

## Alternative Dispute Resolution System

# HOW TO ACTIVATE YOUR PROFILE?

1 Nov 2021 ADR/TUTORIAL

### HOW TO ACTIVATE YOUR PROFILE?

#### <u>STEP 1</u>

- If the user's registration application is successful, he will receive an email confirming that his profile has been created.
- The user will be provided a temporary password and link to complete the process.
- > It is imperative to follow the instructions provided in the email.

ADR Access Client Profile Created - Message (HTML)	• – • ×
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Delete Respond Quick Steps 5 Move Tags 5 Editing Immersive Zoom	^
ADR Access Client Profile Created	
To APPSAPPS	^
Dear APP 8 APP 8	
1. Your ADR ACCESS profile has successfully been created.	
2. To reset your password dick on the link below:	
https://www.adraccess.co.za/m/login.m	
<ol><li>Proceed to log in using the temporary password provided. Once logged in please follow the directions provided to reset your password.</li></ol>	
4. Temporary Password: ETYRANARAECES2	
<ol> <li>Once you have reset your password you will be requested to supply additional information required to complete your profile.</li> </ol>	
<ol> <li>Once the information has been made available you will then be positioned to register a dispute.</li> </ol>	
Should you for any reason experience any problems with resetting your password send your enquiry to our help desk at <u>support/fladraccess.co.za</u>	
Kind Regards The ADE Access Team	
Copyright 2021 ADR. Access,	v
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#### <u>STEP 2</u>

- The user is recommended to copy the temporary password provided before clicking on the link in the email.
- Once the user clicks on the link provided in the email, he will be taken to the ADR Access log in page.
- The user must then fill in his email address and then paste in the temporary password. Once done the user must click on the <u>LOG IN</u> button.



#### STEP 3

- > Once logged the user will be taken to the Reset Password Page.
- The user must then select a unique password unknown to others by following the directives provided.



#### STEP 4

- Once the password has been chosen the user will click on the <u>SUBMIT</u> button.
- The user will then receive an onscreen message that the password has successfully been reset.



#### <u>STEP 6</u>

- > To log in the user must then click on the **LOG IN** button.
- > The user will then be diverted to the ADR Access LOG IN Page. Once on the page the user must then log in using his email address and new password.



#### <u>STEP 7</u>

- > Once logged in the user will be diverted to their profile page.
- Before a user is able to create a new dispute and/or defend or make a settlement offer on an existing dispute he will be requested to complete some additional information to finalize his profile.
- A link is provided to click on in the notification message. Click on link and complete the requested information. Once finalized the user must click on the <u>SAVE</u> button.

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outstanding.						2021-10-26 18
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#### <u>STEP 8</u>

Once the user clicks on the <u>SAVE</u> button, he will receive a notification message confirming that the information provided has been saved.

The user will then be prompted to click on the <u>BACK</u> or <u>DISPUTE</u> buttons to be diverted back to their profile page.

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#### <u>STEP 9</u>

- Once the user is back on his profile page, he will be in a position to create a new dispute.
- However before creating a new dispute a user must purchase a credit. One credit will be required per new dispute created.

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