

# Support email - standard answers

To record or see items which could be a feature: [Support email feedback](#)

	Standard answers
<b>Footer for support emails</b>	<ul style="list-style-type: none"><li>- Give us feedback and suggestions at: <a href="https://staff.helpwithcourtfees.service.gov.uk/feedback">https://staff.helpwithcourtfees.service.gov.uk/feedback</a></li><li>- For any support please email: <a href="mailto:helpwithfees.support@digital.justice.gov.uk">helpwithfees.support@digital.justice.gov.uk</a></li><li>- See online guidance at: <a href="https://staff.helpwithcourtfees.service.gov.uk/guide">https://staff.helpwithcourtfees.service.gov.uk/guide</a></li></ul> <p><b>Top tips</b></p> <p>For the best experience make sure you're using Firefox as your web browser</p> <p>You can set up a Firefox desktop shortcut by doing the following (this is optional)</p> <ul style="list-style-type: none"><li>- Right click on your desktop</li><li>- Select New &gt; Shortcut (see new_shortcut.jpg)</li><li>- Paste the following line (including " marks): "C:\Program Files\Mozilla Firefox\firefox.exe" <a href="https://staff.helpwithcourtfees.service.gov.uk/">https://staff.helpwithcourtfees.service.gov.uk/</a> into the Location field and click Next &gt;</li><li>- In the Name field, select firefox.exe and replace it with 'Help with fees'</li><li>- Click finish</li></ul>
<b>Password re-set</b>	<p>Would you try and reset your password again by following the instructions below. If you're still having issues, would you let me know a convenient time for me to call you tomorrow, so I can help you further.</p> <p>You can reset your password by following the steps below:</p> <ol style="list-style-type: none"><li>1. Open Mozilla Firefox</li><li>2. Go to <a href="https://staff.helpwithcourtfees.service.gov.uk">https://staff.helpwithcourtfees.service.gov.uk</a></li><li>3. On the left hand side of the page, under the title 'Get Help', select the link 'get a new password' and follow the on screen instructions.</li><li>4. You will receive an email with instructions to set your password.</li></ol>
<b>Magistrates</b>	We are working with Regional Heads of Crime to come up with a plan for Mags Courts.
<b>Where can I find the guide and form?</b>	<a href="http://hmctsformfinder.justice.gov.uk/HMCTS/GetForm.do?court_forms_id=4397">http://hmctsformfinder.justice.gov.uk/HMCTS/GetForm.do?court_forms_id=4397</a>
<b>When there is paper evidence</b>	<p>There are rare occasions when the benefits check will return a result that the public do not expect. In any case where the applicant is not happy with the result (they believe that they are on a qualifying benefit) they can re-apply with paper evidence, this can be accepted in the digital service.</p> <p>An example of this is when the applicant receives their benefits via their partner or carer (this should be detailed on their benefits letter).</p>
<b>How to delete staff</b>	<p>We recommend to delete users with incorrect emails and add the staff with correct emails addresses:</p> <p>To delete staff follow the steps below:</p> <ol style="list-style-type: none"><li>1) After you login, under the heading Manage your office select Staff Overview.</li><li>2) Select the 'Name' of the user you want to remove</li><li>3) When the user details are shown, at the bottom select 'remove staff member'</li></ol>

