

## More information

All reference materials including the e-Practice Direction, Administrative Instructions, Terms and Conditions, User Guides, Video Clips, Frequently Asked Questions and leaflets on legal issues and administrative matters are available at [https://www.judiciary.hk/en/e\\_courts/index.html](https://www.judiciary.hk/en/e_courts/index.html).

## Enquiry

**a** Email to "enquiry@judiciary.hk".

**b** Call the general enquiry hotline: 2477 1002 or the technical helpline: 2886 6474.

**c** Visit the Help Centre on 5<sup>th</sup> Floor, Wanchai Tower, 12 Harbour Road, Wanchai, Hong Kong, where electronic devices are available for accessing the iCMS.

Office hours of the general enquiry hotline and the Help Centre:

**Mondays to Fridays (except public holidays)** from 8:45 am to 1:00 pm and from 2:00 pm to 5:30 pm.

Office hours of the technical helpline:

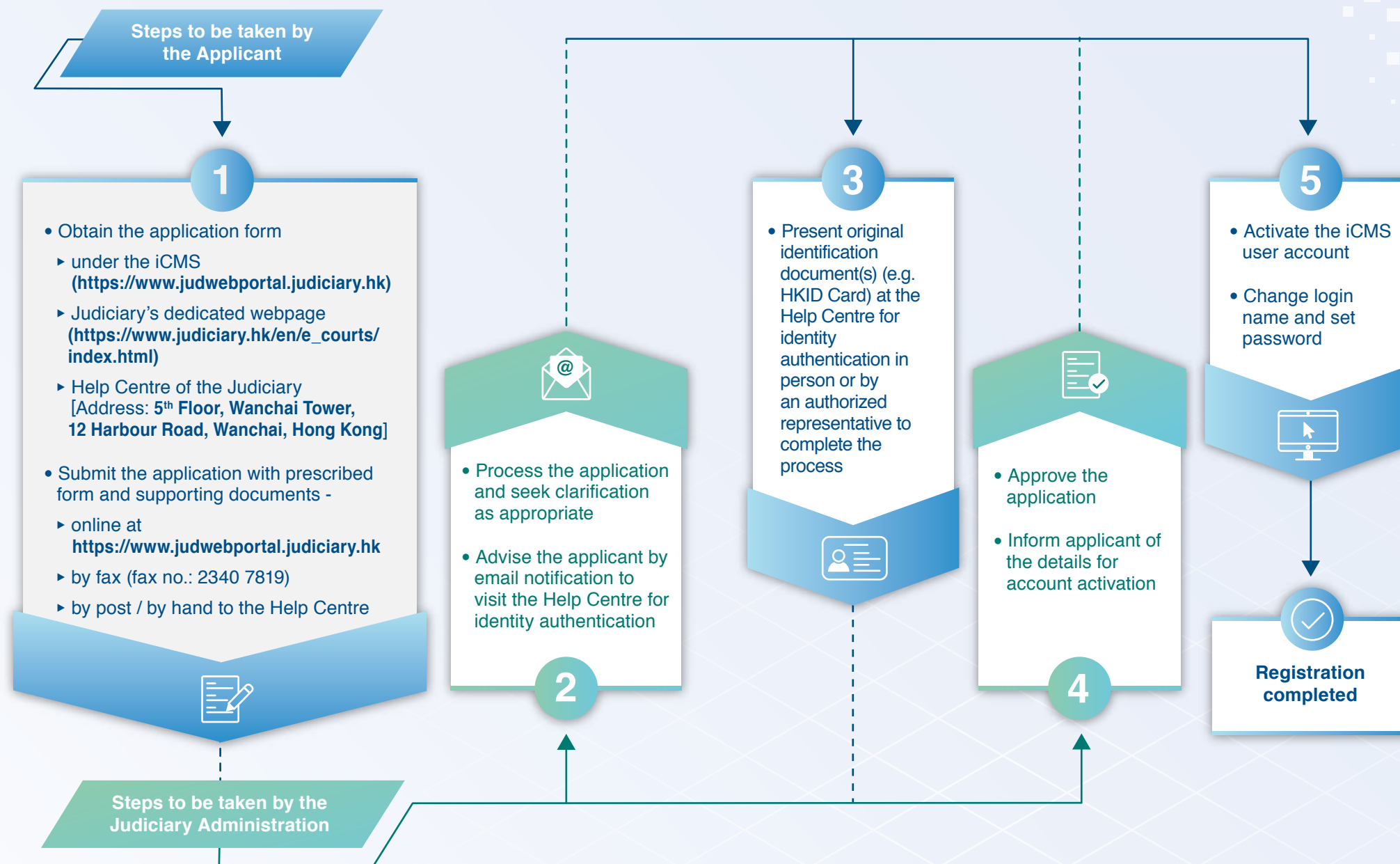
**Mondays to Fridays (except public holidays)** from 8:00 am to 7:00 pm.

