



\*\*\*\*Important Portal Bulletin\*\*\*\*

**What's available on the members area of <http://www.rtapiclaimsprocess.org.uk>?**

Use your unique user-id and password provided (please note this is a different user-id and password to the live Portal).

Tabs available and their functionality:

**A2A Schemas for claimant representatives and Insurers**

Technical specifications for the various A2A message types together with examples.

**Tech Specs**

Defines the functionality available within the A2A interface and how to make use of it.

**Training Notes**

This tab includes documents with information for organisations and individuals to refer to whilst training staff on the functionalities of the Portal

**User Guides/workarounds**

This tab includes comprehensive access to help and guidelines to all stages of the claims process when using the Portal. This tab will aid with queries such as - identifying what functionalities each Portal user has based on their user profile, ie administrators/claims handlers etc. how to reset user passwords and how to search the insurer and hospital indices.

**Registered insurers/compensators**

This tab provides a full and up to date list of all insurers and compensators registered within the Portal index. This list also provides access to the third party administrator (TPA) information if the insurer does not deal with claims directly.

To gain access to the members area of the website please use the following link:

[http://www.rtapiclaimsprocess.org.uk/RTAPI\\_members\\_Login.php](http://www.rtapiclaimsprocess.org.uk/RTAPI_members_Login.php)

**One Stop Portal Helpdesk**

Email: [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk)

Telephone: 0844 257 0674  
7am – 7pm Monday to Friday  
8am – 2pm Saturday

For information on the Portal and troubleshooting tab 'help support' see

[www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk)