

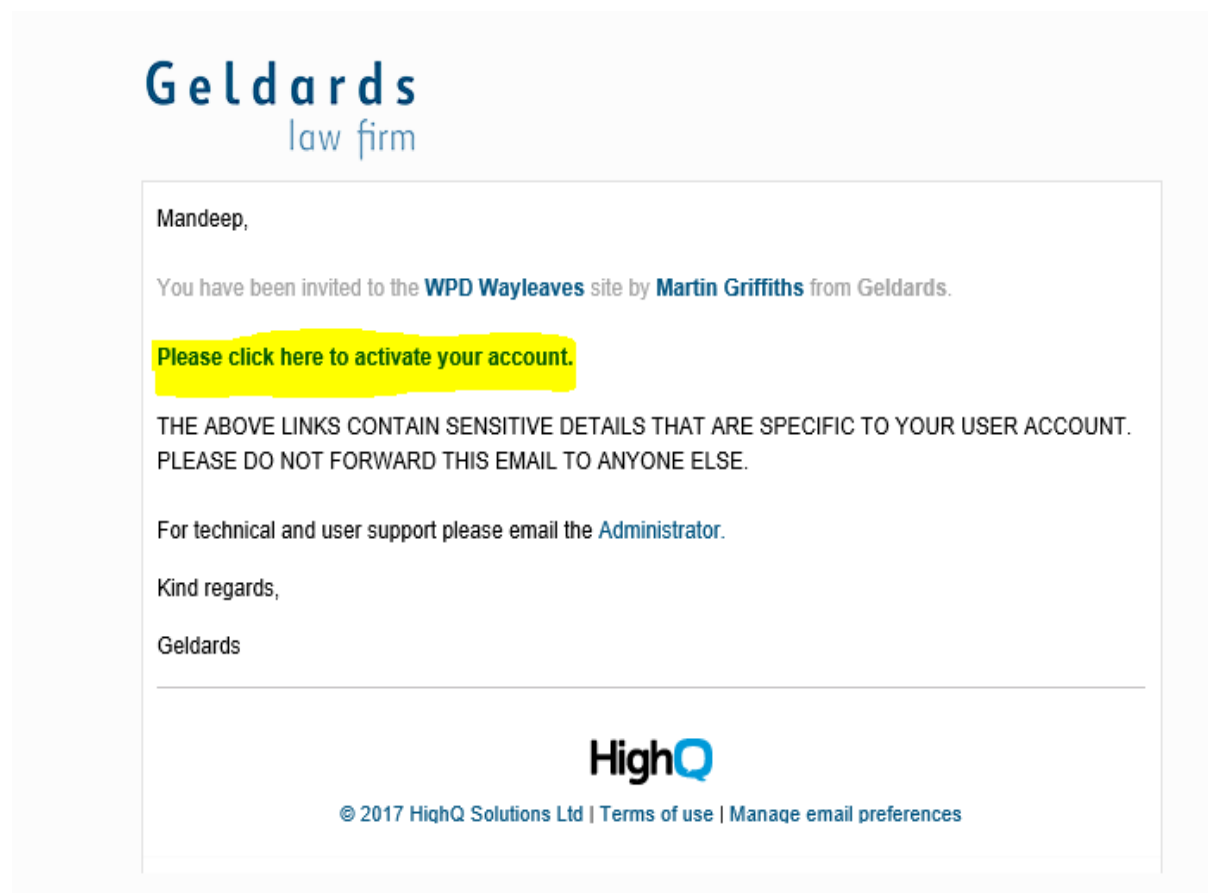
# Access guide to High Q Wayleaves

## [Granting access to the High Q Wayleaves Case Management system](#)

Geldards will request details of the individuals who will require access rights to the High Q Case Management System from the Customers Legal Representative. Geldards will be informed of a contact name, company/firm details and a contact email address for the access request email to be sent to. Geldards will then initiate this and send out an email request inviting access the site.

## [Your initial email](#)

You should receive an email similar to the one [below](#) inviting you to join the High Q Wayleaves system, which is the new version of the Customer Online Access which will allow you access to view your matters on line.



**Geldards**  
law firm

Mandeep,

You have been invited to the **WPD Wayleaves** site by **Martin Griffiths** from Geldards.

**Please click here to activate your account.**

THE ABOVE LINKS CONTAIN SENSITIVE DETAILS THAT ARE SPECIFIC TO YOUR USER ACCOUNT.  
PLEASE DO NOT FORWARD THIS EMAIL TO ANYONE ELSE.

For technical and user support please email the [Administrator](#).