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ANNEX

## Registration for an Individual User Account / a Primary Administrator Account



# Integrated Court Case Management System



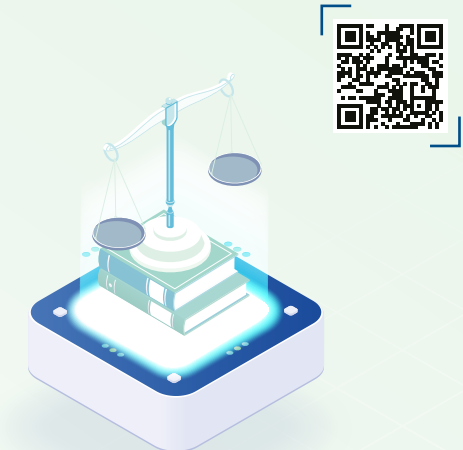
司法機構  
JUDICIARY

## What is the integrated Court Case Management System (“the iCMS”)?

The iCMS is a web-based e-system implemented by the Judiciary in phases to streamline and standardize the electronic court processes across different levels of courts. To enhance access to justice, electronic technology is introduced as an additional option to the existing channels, to be used on a voluntary basis.

The iCMS will first cover processes related to Personal Injuries Action and Tax Claim in the District Court, to be followed by other proceedings in the District Court and other levels of courts by phases from 2022. Details are set out in the relevant implementation notice(s) issued by the Chief Justice and the courts concerned are e-Courts. Please refer to the Judiciary’s dedicated webpage through the following link or scan the QR Code below for information:

[https://www.judiciary.hk/en/e\\_courts/index.html](https://www.judiciary.hk/en/e_courts/index.html)



## What major types of electronic services are provided by the iCMS?

- a** to send and receive case-specific court documents to and from the e-Courts;
- b** to inspect or search filed documents and other case-related information held by the e-Courts;
- to search cause books; and
- to make electronic payments.

## Why use the iCMS?

- a** save time – instead of coming to the courts in person, registered users can transact with the e-Courts anywhere during the operating hours of the iCMS as specified by the Judiciary from time to time;
- save paper; and
- save money – enjoy 20% concession on the existing fee levels for a period of five years for fees of the District Court and the Summons Courts of the Magistrates’ Courts, which are primarily or directly related to the use of the iCMS for relevant proceedings.

## Who can use the iCMS?

Parties of an on-going or a new e-proceeding and their legal representatives, the Hong Kong Bar Association, the Law Society of Hong Kong, law firms, government departments, law enforcement agencies and statutory bodies may register under the iCMS to use its services.

Certain services of the iCMS are open to all members of the public, e.g. searching of electronic documents which may be inspected by the public.

## What types of user accounts are available in the iCMS?

There are two types of user accounts: **Individual User Account** and **Organization Account**.

### (I) Individual User Account

Individual User Accounts are intended for individual litigants acting in person for their own cases.

### (II) Organization Account

Organization Accounts are generally created for users who would conduct electronic transactions with the e-Courts on behalf of:

- a** the unrepresented sole-proprietorships, private and public organizations (including unincorporated or incorporated entities and partnerships) who are parties to e-proceedings; and/or
- b** law firms, government departments and agencies, etc. which may have frequent transactions with the courts.

There are three types of sub-accounts under the Organization Account, namely the Primary Administrator (“PA”) Account, the Secondary Administrator (“SA”) Account and the Organization User (“OU”) Account.

