



Alternative Dispute Resolution System

HOW TO DEFEND A DISPUTE

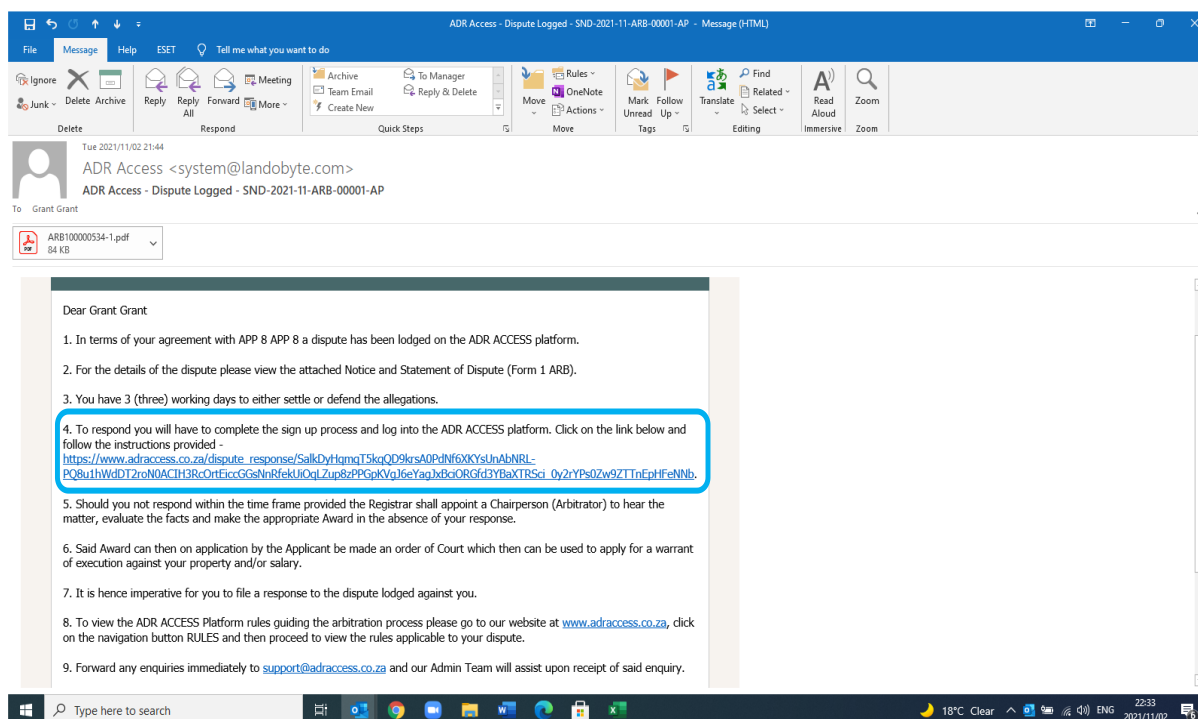
1 Nov 2021

ADR/TUTORIAL

HOW TO DEFEND A DISPUTE

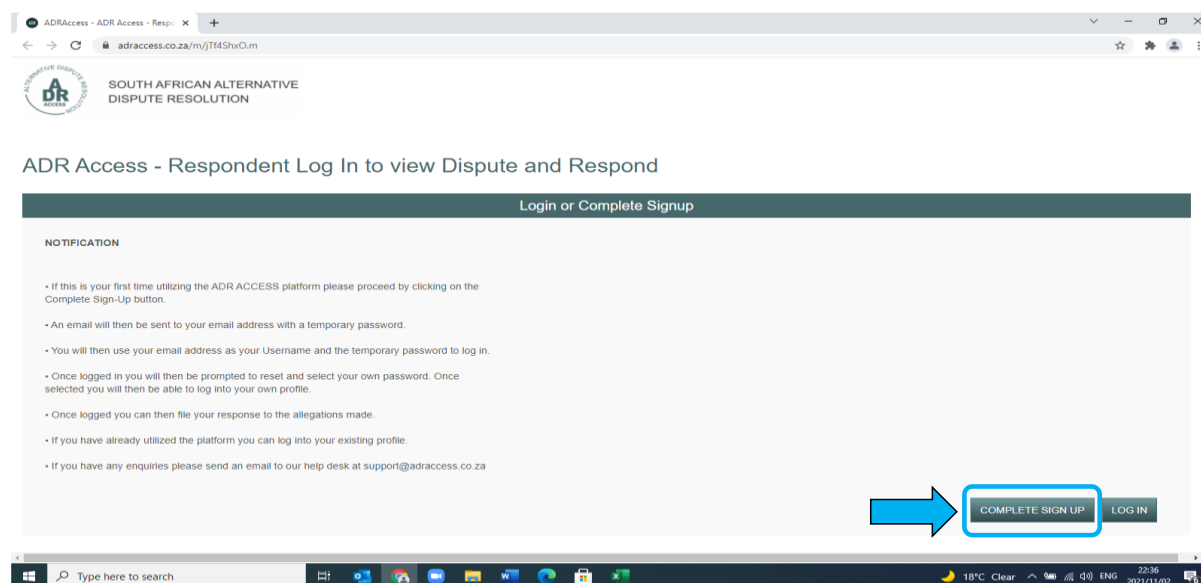
STEP 1

- Once a user (Applicant) has created and sent a dispute, the Respondent will receive an email and SMS informing him to respond within 3 working days. The Respondent can then either settle or defend the dispute.
- It is imperative that the Respondent follow the directions provided in the email.
