

QCase

PORTAL GUIDE FOR EXTERNAL STAKEHOLDERS

VERSION 1.0

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Table of Contents

1	QCase Portal overview	4
1.1	Register to access the QCase Portal.....	4
1.1.1	Identification documents	4
1.2	Registration by a representative	4
1.3	Logging in to the QCase Portal.....	5
1.4	Navigating the QCase Portal	5
2	Using guided walk-throughs	7
3	Starting a case.....	9
3.1	Court, case type and form type.....	9
3.1.1	Court.....	9
3.1.2	Case type.....	9
3.1.3	Form type.....	9
3.2	Magistrates Court case lodgement steps.....	10
3.2.1	Checklist	12
3.2.2	About you.....	12
3.2.3	Claim, originating application, notice of appeal, employment claim, or foreign judgment information	12
3.2.4	Statement of claim (guided claims only)	12
3.2.5	Relief sought (guided claims only)	12
3.2.6	Plaintiff, applicant, appellant, claimant, enforcement creditor	12
3.2.7	Defendant, respondent, enforcement debtor	12
3.2.8	Court selection (guided claims only)	12
3.2.9	Amounts, costs (guided claims only).....	12
3.2.10	Review and lodge (guided claims only).....	13
3.2.11	Upload and lodge.....	13
3.3	QCAT application lodgement steps	13
3.3.1	Checklist	14
3.3.2	Getting started	14
3.3.3	Application information.....	14
3.3.4	Orders.....	14
3.3.5	Reasons/Reason for application	14
3.3.6	About the fence.....	14
3.3.7	Costs (dividing fence disputes).....	14
3.3.8	Location of the fence.....	14
3.3.9	Claim amount and costs	14
3.3.10	Supporting information (residential tenancy disputes)	14
3.3.11	Costs (residential tenancy disputes).....	15

3.3.12	Property information	15
3.3.13	Applicant	15
3.3.14	Respondent	15
3.3.15	Lodge and pay	16
3.4	Case status	16
3.5	Save as draft	16
3.6	Cases	17
4	Payments	18
4.1	Pay	18
4.2	Pay Later	18
5	User administration	19
5.1	Update profile details	19
5.2	Update address for service	19
5.3	Access or join a case	19
5.3.1	Access a case	20
5.3.2	Join a case	20
5.3.3	Firm administration	21
6	Managing files	22
6.1	Court file	22
6.2	Events	23
6.3	Draft documents	23
6.4	Parties	23
6.5	File a document	23
7	Notifications	24
8	Public Access	25
8.1	Public searches	25
8.1.1	Documents	26
8.1.2	Events	26
8.1.3	Parties	26
8.2	Certificate of search	26
8.2.1	General search	26
8.2.2	Specific search	26
8.3	Request an inspection	27
8.4	Request a copy (including certified copies)	27
8.5	View/download an approved request	27
8.5.1	Certificate of search	27
8.5.2	Copies of documents	27

1 QCASE PORTAL OVERVIEW

The **QCase Portal** allows registered users to initiate and manage cases, and search and inspect documents for Magistrates Court civil matters and Queensland Civil and Administrative Tribunal (QCAT) minor civil dispute matters.

This document will provide guidance on lodging, accessing and managing cases in the **QCase Portal**.

1.1 Register to access the QCase Portal

To access the **QCase Portal**, you will be asked to log in with your Digital ID.

For more information about setting up your Digital ID, please visit the [Digital ID FAQ page](#).

Note:

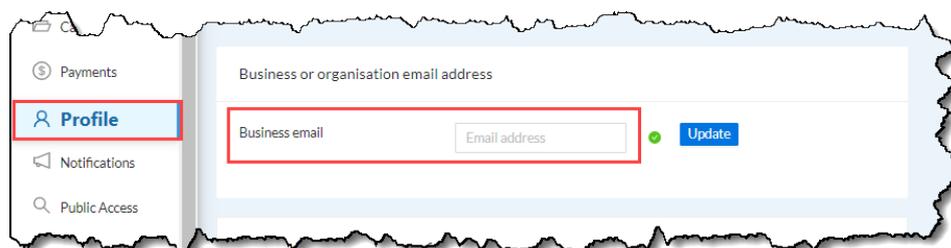
- Interstate users can register for the **QCase Portal**.
- Only individuals, not businesses, can register on the **QCase Portal**. However an individual, once registered in the **QCase Portal**, can then set up a business, organisation or firm to manage their organisations, users and cases (refer to the [QCase Firm Administration Guide](#))

1.1.1 Identification documents

To register for a Digital ID, you will need to provide 100 points of identification, which needs to be issued by the Australian Government or a state government. The document requirements may differ between Digital ID providers. For more information about setting up your Digital ID, please visit the [Digital ID FAQ page](#).

1.2 Registration by a representative

Legal and other representatives are also required to register as an individual using a Digital ID. Once registered, you will then need to link to your firm or agency from your profile page using your business or organisation email address. See [here](#) for information on firm administration.



A case, and all related documents, can be lodged on behalf of your client as their representative. In this situation your client is a party to the proceeding and you are the **QCase Portal** user. If a party changes representation or requires access to the case details, they will need to register for the **QCase Portal** and request access to the case. See [here](#) for information on accessing a case.

