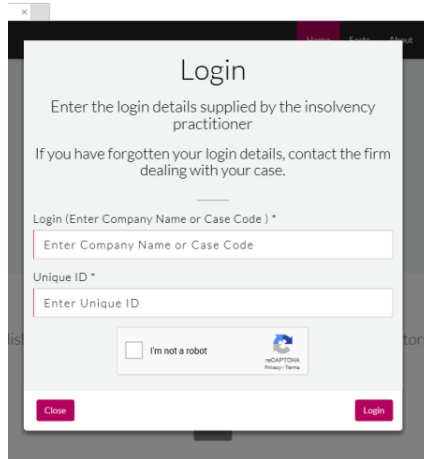
You will see the following:



Click on the padlock to login



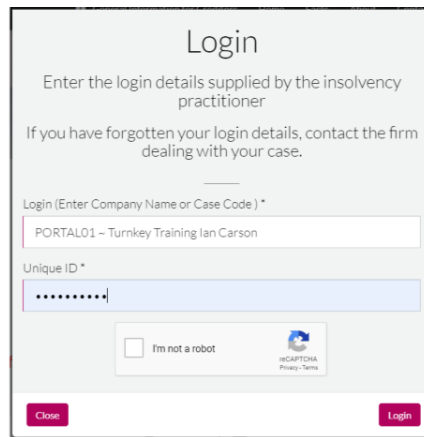
This will provide you with the following:



The screenshot shows a 'Login' form with the following elements:

- Title: Login
- Instruction: Enter the login details supplied by the insolvency practitioner
- Help text: If you have forgotten your login details, contact the firm dealing with your case.
- Form label: Login (Enter Company Name or Case Code) \*
- Input field: Enter Company Name or Case Code
- Form label: Unique ID \*
- Input field: Enter Unique ID
- Checkbox: I'm not a robot (unchecked)
- Image: reCAPTCHA logo with links for Privacy and Terms
- Buttons: Close (left), Login (right)

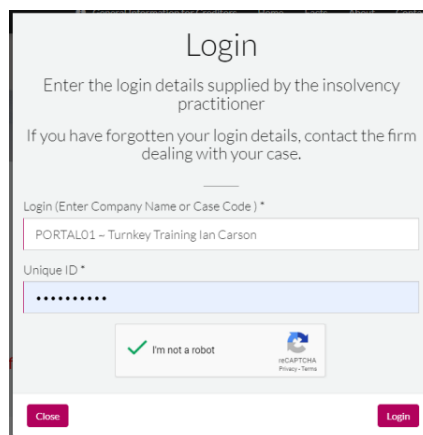
Enter the case name  
or  
(ideally) the Case Code log in  
you have been provided with  
Enter the password (ideally your  
Unique login password)  
The case (if found) should tell  
you the name of the Insolvency  
Practitioner firm looking after  
the proceedings.



The screenshot shows the login form with the following elements:

- Title: Login
- Instruction: Enter the login details supplied by the insolvency practitioner
- Help text: If you have forgotten your login details, contact the firm dealing with your case.
- Form label: Login (Enter Company Name or Case Code) \*
- Input field: PORTAL01 - Turnkey Training Ian Carson
- Form label: Unique ID \*
- Input field: Masked with 8 dots
- Checkbox: I'm not a robot (unchecked)
- Image: reCAPTCHA logo with links for Privacy and Terms
- Buttons: Close (left), Login (right)

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]



The screenshot shows the login form with the following elements:

- Title: Login
- Instruction: Enter the login details supplied by the insolvency practitioner
- Help text: If you have forgotten your login details, contact the firm dealing with your case.
- Form label: Login (Enter Company Name or Case Code) \*
- Input field: PORTAL01 - Turnkey Training Ian Carson
- Form label: Unique ID \*
- Input field: Masked with 8 dots
- Checkbox: I'm not a robot (checked)
- Image: reCAPTCHA logo with links for Privacy and Terms
- Buttons: Close (left), Login (right)



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.

The screenshot shows the 'Email Verification' form. It has a title 'Email Verification' and two paragraphs of instructions. Below the instructions are two input fields: 'Name' with a red error message 'This field is required.' and 'Email Address \*'. At the bottom, there is a checkbox for 'Automatically subscribe for email notifications on published documents, decisions or news items' which is checked. There are 'Close' and 'Confirm' buttons at the bottom.