- A Respondent must create a profile on the ADR Access platform before he will be able to settle or defend the dispute.



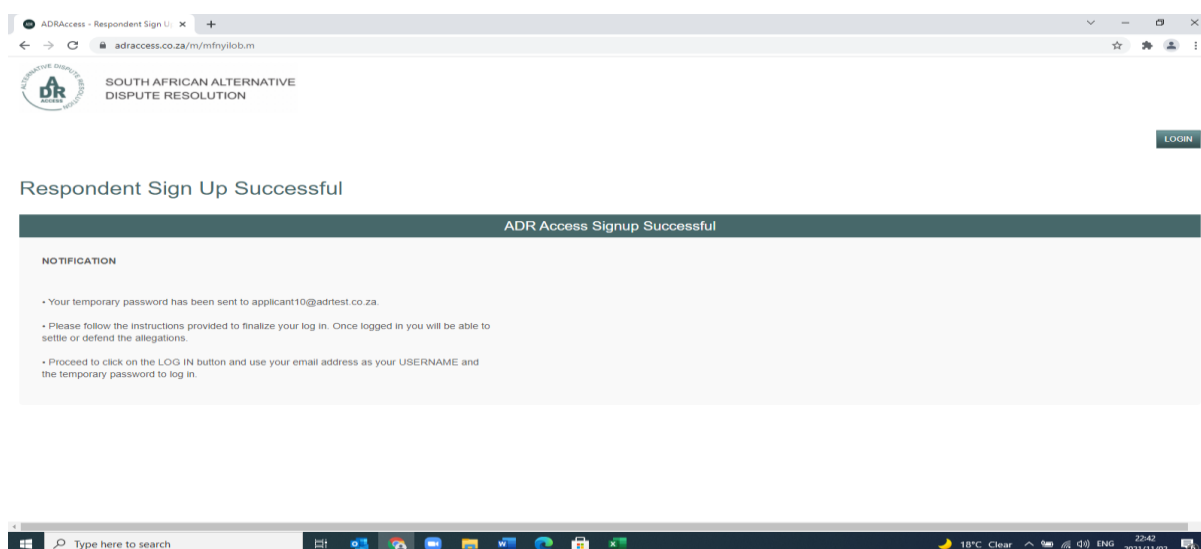
STEP 2

- Once the Respondent clicks on the sign-up link provided in the email, he will be diverted to a **LOG IN and COMPLETE SIGN-UP** page.
- First time Respondents will then proceed to click on **COMPLETE SIGN-UP** link on the bottom of the page. If the Respondent has a profile he will then proceed to log in as usual.
- It is imperative that the Respondent attentively read through the notification details provided.