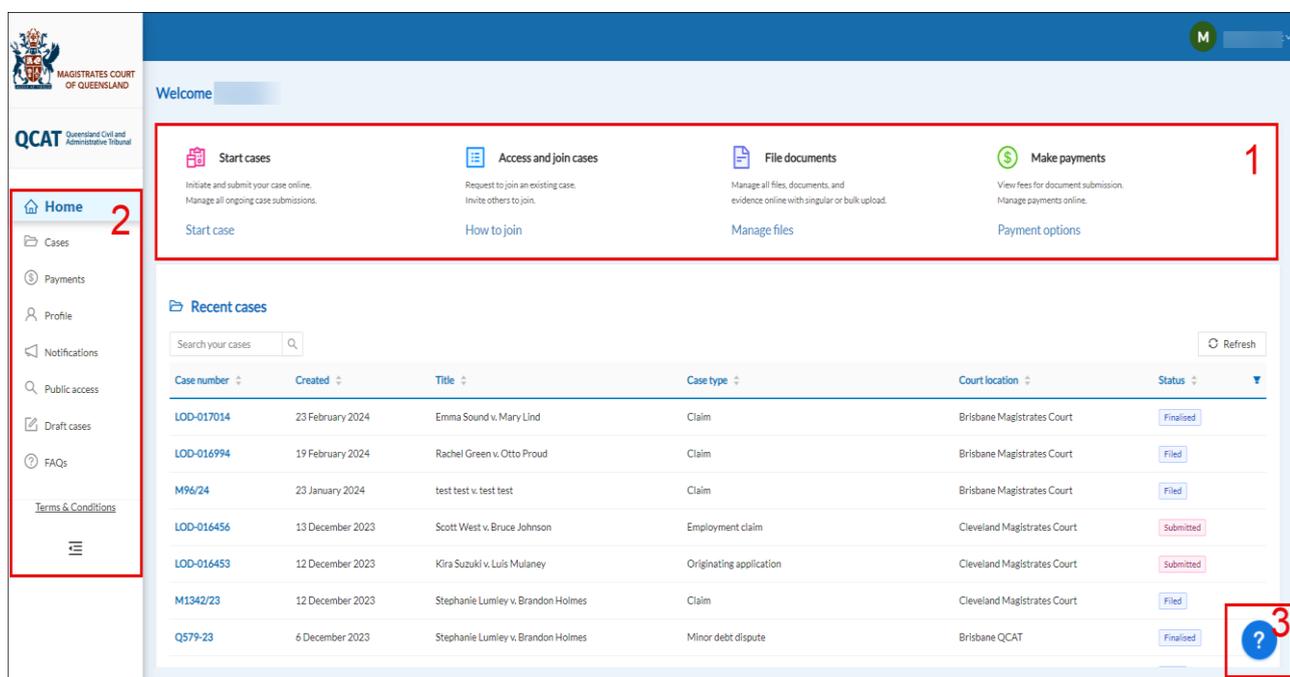
1.3 Logging in to the QCase Portal

You will be required to log into the **QCase Portal** each time using your Digital ID. This process may differ slightly between different Digital ID providers.

1.4 Navigating the QCase Portal

The **QCase Portal** has three menus to assist you in navigating the site:

1. A shortcut menu on the home page which provides quick access to common functions.
2. A main menu which remains on the left side of every page.
3. A help menu that remains accessible via the question mark icon on the bottom right-hand corner of every page.



Below is a list of each of the menu options available in the **QCase Portal**. Each option is explained further throughout this document and the majority of the icons below provide links to the relevant

Icon	Description
 Start Cases	Start case – initiate and submit a case.
 Access and Join Cases	How to join – request to access or join an existing case.
 File Documents	Manage files – manage all files and documents online with singular or bulk uploads.

QCase

Portal guide for external stakeholders

 Make payments	Payment options – manage fees and payments online.
 Home	Opens the QCase Portal main page, including a list of recent cases.
 Cases	Displays a list of cases and summary details for all your active or inactive cases , including links to the cases for self-service.
 Payments	Lists payment history including status. Outstanding payments can be made from this page, including bulk payments.
 Profile	Displays your account and contact information.
 Notifications	Lists all notification history for activity on a document or case, as well as any required actions.
 Public Access	Displays public-access request history. Non-party users can apply to access case documents, request certified copies of documents or request a search certificate.
 Draft Cases	Displays a list of draft cases which are saved for 30 days before expiring.
 FAQs	Links to both the Magistrates Court and QCAT Frequently Asked Questions (FAQs).
	Collapses or expands the menu.
	Opens the help menu.

2 USING GUIDED WALK-THROUGHS

A number of guided walk-throughs have been developed to assist with various processes on the **QCase Portal**. Below is a table of the available walk-throughs with a brief description.

To access the **QCase Portal** help menu, click the  icon in the bottom right corner of the page. If you are having trouble with viewing the steps, you may need to adjust the zoom function of your browser window.

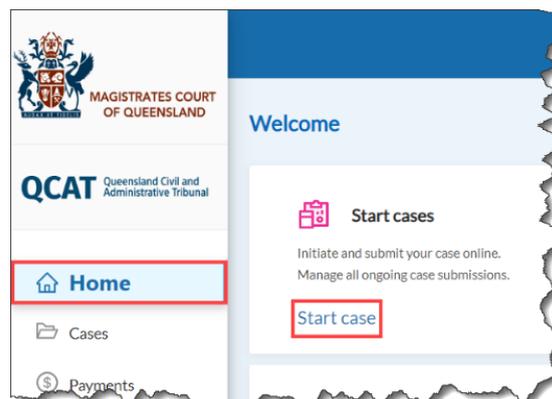
Folder	Walk-Thru	Description
Navigation	Take a tour of QCase	Provides a high-level overview of how to navigate QCase .
	View my case status	Navigates you to view the most up-to-date status of the case.
	View events on a case	Navigates you to view a list of past and upcoming events on a case.
Contact details	Update my personal contact details	Guides you on how to update your personal account information.
	Update contact details on a single case	Guides you on how to update the address for service and contact information on one specific case.
Start proceedings	Submit a new case	Guides you on how to initiate a case, including all proceeding types across both QCAT and Magistrates Court.
	File a QCAT order/decision in the Magistrates Court	Magistrates Court only. Guides you specifically on how to file such orders for enforcement in a Queensland Magistrates Court.
	Apply for a wage claim	Magistrates Court only. Guides you specifically on how to apply for wage recovery.
Payments	Pay an outstanding fee	Guides you on how to pay an outstanding fee.
	Pay for multiple fees at once (bulk pay)	Guides you on how to pay for multiple outstanding fees in one transaction.
File a document	Lodge a document/application on an existing case	Guides you on how to file any document on an existing QCAT or Magistrates Court case.
	Complete a form that requires witnessing (QCAT)	QCAT only. Guides you on completing QCAT forms that require witnessing.
	Upload a witnessed form (QCAT)	QCAT only. Guides you on uploading witnessed QCAT forms.
	Apply for an enforcement hearing summons	Magistrates Court only. Guides you on how to apply for an enforcement hearing summons.

Folder	Walk-Thru	Description
	Apply for an enforcement warrant (seizure and sale)	Magistrates Court only. Guides you on how to apply for an enforcement warrant for seizure and sale.
Access or join a case	Request to access or join a case	Guides you on how to request access to a case as an existing party or to join a case as a new party or representative.
View or download court documents	Request to view and/or download Magistrates Court documents	Guides you on search and copy requests for Magistrates Court cases.
	Request to view a QCAT file	Guides you on how to request to view a QCAT file.
	Request to download QCAT documents	Guides you on how to request to download QCAT documents.
	View approved documents	Guides you on how to view approved documents.
	Download approved documents	Guides you on viewing and/or downloading documents from an inspect and/or copy request.
	Request a certified copy of a document (Magistrates Court)	Guides you on how to request a certified copy of a Magistrates Court document.
	Request a certificate of search (Magistrates Court)	Guides you on how to request a certificate of search for Magistrates Court cases only.
Additional resources		This folder contains links to various additional resources and information that may assist QCase Portal users.