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

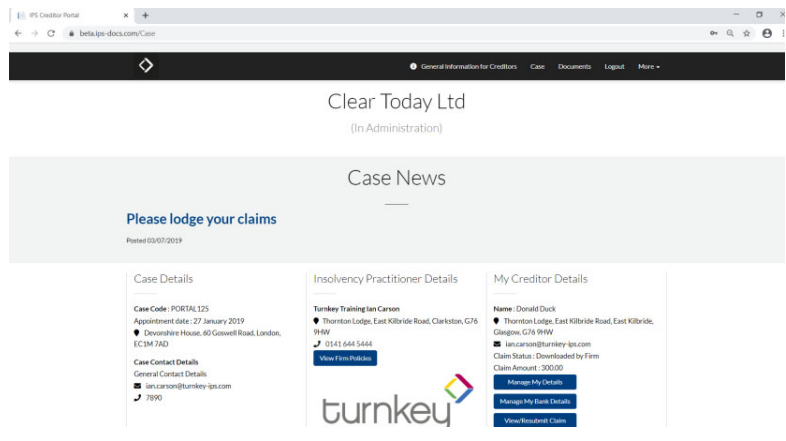
We advise you to use the drop down menu to increase the number of days this pin code will be valid for.

The screenshot shows the 'Pin Verification' form. It has a title 'Pin Verification' and instructions to enter a 6-digit pin code. Below the instructions are a 'Pin Code \*' input field, a 'Reuse pin code' checkbox which is checked, and a dropdown menu currently set to '30 Days'. There are links for 'Resend PIN code by Email' and 'Get PIN code by SMS'. A green arrow points to the dropdown menu with the text 'No of Days Pin is valid for'. There are 'Close' and 'Confirm' buttons at the bottom.

Click on [Confirm]

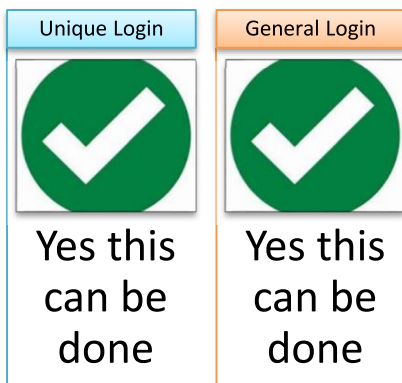
This screenshot is identical to the previous one, showing the 'Pin Verification' form. A green arrow points to the 'Confirm' button at the bottom right with the text 'Click here'.

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.

Handy  
Hint

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

◆
General Information for Creditors
Case
Documents
Logout
More ▾


Clear Today Ltd

(In Administration)

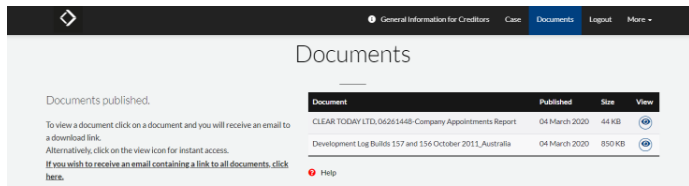
Case News

[Please lodge your claims](#)

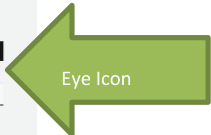
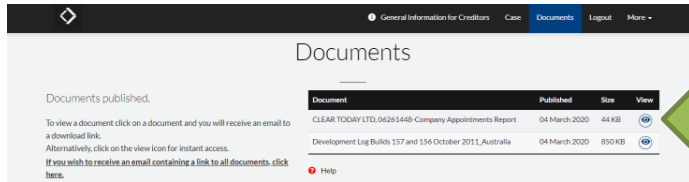
Posted 03/07/2019