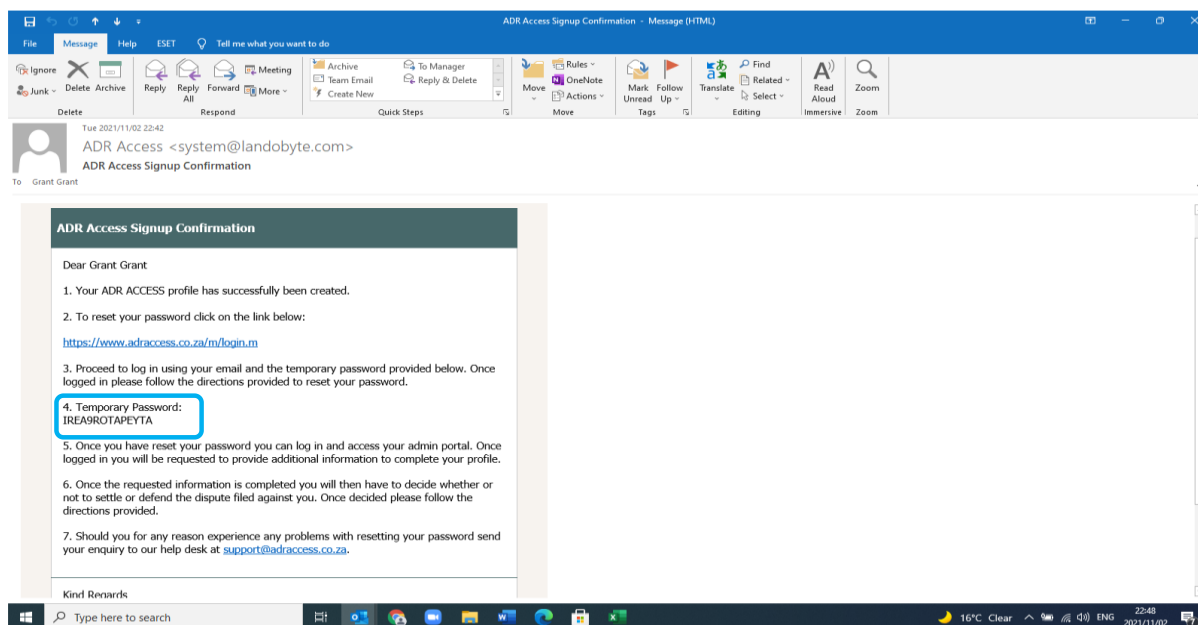
STEP 3

- Once a Respondent clicks on the COMPLETE SIGN-UP button, he will be diverted to a page informing him that his sign-up was successful and that a temporary password to log in has been sent to his email address.
- The Respondent will also receive an SMS informing him that his sign-up was successful and that an email with the necessary directions has been sent to him.



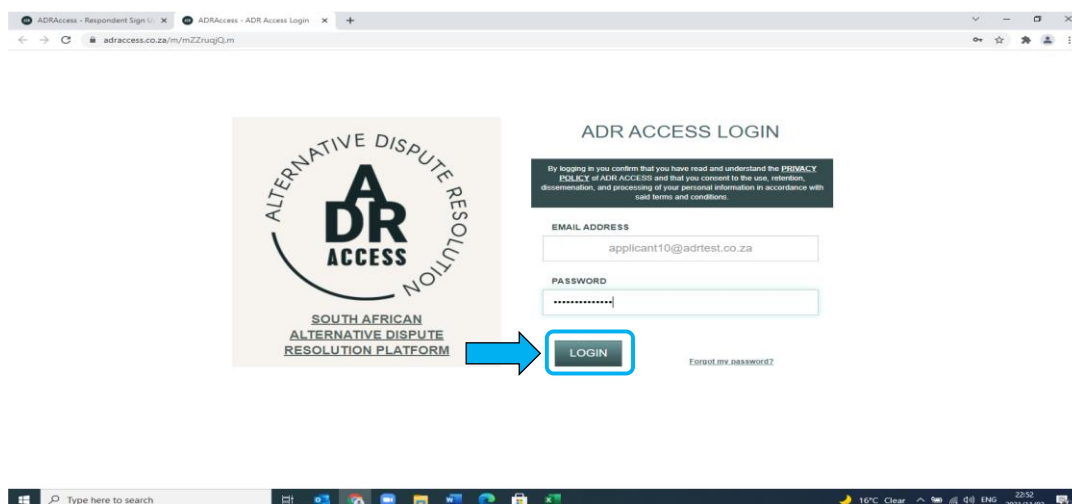
STEP 4

- 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 5

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



STEP 6

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

ADRAccess - Respondent Sign U | ADRAccess - Reset Password

adraccess.co.za/m/KFoot8ug.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

NOTIFICATION 2021-11-02 22:52:55

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 7

- 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 - Respondent Sign U | ADRAccess - Password Reset

adraccess.co.za/m/nTmKzDZw.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

LOGIN

Password Reset

Your password has been successfully reset.