3 STARTING A CASE

In order to lodge a QCAT or Magistrates Court case via the **QCase Portal**, you need to select the 'Start case' link, under the **Start Cases** icon on the home screen. You may also click the **Start case** button when in the **Cases** tab on the side menu.

3.1 Court, case type and form type

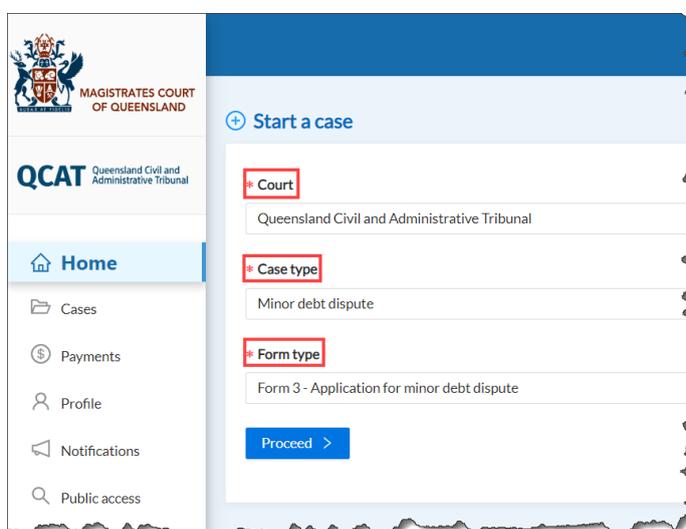


3.1.1 Court

After selecting **Start case**, select the jurisdiction from the **Court** drop-down list (either Magistrates Court or Queensland Civil and Administrative Tribunal [QCAT]).

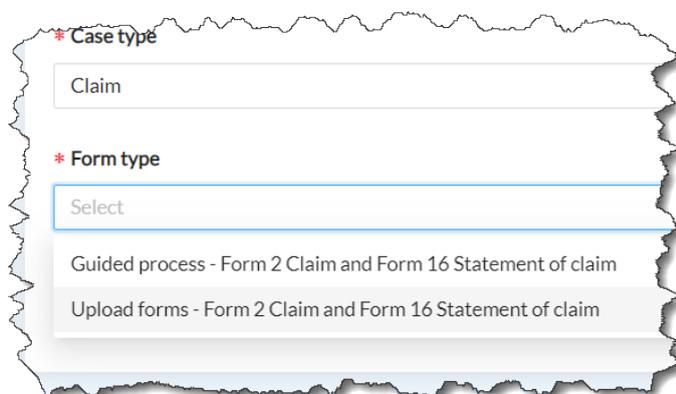
3.1.2 Case type

Next, select a **case type**. Case types are limited to the options available in the previously selected court jurisdiction. For example, the case type 'Claim' is only available when selecting the Magistrates Court, and 'Minor debt dispute' is only available when selecting QCAT.



3.1.3 Form type

The form type is pre-filled based on the selected case type except for Magistrate Court civil claims where there are two form type options.



If lodging a civil claim, you have the option to select a guided or unguided (upload) process. All other **Magistrates Court** forms are unguided where you will be required to download the relevant forms from the [Queensland Courts website](#) and complete them either electronically or manually before uploading them to complete the lodgement process.

All **QCAT** forms are guided, where the information you provide during each stage of the lodgement process is automatically populated into the relevant form required by the selected case type.

QCase

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When you click 'Proceed', you will be taken to the first lodgement stage. Each case will progress through several stages throughout the lodgement process, depending on the selected case type. The stages can be viewed in a progress bar that remains visible at the top of the page during the lodgement process. You will be required to answer questions and complete mandatory information related to the case type.



Throughout these stages, you will see **blue** pop-ups that provide useful information and **yellow** pop-ups that display critical information.

 This is for solicitor fees in issuing the claim and statement of claim.

 Do not include interest or costs associated with lodging the claim

Red pop-ups will also appear to advise if any information you have provided will prevent you from successfully lodging the application.



No agreement

If there was no agreement, you are unable to lodge a minor debt application.

Agreements may be in writing, or through a verbal agreement. Agreements can include:

- loans not repaid
- IOUs
- an unpaid invoice, account or demand
- dishonoured cheques
- work done and/or goods supplied with the cost having been agreed beforehand
- the removal of minor overhanging branches
- unpaid rental or hire fees (except for residential tenancy matters).

If you are unsure whether you have an agreement, you may need to get [independent legal advice](#).

Save as draft

Important: If you are inactive for more than 20 minutes during the lodgement process, the session will time out and your progress will be lost. You have the option to save a draft if you intend to step away from your device. See [here](#) for further information on draft cases.

3.2 Magistrates Court case lodgement steps

The following table shows an overview of the lodgement process for each Magistrates Court case type and links to more detailed descriptions of each stage. Some stages are the same across case types. Click on a stage below to view the relevant information.

QCase

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Application Stage	Claim (guided)	Claim (unguided)	Originating application	Notice of appeal	Employment claim	Recovery of wages	Wage recovery – unpaid amount claim	Registration of judgment/order/ decision
1	Checklist	Checklist	Checklist	Checklist	Checklist	Checklist	Checklist	Checklist
2	Claim information	Claim information	About you	About you	About you	About you	About you	About you
3	Statement of claim	Plaintiff	Originating application information	Notice of appeal information	Employment claim information	Claim information	Claim information	Foreign judgment information
4	Relief sought	Defendant	Applicant	Appellant	Plaintiff	Applicant	Claimant	Enforcement creditor
5	Plaintiff	Upload and lodge	Respondent	Respondent	Defendant	Respondent	Defendant	Enforcement debtor
6	Defendant	-	Upload and lodge	Upload and lodge	Upload and lodge	Upload and lodge	Upload and lodge	Upload and lodge
7	Court selection	-	-	-	-	-	-	-
8	Amounts, costs	-	-	-	-	-	-	-
9	Review and lodge	-	-	-	-	-	-	-

3.2.1 Checklist

The checklist highlights any important information or steps to be completed prior to starting the online lodgement process as well as any important information specific to the selected case type. For the unguided processes, this will include the court forms that need to be downloaded and completed before the lodgement is made.

3.2.2 About you

Advise whether or not you are lodging on behalf of someone. If you respond 'Yes', you then select whether you are a 'legal representative', 'mercantile agent' or 'other'.

3.2.3 Claim, originating application, notice of appeal, employment claim, or foreign judgment information.

Provide the mandatory minimum information about the case and the outcome being sought. For the registration of foreign judgments, provide details of the original order.