<p style="font-size: 0.8em; margin: 0;">Case Details</p> <p style="font-size: 0.7em; margin: 0;">Case Code: PORTAL125 Appointment date: 27 January 2019 Devonshire House, 60 Goswell Road, London, EC1M 7AD</p> <p style="font-size: 0.7em; margin: 0;">Case Contact Details General Contact Details ian.carson@turnkey-ips.com 7890</p>	<p style="font-size: 0.8em; margin: 0;">Insolvency Practitioner Details</p> <p style="font-size: 0.7em; margin: 0;">Turnkey Training Ian Carson Thornton Lodge, East Kilbride Road, Clarkston, G76 9HW 0143 644 5444 <a href="#" style="font-size: 0.6em; color: #0056b3; text-decoration: none;">View Firm Policies</a></p> 	<p style="font-size: 0.8em; margin: 0;">My Creditor Details</p> <p style="font-size: 0.7em; margin: 0;">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</p> <p style="font-size: 0.6em; margin: 0;"><a href="#" style="color: #0056b3; text-decoration: none;">Manage My Details</a></p> <p style="font-size: 0.6em; margin: 0;"><a href="#" style="color: #0056b3; text-decoration: none;">Manage My Bank Details</a></p> <p style="font-size: 0.6em; margin: 0;"><a href="#" style="color: #0056b3; text-decoration: none;">View/Resubmit Claims</a></p>
--	---	---

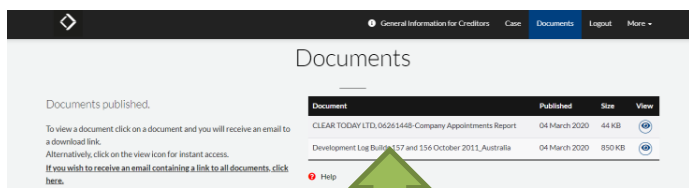
You will see



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



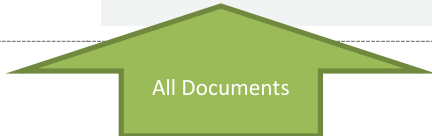
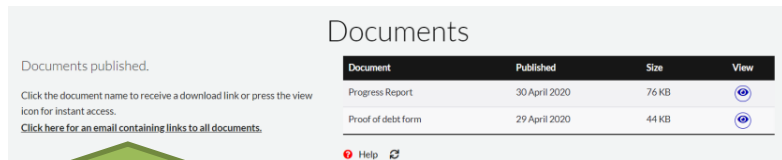
Alternatively, if you click on the document name you will be asked to supply an email address where the link to the document will be emailed.



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.



## 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.

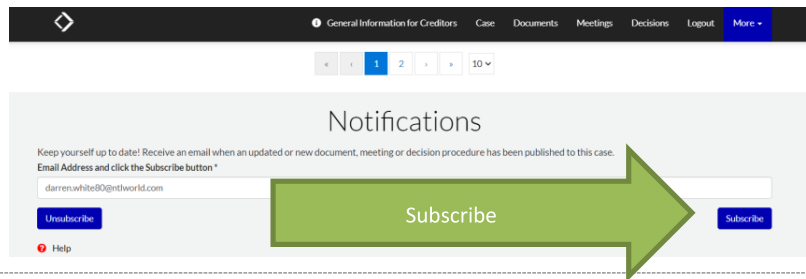
Unique Login	General Login
 Yes this can be done	 Yes this can be done

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



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](#)

## 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]

Click here



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.

🔍 Logout Case Help

### Creditor details

**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]!

🔍 Logout Case Help

### Creditor details

**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

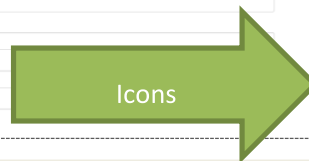
**Address Line 1**  
Thornton Lodge

**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

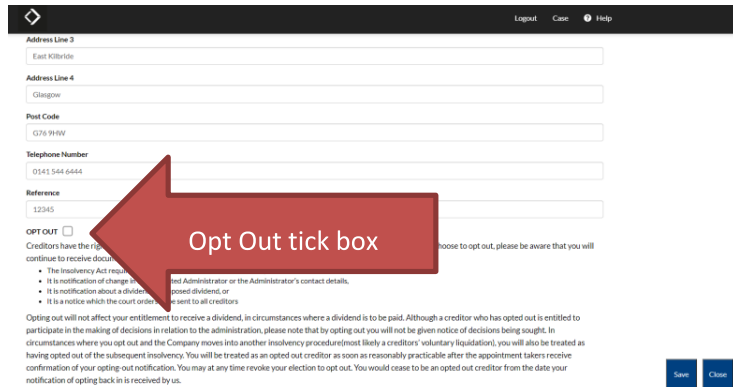
You have a right to opt-out of receiving the majority of Notifications. Some Notices will still be issued to you irrespective of your decision to Opt Out.

