



Alternative Dispute Resolution System

HOW TO ACTIVATE YOUR PROFILE?

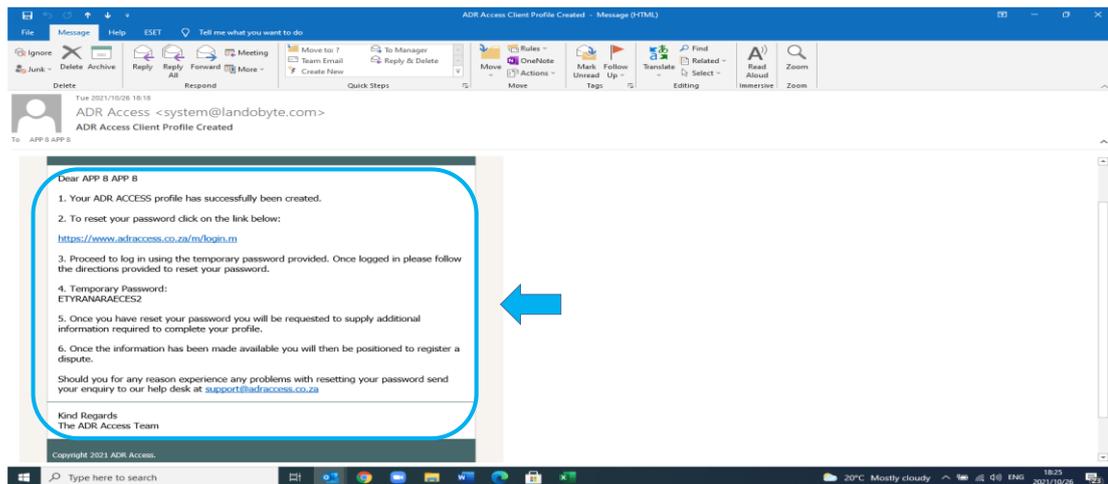
1 Nov 2021

ADR/TUTORIAL

HOW TO ACTIVATE YOUR PROFILE?

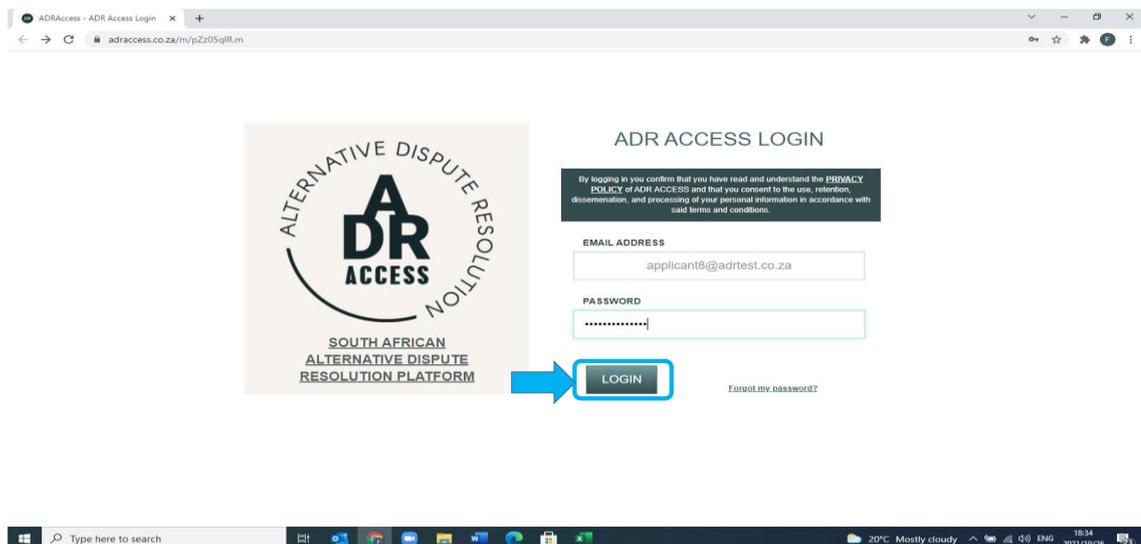
STEP 1

- 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.



STEP 2

- 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 **LOG IN** 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.

ADRAccess - Reset Password

adraccess.co.za/m/hOpnVX_b.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

NOTIFICATION 2021-10-26 18:36:34

- Your password has expired and must be reset before you can log in again.
- Please enter a new password to continue.

Reset Password

Enter new password

Password *

Verify Password *

SUBMIT

Password Rules:
 Must be 8 characters or longer.
 Must contain at least one lowercase character.
 Must contain at least one uppercase character.
 Must contain at least one number.
 Passwords will expire after 2 months.
 Passwords can only be re-used after 6 changes.