Based on information provided in this stage, you may be notified of mandatory actions to be completed, jurisdictional issues or if the case cannot progress at all.

3.2.4 Statement of claim (guided claims only)

A field is displayed to advise of the mandatory minimum information to be included in the statement of claim.

Set out the facts you are relying on for the claim. You can enter as many facts as required, with one fact per field. Fields can be expanded, from the bottom right corner of the box.

3.2.5 Relief sought (guided claims only)

Provide details of the nature and amount of the relief sought, the type of damages claimed, and full particulars of interest required.

3.2.6 Plaintiff, applicant, appellant, claimant, enforcement creditor

Provide the personal information of the initiating party or parties. If the initiating party is being legally represented, you need to also provide information about the legal practitioner or officer at this stage.

3.2.7 Defendant, respondent, enforcement debtor

Provide the personal information of the opposing party or parties.

3.2.8 Court selection (guided claims only)

A field is displayed to advise the locations in which you can choose to lodge your case.

Select the location of the court at which you wish to have the matter heard.

3.2.9 Amounts, costs (guided claims only)

Review details of the values being sought based on the information provided in previous stages.

3.2.10 Review and lodge (guided claims only)

Download and review the forms that have been automatically generated based on the information provided before lodging the claim.

The fee payable for filing the claim is also displayed prior to lodgement.

3.2.11 Upload and lodge

Select the location of the court at which you wish to have the matter heard and upload a copy of the relevant completed forms before reviewing all entered information and lodging the case.

The fee payable for filing the case is also displayed prior to lodgement.

A progress bar will launch advising you of the lodgement progress. Once the progress bar reaches 'Done', a lodgement confirmation pop-up appears and you are taken to the payment summary page if required.

Note: If required, the registry will review your lodgement in due course.

3.3 QCAT application lodgement steps

The table below shows an overview of the lodgement process for each QCAT case type and is linked to a more detailed description of each stage. Some stages are the same across case types. Click on a stage below to view the relevant information.

Application Stage	Residential tenancy dispute	Minor debt dispute	Dividing fence dispute	Consumer & trade dispute
1	Checklist	Checklist	Checklist	Checklist
2	Getting started	Application information	Application information	Application information
3	Orders	Reasons	About the fence	Claim amount and costs
4	Supporting information	Applicant	Costs	Reason for application
5	Costs	Respondent	Reason for application	Applicant
6	Property information	Claim amount and costs	Location of fence	Respondent
7	Applicant	Lodge and pay	Applicant	Lodge and pay
8	Respondent	-	Respondent	-
9	Lodge and pay	-	Lodge and pay	-

3.3.1 Checklist

The checklist highlights any important information or steps to be completed prior to starting the online lodgement process as well as any important information specific to the selected case type.

3.3.2 Getting started

Select the role of the applicant in the dispute (e.g. Tenant). Information is provided to assist in selecting the correct applicant role.

3.3.3 Application information

Provide the mandatory minimum information about the case and the outcome being sought. You may be notified of mandatory actions to be completed, jurisdictional issues or advised if the application cannot progress at all.

3.3.4 Orders

Identify the order/s being sought and provide further information based on the selection.

In certain cases, an application for a non-publication order can be made at the time of lodging. This can also be done by lodging a Form 40 - Application for Miscellaneous Matters as a document to an existing case. See [here](#) for information on lodging documents.

3.3.5 Reasons/Reason for application

For **minor debt and consumer & trade disputes**, enter the reason/s why the application is being made, as well as supporting information, such as a tax invoice, contract, quote etc. The text field can be expanded from the bottom right corner of the box if required.

For **dividing fence disputes**, identify the order/s being sought.

3.3.6 About the fence

Provide detailed information about the fence, what issue requires resolution and any other factors that need to be considered.

3.3.7 Costs (dividing fence disputes)

Answer questions relating to the cost of the fence.

3.3.8 Location of the fence

Provide the street addresses of the properties where the fence is located or to be constructed.

3.3.9 Claim amount and costs

Review details of the values being sought based on the information provided in previous stages.

3.3.10 Supporting information (residential tenancy disputes)

Upload a copy of the lease or rooming accommodation agreement and answer related questions. You can upload further evidence to support your application if required.

3.3.11 Costs (residential tenancy disputes)

Advise if you are seeking costs, upload any related supporting evidence, and answer question/s regarding the rental bond.

3.3.12 Property information

Provide details of the property in question and, if relevant, the details of the real estate agency.

Select the location of the court at which you wish to have the matter heard depending on the location of the property.

Note: All residential tenancy dispute applications have the option to select QCAT Brisbane regardless of the location of the property. Where the property is outside the QCAT Brisbane district, the nearest Magistrates Court location will also be available to select.

3.3.13 Applicant

Provide the personal details of the applicant/s (individual or entity), including representation, and any interpreter and accessibility requirements.

Representation

Advise whether the applicant is being represented in this matter. If you select 'Yes', the additional details provided will generate a Form 56 - Application for Leave to be Represented that will be lodged automatically at the same time as the main application.

Important: The applicant must apply for leave to be represented, and that leave must be granted by a Tribunal member or magistrate. Lodging the form does not guarantee representation will be granted.

Aboriginal or Torres Strait Islander identification

Advise whether the applicant identifies as Aboriginal or Torres Strait Islander in compliance with the [Queensland Civil Administrative Tribunal Act 2009](#).

Interpreter

Advise whether an interpreter is required. If you select 'Yes', the registry will be notified of this requirement.

Telephone or videoconference attendance

For residential tenancy disputes only, advise whether you wish to apply to attend the proceeding by telephone or videoconference. If you select 'Yes', the additional details provided will generate a supplementary application to attend a proceeding by telephone or videoconference that will be lodged automatically at the same time as the main application.

Important: You need to apply for leave in order to attend by telephone or videoconference, and that leave needs to be granted by a Tribunal member or magistrate. Lodging the form does not guarantee remote attendance will be granted.

Note: If you wish to appear by telephone or videoconference for another proceeding type, an application can be made via the **QCase Portal** at a later stage. See [here](#) for information on lodging documents.

Accessibility

Advise whether any accessibility assistance is required. The registry will be notified of any selections made.



Accessibility

- Wheel chair or mobility access
- Speech impairment
- Hearing impairment or loss
- Vision impairment or loss
- Other

3.3.14 Respondent

Provide the personal information of the respondent/s.

Note: It is the respondent's responsibility to make any requests regarding representation, remote attendance or accessibility.

3.3.15 Lodge and pay

For all case types except residential tenancy disputes (where this information is provided in the [property information](#) stage), select your preferred court location.

You also need to advise whether you wish to apply for a fee waiver.