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.



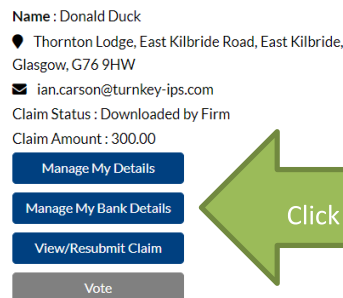
The screenshot shows a web form with several input fields: Address Line 3 (East Kilbride), Address Line 4 (Glasgow), Post Code (G76 9HW), Telephone Number (0141 544 6444), and Reference (12345). Below these fields is an 'OPT OUT' checkbox, which is highlighted by a large red arrow pointing to it with the text 'Opt Out tick box'. Below the checkbox is a block of text explaining the implications of opting out, including that it affects entitlement to receive a dividend and that the creditor will not be given notice of decisions being sought. At the bottom right of the form are 'Save' and 'Close' buttons.

### 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.

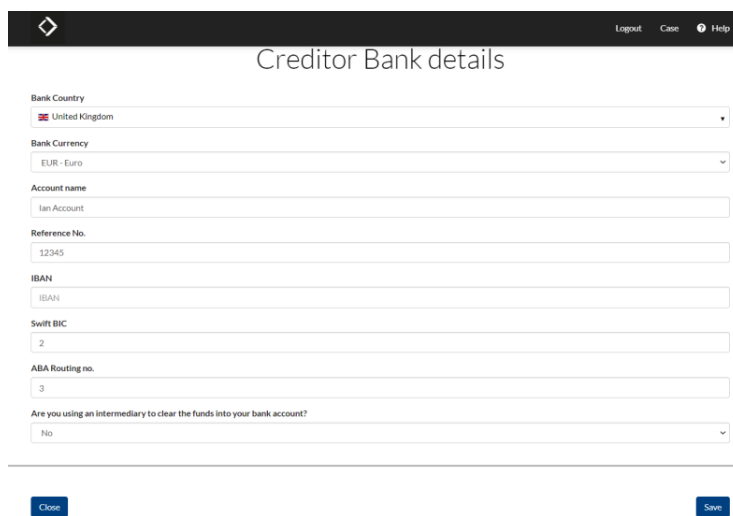
The initial screen will look like this:

### My Creditor Details



The screenshot shows the 'My Creditor Details' page. It displays the following information: Name: Donald Duck; Address: Thornton Lodge, East Kilbride Road, East Kilbride, Glasgow, G76 9HW; Email: ian.carson@turnkey-ips.com; Claim Status: Downloaded by Firm; Claim Amount: 300.00. Below this information are four buttons: 'Manage My Details', 'Manage My Bank Details', 'View/Resubmit Claim', and 'Vote'. A large green arrow points to the 'Manage My Bank Details' button with the text 'Click here'.

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



The screenshot shows the 'Creditor Bank details' form. It contains several dropdown menus and text input fields: Bank Country (United Kingdom), Bank Currency (EUR - Euro), Account name (Ian Account), Reference No. (12345), IBAN, Swift BIC (2), ABA Routing no. (3), and a dropdown for 'Are you using an intermediary to clear the funds into your bank account?' (No). At the bottom of the form are 'Close' and 'Save' buttons. A large green arrow points to the 'Save' button with the text '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.

## LOGGING 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



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.

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

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.

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.

The screenshot shows the 'Supporting Documents' form. At the bottom right, there is a blue button labeled 'Submit Claim'. A large green arrow points from the text 'Click Submit Claim' to this button.

You will be asked whether you want to submit the claim

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

The screenshot shows the 'Supporting Documents' form with a modal dialog box overlaid. The dialog box asks 'Are you sure you want to Submit your Claim?' and has 'YES' and 'NO' buttons. The 'Submit Claim' button is visible at the bottom right of the form.

You should receive the following confirmation message:

Click [OK]

The screenshot shows a 'Message from webpage' dialog box. It contains a yellow warning icon and the text: 'Claim submitted. The firm dealing with this case has been notified of your claim.' There is an 'OK' button at the bottom right.

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.