<b>When are manager checks coming?</b>	<p>KCC1 - You will need to look at the date date received on the paper form and the date processed in the digital system (this is not currently displaying but will come very soon).</p> <p>KCC2 - For a selection of applications, look at the paper form and check they match the entries in the digital system</p> <p>KCC3 - Check that correspondence has been sent to the applicant. Check that the evidence has been received or payment has been received for those cases in the "waiting for evidence" or "waiting for payment" tables.</p> <p>KCC4 - Look for 'emergency' cases on the list of processed applications, click into the application and check that the reason is valid (see screen shot)</p> <p>KCC5 - This is not handled in the app</p>
<b>Welsh version</b>	<p>the bi-lingual form can be found directly through the link below:</p> <p><a href="http://hmctsformfinder.justice.gov.uk/HMCTS/GetForms.do?court_forms_num=ex160&amp;court_forms_title=&amp;court_forms_category=">http://hmctsformfinder.justice.gov.uk/HMCTS/GetForms.do?court_forms_num=ex160&amp;court_forms_title=&amp;court_forms_category=</a></p> <p>Looking again at the <a href="#">Gov.uk</a> link, if you follow the help with court and tribunals link it does have a Cymraeg symbol (see below) in the top right hand corner, if the public click on this it allows them to download the welsh version once they have typed in EX160 where asked. I know this doesn't seem straight forward but we are continuing to work with Government Digital Services to make the service more user friendly.</p>
<b>How do I reject 'expired' 'waiting' cases?</b>	<p><b>To reject an 'expired' application, follow the steps below:</b></p> <ul style="list-style-type: none"> <li>Click on the application.</li> <li>Click 'If the evidence/part-payment can't be processed'</li> <li>Click 'Return application'</li> <li>Use the template letter to send the application and all documents back to the applicant</li> </ul> <p>Please let us know if you have any further questions, Regards, Help with fees</p>
<b>Can people re-apply once they have let their 'evidence check' expire, will they get re-checked?</b>	<p>Yes applicants can re-apply, currently the evidence check is random, so they may not be evidence checked the second time around</p>
<b>Debugging trick</b>	<p>All users are printing of the summary page, so if you ask them to read the website address in the bottom left hand corner of the printed summary page. You will be able to get the application ID. You can then see the application for yourself by going to:</p> <p><a href="https://staff.helpwithcourtfees.dsd.io/applications/XXX/summary">https://staff.helpwithcourtfees.dsd.io/applications/XXX/summary</a></p>
<b>Switch Offices</b>	<p>You can switch offices by following the instructions below:</p> <ol style="list-style-type: none"> <li>1) After you have logged in, select 'view profile' from the black menu bar in the top right</li> <li>2) Select 'Change details' from the menu links at the bottom of the page.</li> <li>3) Under the office heading you can change to another court.</li> <li>4) You have now switched to the new court.</li> </ol>
<b>Steps to the change a user email address</b>	<p>This is a simple fix. There are only two steps you need to follow:</p> <ol style="list-style-type: none"> <li>1) Remove the incorrect account by selecting their name from the staff overview section. Then 'select remove staff member' link at the bottom of the page.</li> <li>2) Select the link to 'add staff' to add the staff member, ensure you have the correct email address.</li> </ol> <p>If you need any support let me know and I can call you to walk you through the process.</p>
<b>How to add a user</b>	<p>On the home page, select 'View staff' from the top menu.</p> <p>Scroll to the bottom and press "Add staff"</p> <p>Enter a user details</p> <p>The user will receive an email to create a password.</p>
<b>How to delete an application</b>	<p>To delete an invalid or incorrect application, you follow the steps below:</p> <p>How to delete an application</p> <ol style="list-style-type: none"> <li>1) After you login, scroll down and select 'view all' under Processed Applications</li> <li>2) Choose an 'incorrect application' by choosing an applicant name</li> <li>3) Once the applications loads, scroll down and select 'delete application'</li> <li>4) Enter a reason, then select delete application</li> </ol> <p>The application will now be listed under the 'Deleted applications'.</p>