If applying for a fee waiver, answer a series of questions to determine your eligibility and provide supporting evidence. The details provided will generate a Form 49 – Application for Fee Waiver that will be lodged automatically at the same time as the main application.

If you do not meet the fee waiver criteria, the application is rejected and you have 48 hours in which to pay the full fee. You will be notified via email and the **QCase Portal**.

Finally, you are required to check the acknowledgements before the application can be lodged. You will also have the opportunity to review all previously entered information prior to final lodgement.

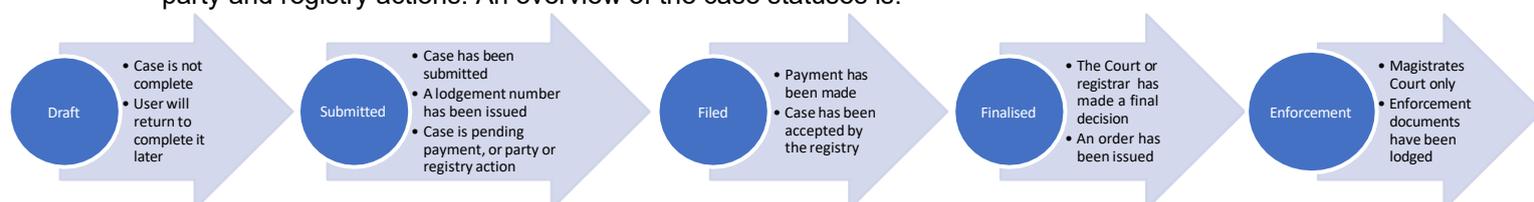
Where applicable, the fee payable for filing the case is also displayed prior to lodgement.

A progress bar will launch advising you of the lodgement progress. Once the progress bar reaches 'Done', a lodgement confirmation pop-up appears and you are taken to the payment summary page if required.

Note: If required, the registry will review your lodgement in due course.

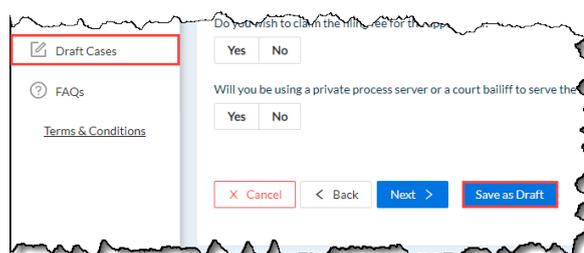
3.4 Case status

Each case will have a lodgement status that updates throughout the life of the case depending on party and registry actions. An overview of the case statuses is:



3.5 Save as draft

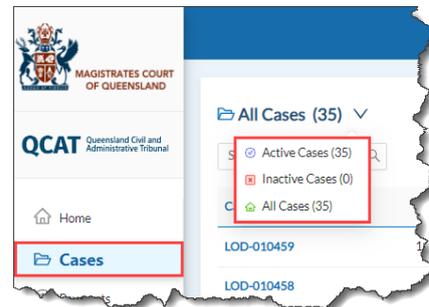
Once a new case has been started, you are able to save your progress as a draft to continue or complete at a later stage. Drafts are saved for a period of 30 days before they expire. Draft cases are accessible from the side menu, and you will be returned to the most complete stage of the application.



Important: Draft cases are only available in the **QCase Portal**. Other parties and registry staff cannot access or view drafts.

3.6 Cases

This tab displays a list of all cases you have access to including lodged cases that are pending review. By opening the drop-down menu, the cases can be filtered to view active, inactive or all cases.



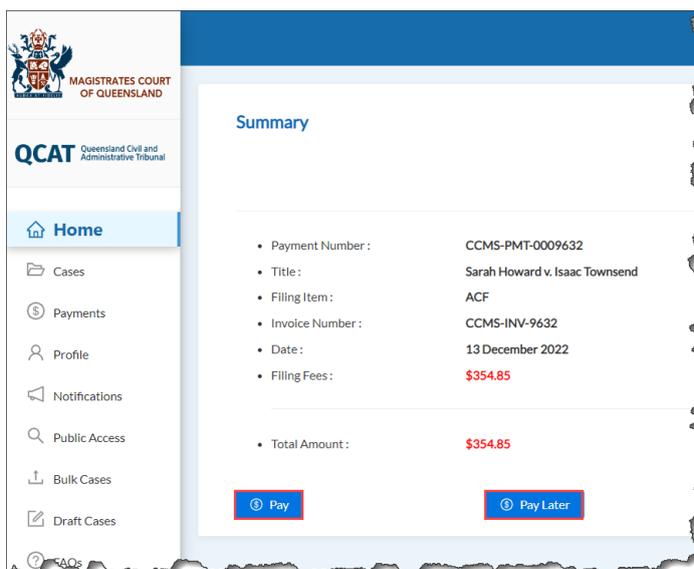
4 PAYMENTS

After lodging a case or document that incurs a filing or other related fee, you have the option to **Pay** immediately at the end of the lodgement process, or to **Pay Later**.

4.1 Pay

If you select the **Pay** option, you will be taken to a BPOINT Payment screen where you can enter your card details.

After a successful payment, you are taken to a Smart Services Queensland page where you can download or email your receipt. To return to the **QCase Portal**, click on 'Return to online service' at the bottom of the Smart Services page.



Once back on the **QCase Portal**, a confirmation pop-up appears, including a reference number.

An unsuccessful payment will redirect you to the Smart Services Queensland declined payment page where you have the option to attempt the payment again.

4.2 Pay Later

If you select the **Pay Later** option, a reminder is sent via email after 24 hours. If no payment is made at 48 hours, the payment option is removed from the Payments menu and if the outstanding invoice is for an initiating fee, the case status will change to Finalised - Case rejected.

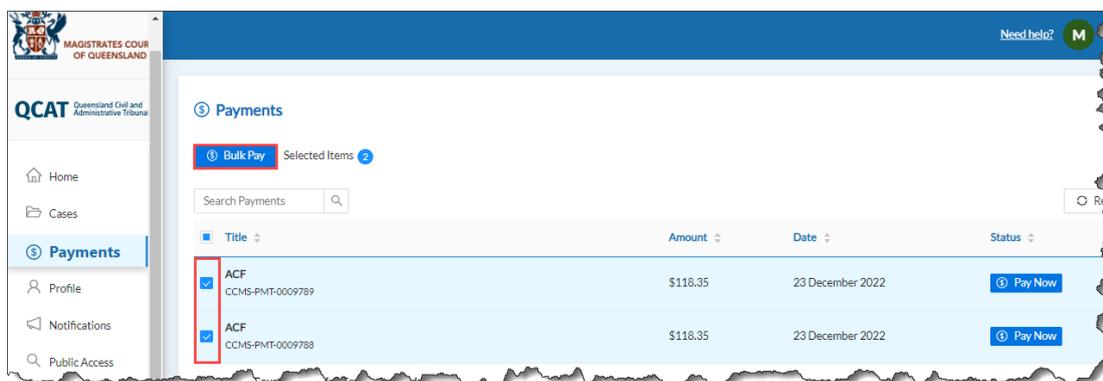
When ready to settle an outstanding invoice, you can access your list of payments by clicking **Payments** on the side menu, or the Payment options link on the home page.