The screenshot shows the 'Supporting Documents' form with a modal dialog box overlaid. A large green arrow points from the text 'Click Here to Close' to the 'Close' button at the bottom right of the form.

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.



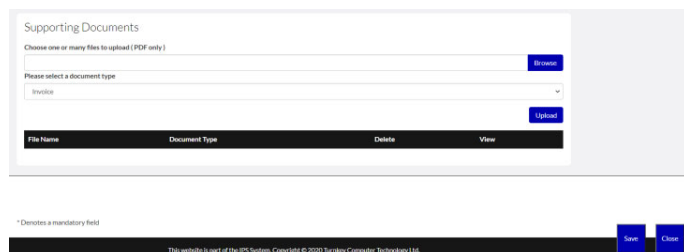
Make sure all of your evidence is saved in a PDF format first.

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.



Supporting Documents

Choose one or many files to upload (PDF only)

Please select a document type

Invoice

File Name	Document Type	Delete	View
-----------	---------------	--------	------

\*Denotes a mandatory field

This website is part of the IPS System. Copyright © 2020 Turnkey Computer Technology Ltd.

Save Close

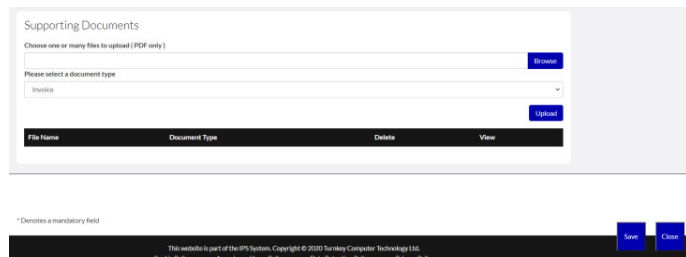
You may only upload PDF documents.

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. At the bottom, there is a table with columns for 'File Name', 'Document Type', 'Delete', and 'View'. A footer contains a copyright notice and 'Save' and 'Close' buttons.

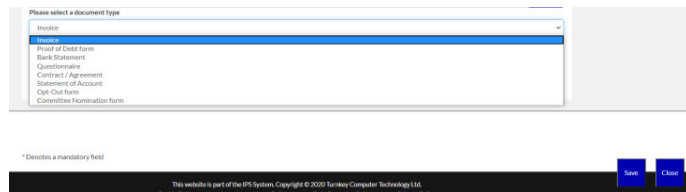
It is helpful if you tell us what the nature of the supporting documents are by selecting from the drop down menu



The screenshot shows the 'Supporting Documents' form with the 'Please select a document type' dropdown menu open. The form includes 'Browse' and 'Upload' buttons. A footer contains 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



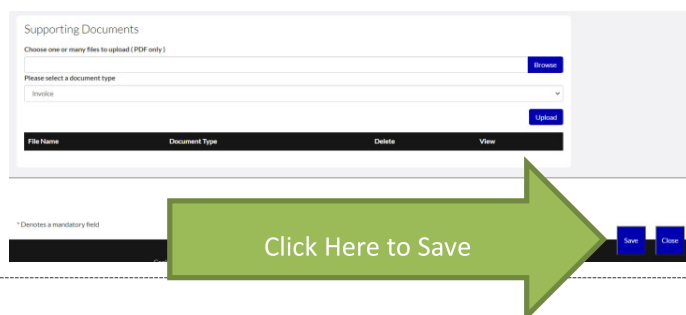
The screenshot shows the 'Supporting Documents' form with the 'Please select a document type' dropdown menu open, displaying a list of options: Invoice, Proof of Debt Form, Bank Statement, Questionnaire, Contract / Agreement, Statement of Account, Opt Out form, and Committee Nomination form. The form includes 'Browse' and 'Upload' buttons. A footer contains 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 'Browse' and 'Upload' buttons. A footer contains 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 'Browse' and 'Upload' buttons. A footer contains 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.

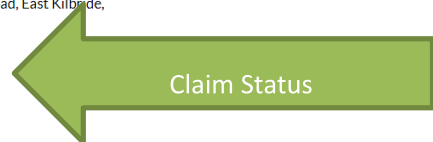
Unique Login	General Login
	
Yes this can be done	No this can't be done

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](mailto: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 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](mailto: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](#)



## 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.