STEP 8

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

ADR ACCESS LOGIN

By logging in you confirm that you have read and understand the **PRIVACY POLICY** of ADR ACCESS and that you consent to the use, retention, dissemination, and processing of your personal information in accordance with said terms and conditions.

EMAIL ADDRESS
applicant10@adrtest.co.za

PASSWORD

LOGIN

[Forgot my password?](#)

STEP 9

- 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.

ADR Access - Grant Grant

Notification: Before you can proceed to register a new dispute or settle or defend an existing dispute click in this link to complete your personal information that is still outstanding.

Notification: Only once you have saved your personal information will you be able to register a new dispute or exercise the option to either settle or defend an existing dispute.

ID	Applicant	Respondent	City	Dispute Type	Chairperson	Dispute Status	Response Status	Outcome Status	Initiated
SND-2021-11-ARB-00001-AP	APP 8 APP 8	Grant Grant	Sandton	Commercial	Not Assigned	Active	Not Received	N/A	2021-11-02 21:06:52

Showing 1 to 1 of 1 entries

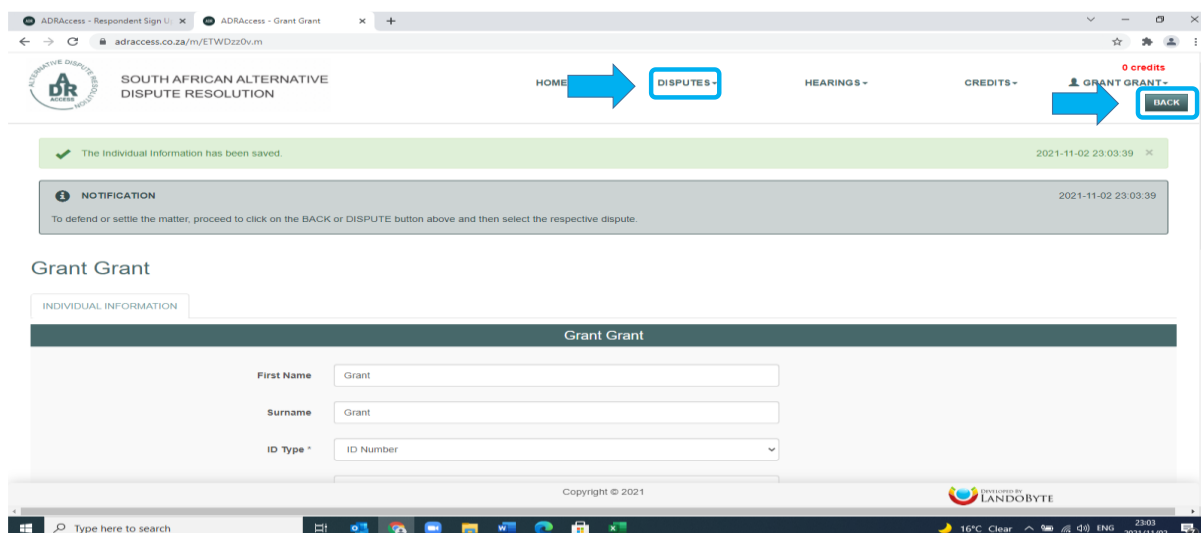
First Previous 1 Next Last

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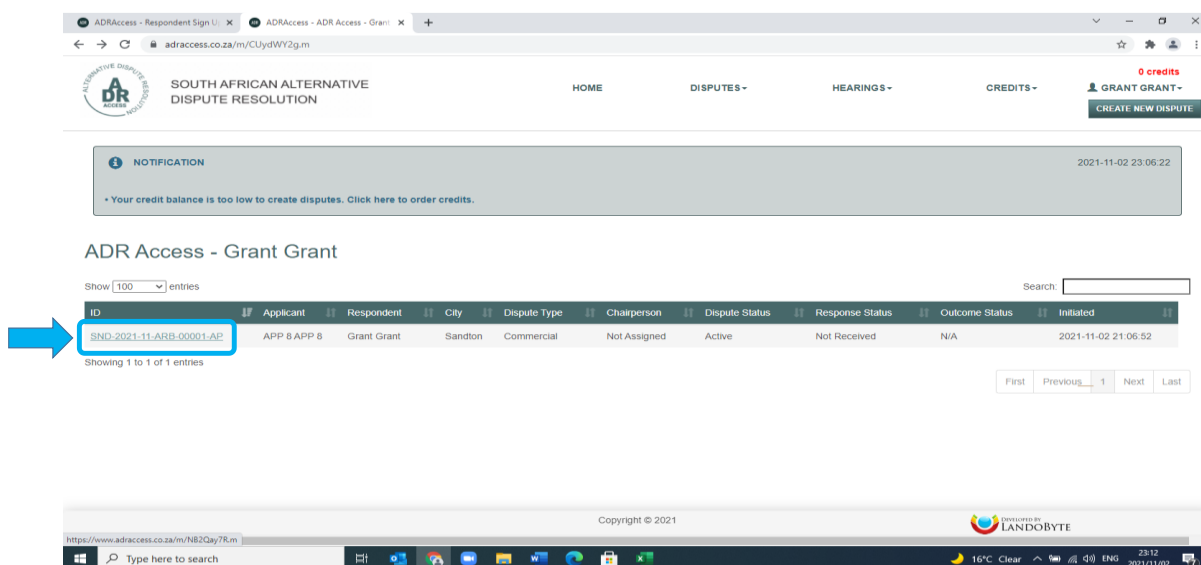
STEP 10

- Once the Respondent clicks on the **SAVE** button, he will receive a notification message confirming that the information provided has been saved.
- The Respondent will then be prompted to click on the **BACK** or **DISPUTE** buttons to be diverted back to their profile page.



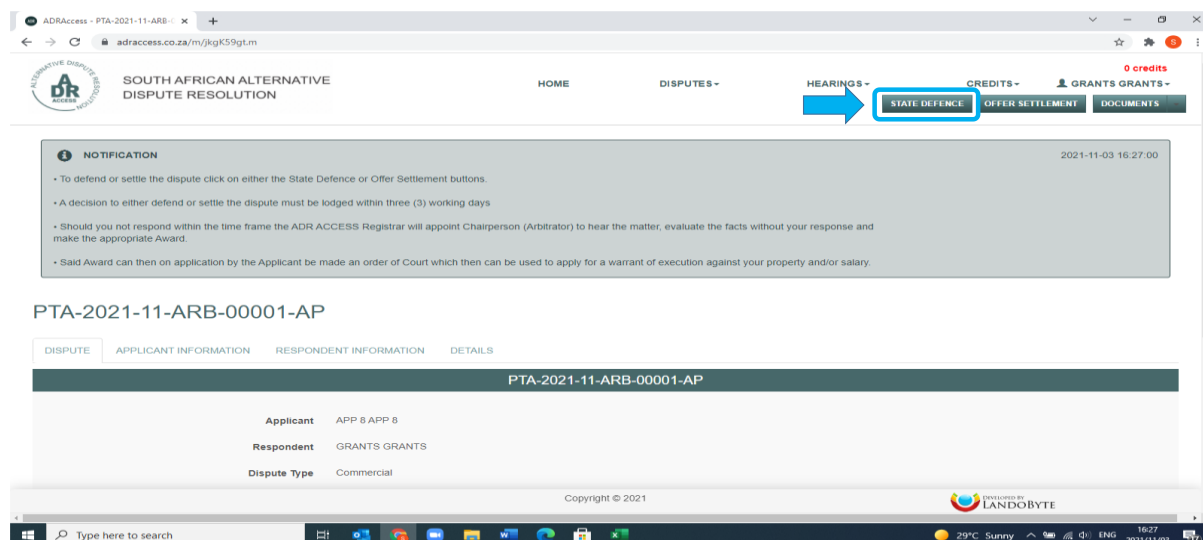
STEP 11

- Once the Respondent clicks on the BACK or DISPUTE button, he will be diverted back to his profile page.
- To settle or defend a dispute the Respondent does not require credits.
- To either settle or defend the dispute lodged against him the Respondent must then click on the specific dispute appearing on his list.