On the Payments page, outstanding invoices will have a Pay Now button in the status column, while paid invoices have a status of 'Paid'.



To pay a **single invoice**, click on the Pay Now button against the outstanding item and follow the [pay](#) steps above.

To pay **multiple invoices** in a single transaction, select the checkbox to the left of the items you wish to pay, then click the Bulk Pay button at the top of the page. You will be able to view the number of selected records and total payment amount before continuing and following the [pay](#) steps above. The receipt for bulk payments will show a breakdown of each payment item.



5 USER ADMINISTRATION

5.1 Update profile details

Profile details are only associated with your **QCase Portal** account and are not used for any case details. Profile details are used to note who lodged a case or document and to identify you if you request access to an existing case. Contact details in your profile are also used when sending invoices.

To update profile details:

1. Select **Profile** on the **side menu**.
2. Scroll to **Contact Info** and click **Update**.
3. Update the required contact information and click **Update personal details**.

When the change is successfully submitted, a confirmation window pops up.

Note: You are unable to update your name and email address. [Contact](#) your local registry to update this information.

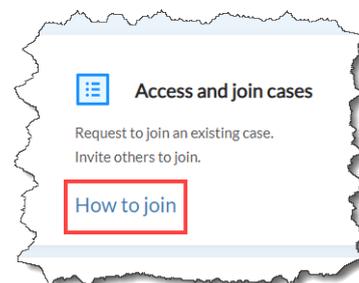
5.2 Update address for service

You can update the address for service on an individual case by filing a relevant form on the specific case (see [Managing files](#) for further information).

5.3 Access or join a case

You can request to access or join a case via the **QCase Portal**. If you are already a party to a case, request **access** to a case. Once your details are verified against the case you will be able to view and file documents, view events and case parties via the **QCase Portal**.

If you are not a party to the case, you can request to **join** the case. This will add you as a party or representative to the case, provided the supporting document/s are lodged successfully, and any relevant orders are granted. If your request to join a case is granted, you will automatically be granted access to the case.



The table below identifies which action is generally required by each party type in different situations.

Party type	Situation	Action
Initiating party (i.e. Plaintiff, Applicant etc)	If the case was initiated manually or by a representative	Access
Initiating party representative	If the case was initiated manually or by the client and/or the representative's name appears in the list	Access
	If representation has changed or is not yet on record (Magistrates Court cases only)	Join

Party type	Situation	Action
Responding party (i.e. Respondent, Defendant etc)	If wanting access to the case via the QCase Portal including to lodge responding documents electronically	Access
Responding party representative	If responding documents have been filed manually or by the client and the representative's name appears in the list	Access
	If representation has changed or is not yet on record (Magistrates Court only)	Join
Non-party	If requesting to be added as a party to a case	Join
	If wanting access to the case without being added as a party	Public access (see here)

5.3.1 Access a case

If you are already a **party** or a **party representative** and your name/firm appears in the 'Select relevant Party' list, you can request access to the case.

1. Click the **How to join** link under the Access or Join Cases icon on the home page.
2. Enter the case number and click **Search**.
3. Click **Select** beside the case.
4. Click **Yes** to confirm that you are already a party or representative.
5. Select the relevant party or representative name and click **Submit**. **Note:** Representatives only need to select their firm's name, not their client's name.

A confirmation pop-up will appear.

Note: If your name matches the selected party exactly, access will be granted automatically by the system. Where the names do not match, the request will be reviewed by the registry in due course.

5.3.2 Join a case

If you are **not a party** to a case and/or your name/firm does not appear in the 'Select relevant Party' list, you will need to request to join the case.

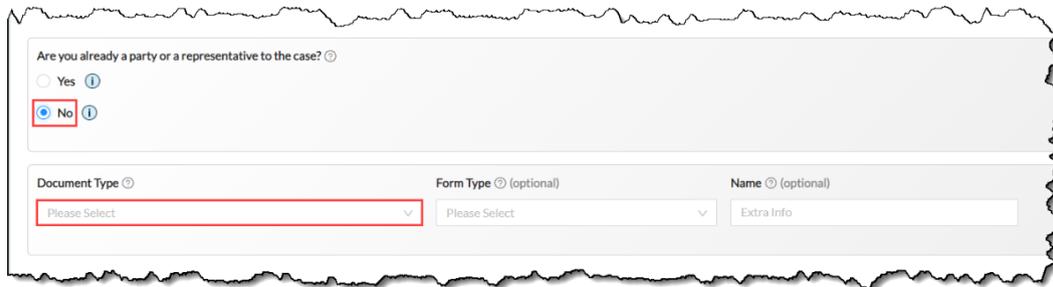
Note: This process should also be followed by non-party **QCase Portal** users who want to file a document or application on a case (e.g. a Form 80 – Notice that debtor is not an employee).

1. Click the **How to join** link under the Access or Join Cases icon on the home page.
2. Enter the case number and click **Search**.
3. Click **Select**.
4. Click **No** to confirm that you are not a party or representative.
5. For QCAT cases, you are taken to the Form 45 – Application to be joined to a proceeding and need to complete the guided form process.

Note: You are not joined or given access to the case until the application is dealt with by the Tribunal or Court.

6. For Magistrates Court cases, select the form you wish to upload (e.g. Form 91 – Notice of appointment of solicitor) and complete the upload process.

Note: You are not joined or given access to the case until the filed document/s have been approved by the registry in due course.



The screenshot shows a web form with the following elements:

- A question: "Are you already a party or a representative to the case?" with two radio button options: "Yes" and "No". The "No" option is selected and highlighted with a red box.
- Below the question, there are three input fields:
 - "Document Type" with a dropdown menu showing "Please Select" and a red border.
 - "Form Type (optional)" with a dropdown menu showing "Please Select".
 - "Name (optional)" with a text input field containing "Extra Info".

5.3.3 Firm administration

Law firms and other organisations using the **QCase Portal** can choose to manage their employee's registration and access levels. Refer to the [Firm Administration User Guide](#) for further information.