STEP 4

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

ADRAccess - Password Reset

adraccess.co.za/m/fxVcWt_5.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

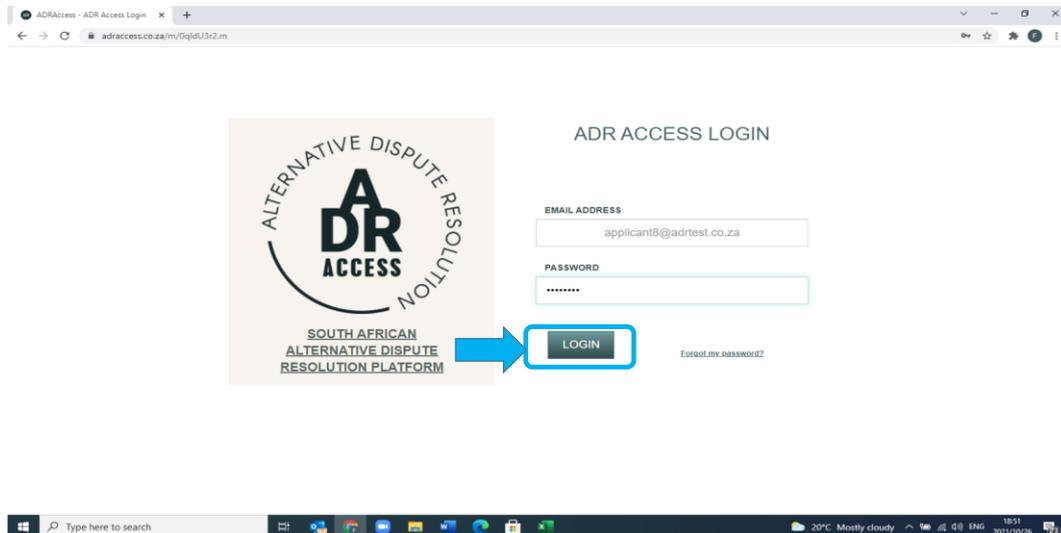
LOGIN

Password Reset

Your password has been successfully reset.

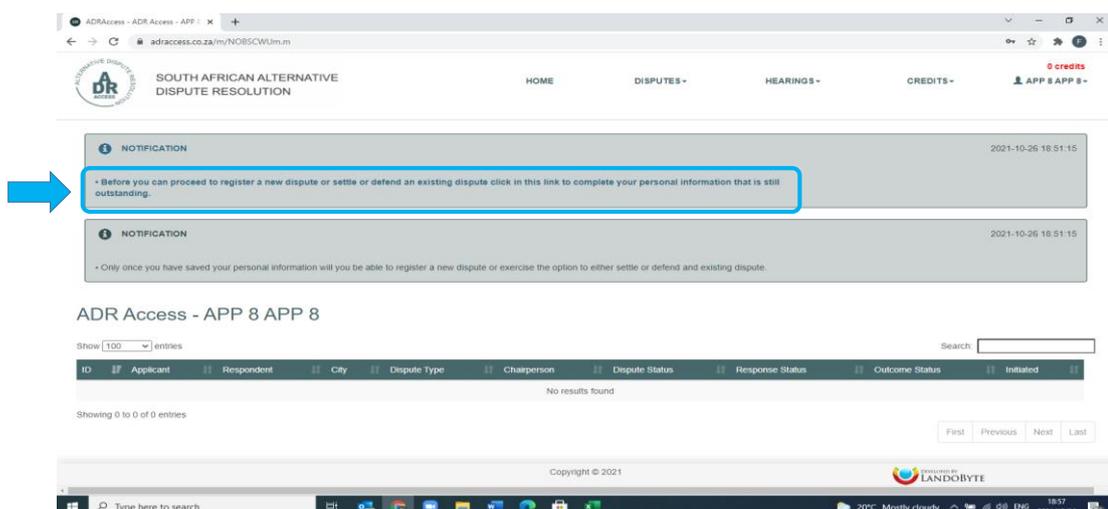
STEP 6

- 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.



STEP 7

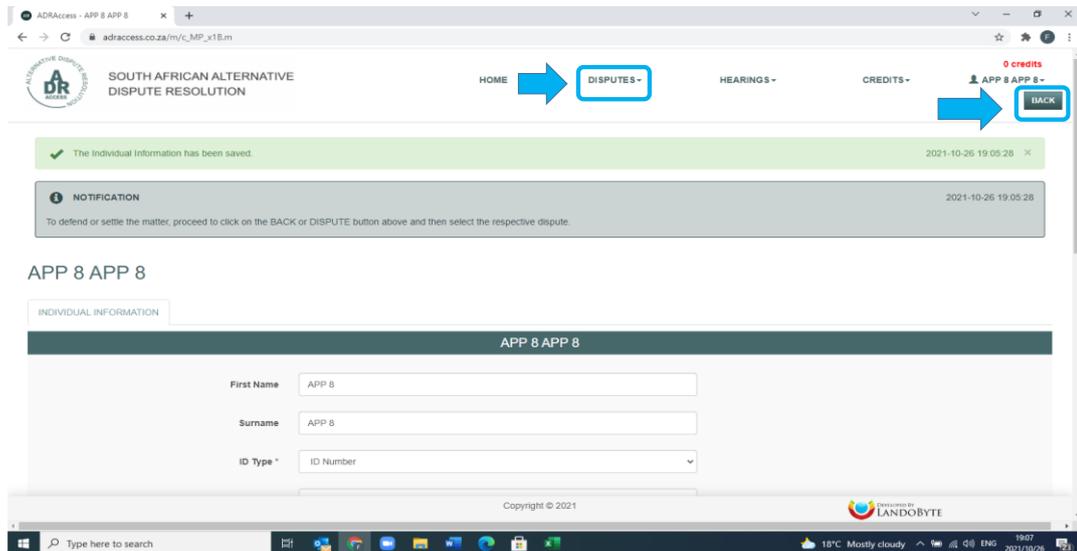
- Once logged in the user will be diverted to their profile page.
- Before a user is able to create a new dispute and/or defend or make a settlement offer on an existing dispute he will be requested to complete some additional information to finalize his profile.
- A link is provided to click on in the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



STEP 8

- Once the user clicks on the **SAVE** 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 **BACK** or **DISPUTE** buttons to be diverted back to their profile page.



STEP 9

- 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.