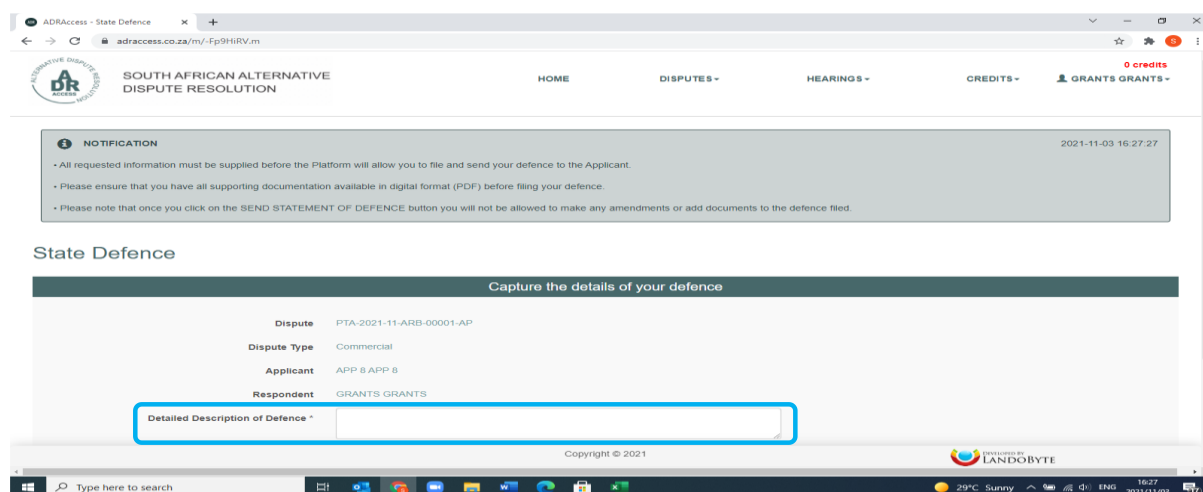
STEP 12

- Once the Respondent clicks on the specific dispute link, he will be diverted to the dispute itself.
- It is once again imperative that the Respondent follows the details as set out in the notification.
- The Respondent is now positioned to either settle or defend the dispute.



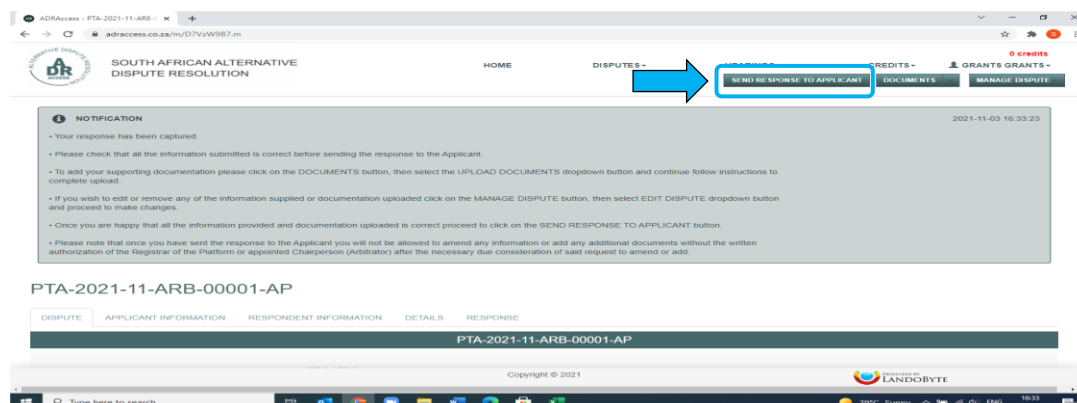
STEP 13

- If the Respondent wishes to defend the dispute, he then clicks on the **STATE DEFENCE** button.
- If the Respondent wishes to defend the dispute and in substantiation thereof wants to upload documentation it is important that he has the documentation available in PDF format before proceeding with lodging his defence.
- The Respondent will then be diverted to the STATE DEFENCE page where he will be requested to provide a description of his defence. To assist the Respondent in formulating his defence he can click on the **"CLICK HERE TO VIEW EXAMPLE"** link to view examples.
- Once completed the Respondent clicks on the **NEXT** button.