A PA Account holder is the representative of an organization who is authorized to take full responsibilities for the management of accounts under the Organization Account. Holders of SA Accounts assist the PA Account holder in the day-to-day administration and management of SA/OU Accounts. Holders of OU Accounts are to conduct electronic transactions with the e-Courts. Take law firms and incorporated owners as examples, possible holders of PA, SA and OU Accounts are shown in the table below for reference:

User roles Organizations	PA Account	SA Account	OU Account
iCMS user roles that may be assigned to —			
<b>Example 1: Law Firms</b>	<ul style="list-style-type: none"> <li>• Partner;</li> <li>• Senior officer responsible for administration;</li> <li>• Office Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Staff responsible for day-to-day assignment of court cases;</li> <li>• Team Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Lawyers;</li> <li>• Paralegals;</li> <li>• Legal Executives;</li> <li>• Law Clerks</li> </ul>
<b>Example 2: Incorporated Owners</b>	<ul style="list-style-type: none"> <li>• Chairman;</li> <li>• Vice-chairman</li> </ul>	<ul style="list-style-type: none"> <li>• Secretary</li> </ul>	<ul style="list-style-type: none"> <li>• Treasurer;</li> <li>• Members of Management Committee</li> </ul>

A PA of the Organization Account may create SA and OU Accounts under the iCMS. An SA<sup>1</sup> may also assist the PA in creating SA and OU Accounts.

The PA and the SA Accounts are designated for performing account management functions while the OU Accounts are for conducting electronic transactions relating to e-proceedings with the e-Courts. Their roles are illustrated below:

iCMS Functions	Roles in iCMS		
	PA Account	SA Account	OU Account
• Maintain their own account profiles	✓	✓	✓
• Maintain account profiles of SA and OU Accounts	✓	✓	
• Create / suspend / re-activate SA and OU Accounts	✓	✓	
• Assign court cases to OU Accounts	✓	✓	
• Maintain default OU Accounts	✓	✓	
• Request change of maximum number of PA / SA / OU Accounts / branch codes	✓		
• Create / maintain branch codes	✓		
• Electronic filing of documents			✓
• Electronic inspection of documents			✓
• Apply for certification of translation service via electronic means			✓
• Make electronic payment			✓
• Other electronic services (e.g. checking of Document Reference Number)			✓

<sup>1</sup> When empowered by the PA Account holder, an SA may (i) create / suspend / re-activate / maintain account profiles of another SA Account; (ii) assign court cases to any OU Accounts across branches; and (iii) maintain default OU Accounts.

## How to register for an iCMS account?

Submit the prescribed application form (which can be accessed through the iCMS, downloaded from the Judiciary’s dedicated webpage or obtained from the Help Centre of the Judiciary) together with the required supporting document(s):

- online through the iCMS (<https://www.judwebportal.judiciary.hk>);
- by fax (fax no.: **2340 7819**);
- by post (address: **Help Centre, 5<sup>th</sup> Floor, Wanchai Tower, 12 Harbour Road, Wanchai, Hong Kong**); or
- by hand to the Help Centre [address same as (c) above] during office hours (see “Enquiry” below).

Please complete the identity authentication process in person (or by an authorized representative) at the Help Centre.

### Supporting documents required

#### (I) Individual User Account

Court documents with court case numbers, e.g. writs of summons or other originating documents, court orders or judgments.

#### (II) PA Account of the Organization Account

- a letter of authorization and/or a resolution authorizing the representative to make a registration application on behalf of the organization;
- proof of the organization’s involvement in on-going or new e-proceedings. Court documents with court case numbers, e.g. writs of summons or other originating documents, court orders or judgments; and
- a copy of a valid business registration certificate, business registration search, latest annual return registered and kept in the Companies Registry or certificate of registration of a society, etc.

Please refer to **ANNEX** for the registration process.

## What are the technical requirements for using the iCMS?

Please refer to the “Administrative Instructions on Detailed Technical Requirements for using the Judiciary’s iCMS” through the following link or scan the QR Code below for details:

[https://www.judiciary.hk/doc/en/e\\_courts/AI\\_TechReq\\_iCMS\\_e.pdf](https://www.judiciary.hk/doc/en/e_courts/AI_TechReq_iCMS_e.pdf)