6 MANAGING FILES

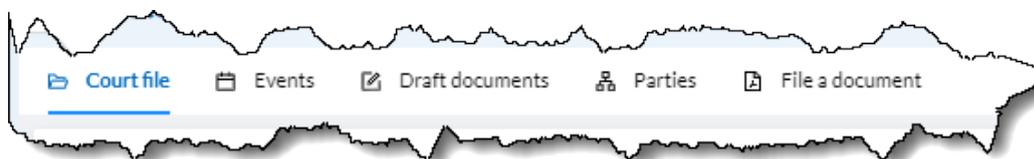
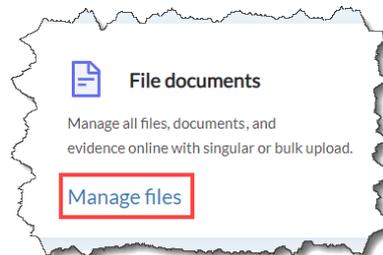
Case parties and party representatives can access details about their case/s and lodge documents via the **QCase Portal**.

You can view a list of your cases on the home page or by clicking **Cases** on the side menu. Alternatively, you can click the **Manage files** link under the File documents icon on the home page.

Use the search field or page numbers to locate the relevant case. Click the case number to open.

Note: Only cases you have access to will appear on this page. See [here](#) for further information on accessing and joining a case.

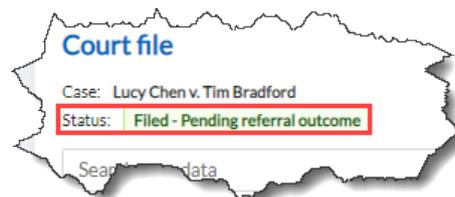
Once you have navigated to the case page, you will have access to the following tabs:



6.1 Court file

This tab shows a list of all approved documents that have been filed on the case and any lodged documents that are pending review. The list displays the document number, document title, the number of pages, the party who filed the document, the lodgement date and the document status.

This tab also displays the status of the file with additional detail (e.g. Filed – Pending referral outcome).



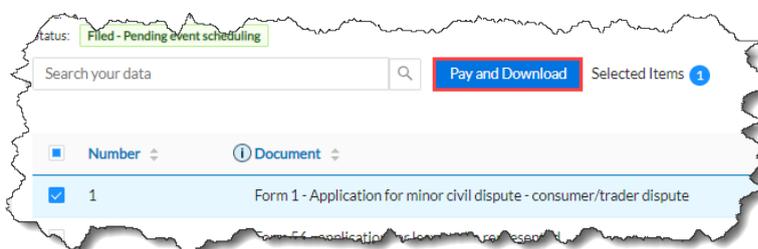
For **Magistrates Court** cases, documents can be viewed by clicking on the view button against each document. Documents viewed this way will show a watermark. If you wish to view and download a copy of a document without the watermark, you can click on the name of the document which will then download to your device.



For **QCAT** cases, documents can be viewed in the same manner by clicking on the view button against each document. If you wish to view and download a copy of a document without a watermark, you can select the relevant document/s then click the **Pay and Download** button.

A download request confirmation pop-up appears.

Once the request has been paid (see [here](#) for further information on payments), the documents will be available to download on the case page. As with Magistrates Court cases, you can click on the name of the document which will then download to your device.



6.2 Events

This tab shows a list of all events that have been scheduled on a case, including the event type, date and presiding decision maker (when available).

6.3 Draft documents

This tab shows a list of any document uploads that have been saved as a draft. Draft documents are saved for 30 days before expiring and this expiry date is displayed beside each document.

Important: As with draft cases, draft documents are only available to you in the **QCase Portal**. Other parties and registry staff cannot access or view drafts.

6.4 Parties

This tab shows a list of the parties and party representatives to the case.

6.5 File a document

This tab allows you to file documents on the case. Documents can be saved as a draft during the lodgement process if required. See [here](#) for further information on draft documents.

For **QCAT** cases, the type of documents that can be lodged is dictated by the case type. Select the document group (i.e., Upload documentation or Complete application) followed by the document type (e.g., Form 44 – Application to stay a decision) from the drop-down menus. Similarly to lodging a QCAT case, you will follow a guided process for your selection where the information provided is automatically populated into the relevant form/s.

For **Magistrate Court** cases, select the document group (e.g., Affidavits) and the document type from the drop-down menus (e.g., Form 46 – Affidavit). Similarly to lodging a Magistrates Court case, the upload process is unguided where you will need to first download the relevant forms from the [Queensland Court website](#) and complete them either electronically or manually before uploading them to complete the lodgement process.

Note: If required, the registry will review your lodgement in due course.

The screenshot shows a web form titled "File a Document". It contains three dropdown menus, each with a red asterisk icon and a red box around the label: "Document Group", "Document Type", and "Form Type". Below these fields is a blue button with the text "Proceed >".

7 NOTIFICATIONS

You will receive notifications of any action undertaken or required on a case or document. This includes initiating case lodgement outcomes, updates to the case status, payment reminders, document approvals and rejections, access request outcomes, and others.

You can view notifications via the **QCase Portal** by clicking **Notification** on the side menu. The notification page shows a history of all notifications received on all cases associated with your user profile.

You can indicate your preferred notification method from the following options:

- Portal only
- Email
- Email & SMS
- Post

If no preference is provided, the default notification method is email where an email address is provided. All notifications will still be viewable on the **QCase Portal**, regardless of your preferred method.

8 PUBLIC ACCESS

Any **QCase Portal** user (including the general public and media who have registered for **QCase Portal** accounts) can request access to publicly viewable information and documents on QCAT and Magistrates Court proceedings. Public access requests include:

- Certificates of search
- Inspections
- Copies
- Certified copies

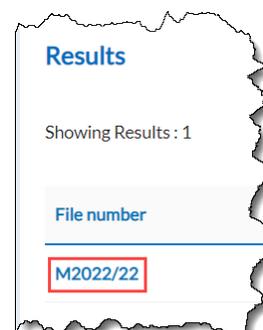
You can see a history of your requests and the status by clicking **Public Access** on the side menu.

Note: Payment is required for each access request if the request is approved by the registry.