<b>Couples on a shared benefit</b>	<p>3.11 Couples on a shared benefit</p> <p>In most cases, only the named individual who is receiving a means-tested benefit will be automatically eligible for help with fees. Applicants are not allowed to use, or allow their benefit entitlement to be used to gain help with fees for another party.</p> <p>However, an applicant who is part of a couple may be receiving a shared means-tested benefit. In these cases the Applicant must be asked to produce the shared benefit notice and unless the applicant is named on the notice, additional evidence that they reside at the same address as their partner. Alternatively, the applicant's eligibility can be assessed on their monthly income.</p>
<b>Why is there no 'Office use only'?</b>	All the management Key Control Checks are now able to be done in the digital service so no longer need to be recorded on the paper form
<b>What if it is a vexatious litigant?</b>	<p>Information on Legal aid and vexatious litigants is available in the guide on the system, please follow this link, or click on the "guide" and "before you start" in the "process application" section:</p> <p><a href="https://staff.helpwithcourtfees.service.gov.uk/guide/process_application#before-start">https://staff.helpwithcourtfees.service.gov.uk/guide/process_application#before-start</a></p>
<b>Undelete a user which a manager has deleted</b>	<p>Restore the account by going to /users/deleted. Then email manager below to ask the user to reset the password. The reason why we do it this way, is to inform the manager we know they encountered an issue and it's fixed. We want them to manage the users.</p> <p>Hi,</p> <p>Account: <b>(add email)</b></p> <p>We received a notification when you were attempting to add the user account above that you encountered an error. We have now resolved this issue and their account is now active.</p> <p>Would you ask the account user to follow the instructions below to reset their password. If their account is no longer required you can delete this from the help with fees digital service.</p> <p><b><u>Steps to reset your password:</u></b></p> <ol style="list-style-type: none"> <li>1. Open Mozilla Firefox</li> <li>2. Go to <a href="https://staff.helpwithcourtfees.service.gov.uk">https://staff.helpwithcourtfees.service.gov.uk</a></li> <li>3. On the left hand side of the page, under the title 'Get Help', select the link 'get a new password' and follow the on screen instructions.</li> <li>4. You will receive an email with instructions to set your password.</li> </ol> <p>Let me know if you need any further support.</p>
<b>Firefox preventing users to login, due to popup box asking to remember password.</b>	<p>Unfortunately your Mozilla Firefox has been updated recently which has caused this issue. You will need to follow the steps below to resolve this.</p> <ol style="list-style-type: none"> <li>1) Copy the following line: about:preferences#security</li> <li>2) Open Mozilla FireFox.</li> <li>3) Select the '+' symbol at the top.</li> <li>4) In the large textbox which has a hint text of 'search or enter an address'. Paste the line and press enter/return key</li> <li>5) In the search box, type <b>staff</b></li> <li>6) Select each record and select the 'Remove' button, until all have been removed. See image for example.</li> <li>7) Select 'Close' Button and exit Mozilla Firefox.</li> <li>8) Go help with fees and login. If you are prompted to save the password select <b>no</b> or <b>never for this site</b>.</li> </ol> <p><a href="#">HwfSupport-RemovePassword.JPG</a> <b>Download and attach to mail</b></p>
<b>Information about prisoners</b>	<a href="https://staff.helpwithcourtfees.service.gov.uk/guide/evidence_checks#sources">https://staff.helpwithcourtfees.service.gov.uk/guide/evidence_checks#sources</a>

<b>Refunds over 3 months</b>	<p>i'm afraid you have run into an issue with the link between our application and the DWP.</p> <p>We accept refund applications that are three months older than the receipt date, however the DWP will not process checks older than three months.</p> <p>Because the fee was paid on the *insert date*, the DWP will not process our request automatically.</p> <p>You will need to contact the applicant and request proof that they were receiving benefits.</p> <p>I have added a ticket to improve the error message in the application to make this clearer for users in the future.</p> <p>Sorry for the inconvenience this has caused.</p>
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## DWP

Name	contact details	why are they relevant to the project	Last contact
Trish Lilley	<a href="mailto:TRISH.LILLEY@dwp.gsi.gov.uk">TRISH.LILLEY@dwp.gsi.gov.uk</a> Tel: 0191 2166755   Ext: 40755   Work: <b>07788877492</b>	Data Quality Manager/CIS Information Asset Manager DWP Trish is an unofficial support for data issues with the DWP link	15/10/2015