



*****PLEASE NOTE UPDATED EMAIL ADDRESS FROM THIS MORNINGS E-SHOT*****

Updated:

IMPORTANT Portal Support Services Update:

Trouble Shooting:

A new easy to use trouble shooting tab giving portal users the facility to self diagnose and instantly resolve common queries is available now at: http://www.rtapiclaimsprocess.org.uk/RTAPI_Help_Files/help_home.html

This facility is in the public area of the website so your member area log in details are not required to gain access.

'One Stop' Help Desk NOW LIVE:

A new 'one stop' Help Desk for the RTA PI Claims Process portal has gone live today.

The Help Desk is manned from 7am – 7pm Monday to Friday and 8am – 2pm on Saturday.

If you are experiencing difficulties which fall outside the advice and solutions provided in the trouble shooting section of the portal website please contact the help desk on:

Telephone number: **0844 257 0674**.

Email: Helpdesk@rapidclaimsettlement.org.uk