8.1 Public searches

To access publicly available information on a case:

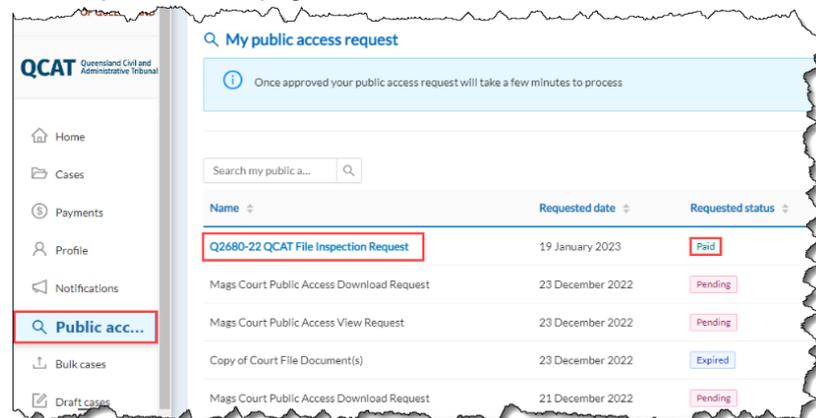
1. Select **Public access** on the side menu.
2. Click **Public search** in the top right corner.
3. Select the **jurisdiction** and enter the **case number**.
4. Click the case number link below **Results**.



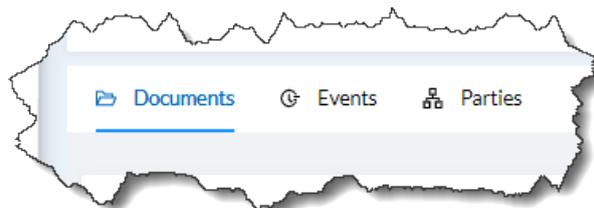
Important: If a search is performed on a case with a non-publication or suppression order against the entire case, a 'No Results Found' pop-up will appear. If you are experiencing difficulties in locating a case, [contact](#) your local registry for assistance.

For **Magistrates Court** cases, this will open the case page.

For **QCAT** cases, a pop-up will appear for you to select how long you wish to inspect the file. This will generate the associated inspection fee. Once submitted, registry approval needs to take place before the payment will appear on the Payments page. Once payment is made, the file is accessible on the **Public access** page by clicking the link in the **Name** column.



Once you have navigated to the case page, you will have access to the following tabs:



8.1.1 Documents

This tab shows a list of all publicly viewable documents on a case.

Important: Any documents subject to a non-publication or suppression order will not be listed. If you are experiencing difficulties in locating a document, [contact](#) your local registry for assistance.

8.1.2 Events

This tab shows a list of all events that have been scheduled for a matter, including the event type, date and presiding decision maker (when available).

8.1.3 Parties

This tab shows a list of the parties and party representatives to the case.

8.2 Certificate of search

8.2.1 General search

To request a certificate of search for a general search:

[Request a certificate of search](#)

1. Conduct a search using steps 1 – 3 listed [above](#).
2. To the top right of the search results, click **Request a certificate of search**.

A pop-up will appear.

3. Select whether a physical certificate or an electronic certificate is required.

If 'physical search' is selected, an address for service pop-up will appear.

4. Read and confirm the acknowledgment.

A confirmation pop-up will appear.

8.2.2 Specific search

To obtain a certificate of search for a specific judgement, warrant, entire case or other search:

[Request a certificate of search](#)

1. Conduct a search using steps 1 – 4 listed [above](#).
2. At the top right corner of the page, click **Request a certificate of search**.

A pop-up will appear.

3. Select the relevant document and whether a physical certificate or an electronic certificate is required.

If 'physical search' is selected, an address for service pop-up will appear.

4. Read and confirm the acknowledgment.

A confirmation pop-up will appear.

8.3 Request an inspection

To view a watermarked copy of a document/s electronically:

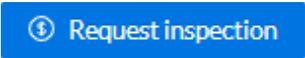
1. Conduct a search using steps 1 – 4 listed [above](#).
2. Select the relevant documents listed on the case page.
3. Click Request inspection.

A pop-up will appear.

4. Read and confirm the acknowledgment.

A confirmation pop-up will appear.

Note: You cannot download or print inspected documents.



8.4 Request a copy (including certified copies)

To view and download a copy of a document/s without a watermark:

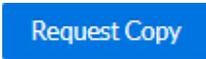
1. Conduct a search using steps 1 – 4 listed [above](#).
2. Select the relevant documents listed on the case page.
3. Click Request Copy.

Note: If you require a certificate of the requested documents, toggle **Include certificate** to 'Yes'.

A cost pop-up will appear.

4. Read and confirm the acknowledgment.

A confirmation pop-up will appear.




8.5 View/download an approved request

You will receive an email notification when a public access request has been fulfilled.

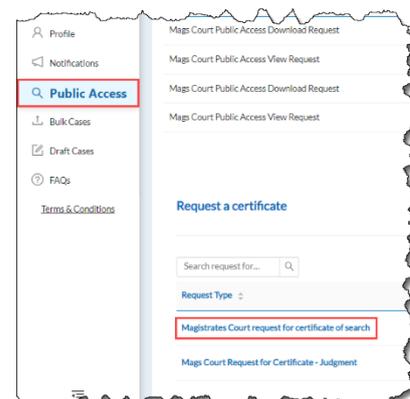
8.5.1 Certificate of search

To access a fulfilled request for a certificate of search:

1. Select **Public Access** on the side menu.
2. Under the **Request a certificate** section, click the link on the relevant access request.

You are redirected to the uploaded documents page.

3. Click View beside the document, or to download, click on the name of the document which will then appear at the bottom of the page or in the downloads folder.

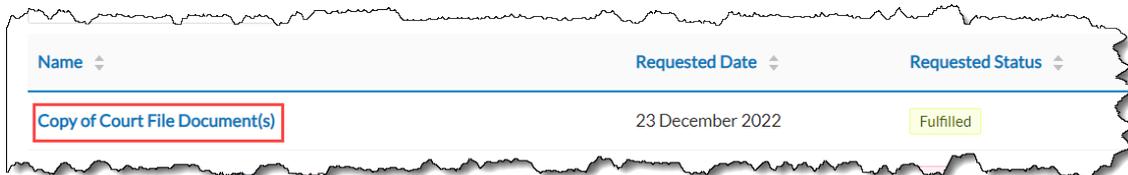


8.5.2 Copies of documents

To access a fulfilled request for a copy of a document:

1. Select **Public Access** on the side menu.

2. Under the **My Public Access Request** section, click the link on the relevant fulfilled request.



Name	Requested Date	Requested Status
Copy of Court File Document(s)	23 December 2022	Fulfilled

You are redirected to the case page and a time limit countdown is displayed.

6 Days 23 Hours 33 Minutes 15 Seconds

3. Click View beside the document, or to download, click on the name of the document which will then appear at the bottom of the page or in the downloads folder.



Number	Document	Pages	Role	Date	Status	Action
1	Form 1 - Application for minor civil dispute - consumer/trader dispute	8	Applicant	5 October 2022	Published	View