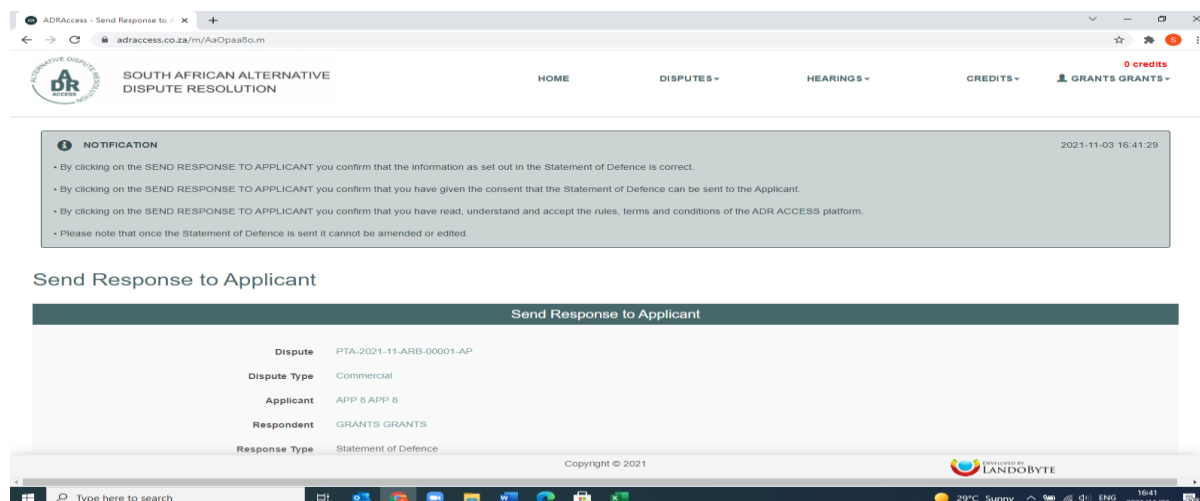
STEP 14

- After clicking on the NEXT button, the Respondent will be diverted to page requesting him to confirm details of defence and providing him with an opportunity to upload documentation in support of his defence.
- It is imperative for the Respondent to attentively read the notification before proceeding.
- If the Respondent is happy with the defence lodged and uploaded his documentation he can then click on the **SEND RESPONSE TO APPLICANT** button.



STEP 15

- After clicking on the SEND RESPONSE TO APPLICANT button, the Respondent will be diverted to a page where he needs to confirm the offer tabled, provide consent that offer can be sent to the Applicant and accepts the terms. Conditions and rules of ADR Access.
- If happy the Respondent, then clicks on the **SEND RESPONSE** button.



STEP 16

- Once the Respondent clicks on the SEND RESPONSE button, he will be diverted to a page with an onscreen message confirming that the Notice of Defence has been sent to the Applicant and that the Registrar will now proceed to appoint an Arbitrator to hear the dispute.
- The Applicant will then receive an email and SMS informing him that the Respondent is defending the dispute lodged.

The screenshot displays the ADRAccess web portal interface. At the top, the header includes the ADRAccess logo, the text "SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION", and navigation links: HOME, DISPUTES, HEARINGS, CREDITS, and a user profile for GRANTS GRANTS with 0 credits. A green notification bar states: "The Notice of Defence has been sent to the Applicant." with a timestamp of 2021-11-03 16:43:18. Below this, a grey notification bar states: "NOTIFICATION" with a timestamp of 2021-11-03 16:43:18, and a message: "The ADR Registrar shall now proceed to appoint a Chairperson (Arbitrator) to hear the dispute." The main content area shows the dispute ID "PTA-2021-11-ARB-00001-AP" and a table of details:

PTA-2021-11-ARB-00001-AP	
Applicant	APP 8 APP 8
Respondent	GRANTS GRANTS
Dispute Type	Commercial
Reference	PTA-2021-11-ARB-00001-AP
Chairperson	Not Assigned

The footer includes "Copyright © 2021" and the LANDOBYTE logo. The Windows taskbar at the bottom shows the date and time as 16:43 on 2021/11/03.