Kind regards,  
Geldards

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**HighQ**

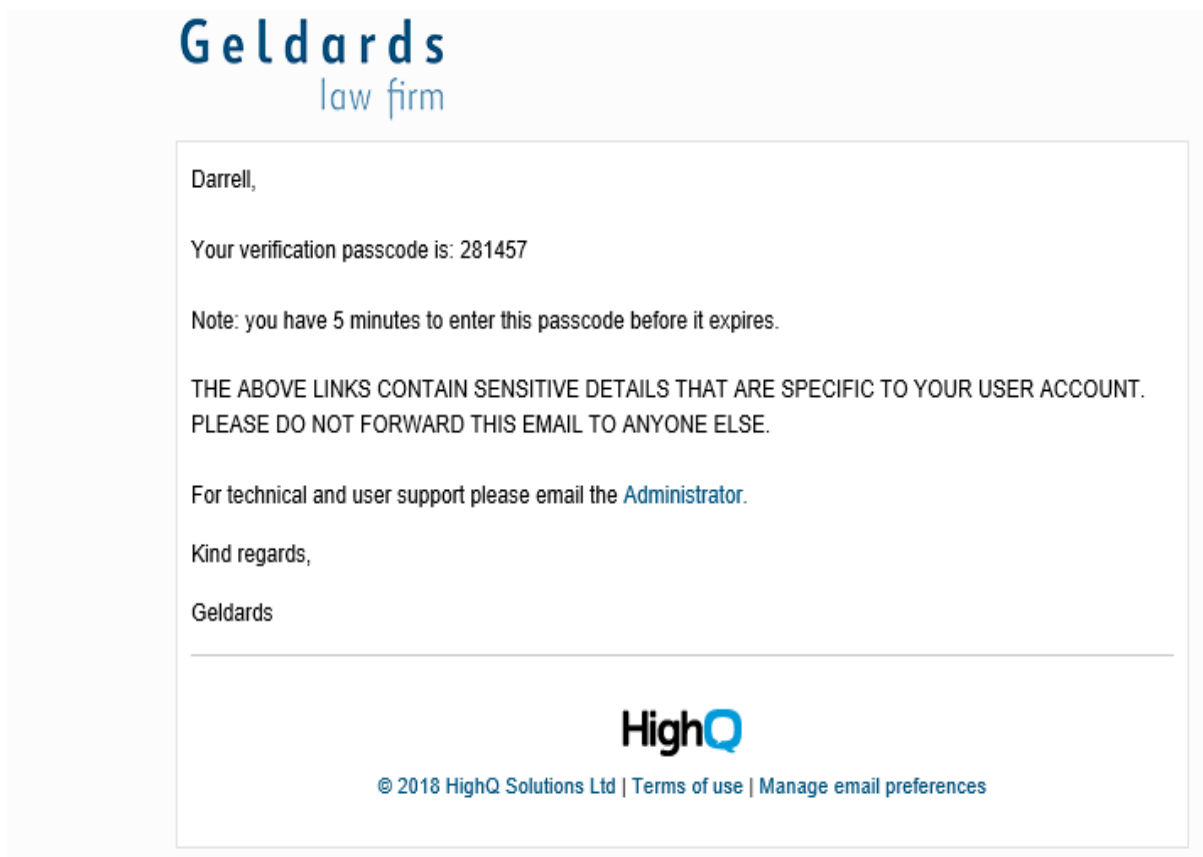
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Once you have clicked on the link to activate your account, you will be asked to set a password. Your password will need to be [at least 8 characters long](#) and contain at least one [NUMBER](#), one [NON-ALPHANUMERIC CHARACTER](#) in the password (e.g. !, \$, #, or %) and one letter in [UPPER CASE](#). Once you have chosen a password and confirmed the same password, click on the [TERMS AND CONDITIONS](#) to accept and you will then gain access to your personal page of the High Q system.

This will allow you to set any personal details, for example, office telephone numbers or email address.

You will then be logged into the system and you will be asked for a [VERIFICATION CODE](#). You should subsequently receive an email (you will be asked for a Verification Code every time you log in as this will provide additional levels of security for the system) with the code to enter and once entered, you will then go through to the Home page.

Your [VERIFICATION CODE](#) email will look similar to the one below.



**Geldards**  
law firm

Darrell,

Your verification passcode is: 281457

Note: you have 5 minutes to enter this passcode before it expires.

THE ABOVE LINKS CONTAIN SENSITIVE DETAILS THAT ARE SPECIFIC TO YOUR USER ACCOUNT.  
PLEASE DO NOT FORWARD THIS EMAIL TO ANYONE ELSE.

For technical and user support please email the [Administrator](#).

Kind regards,

Geldards

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**HighQ**

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Once verified you will be taken through the Western Power Distribution Customer Site, along with the [Terms and Conditions of Use](#), as shown below:

**Terms and conditions**

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GELDARDS LLP  
TERMS AND CONDITIONS OF USE RELATING TO CASE MANAGEMENT SYSTEM

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Decline

You will need to scroll through the [Terms and Conditions of Use](#) and if you are happy with the Terms and Conditions, you should then click “Accept”.



Once the Terms and Conditions have been accepted you will be taken through to the “[Customer View](#)” screen which will contain all matters that you have requested access to and will look similar to the screen shot below:

**Customer Report** ▾ **Customer View** ▾

<input type="checkbox"/>	Site Address ▾	User Access ▾	Status ▾	
<input type="checkbox"/>	123 Albion Street Town County	Darrell Wholey	Initial Letter to Legal Representative	
<input type="checkbox"/>	456 The Road The Village Town City	Darrell Wholey	Completion Matter with O/S	
<input type="checkbox"/>	Site on the A321 House on the Hill Down in the Valley	Darrell Wholey	Title Queries dealt with	

To select the matter you wish to view, click on the “ellipsis” (highlighted yellow below) and select “View”:

Customer Report ▾ Customer View ▾

<input type="checkbox"/>	Site Address ▾	User Access ▾	Status ▾
<input type="checkbox"/>	 123 Albion Street Town County	Darrell Wholey Test BillingFeeEarner	Initial Letter to Legal Representative
<input type="checkbox"/>	 456 The Road The Village Town City	Darrell Wholey	Title Queries dealt with

You will then see two sections relating to your matter.

## [Main Information](#)

▼ Main Information

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**Matter Number**  
93586.4512

---

**Site Address**  
123 Albion Street  
Town  
County

---

**Status**  
Initial Letter to Legal Representative

---

**User Access**  
Darrell Wholey

---

This will give basic information relating to the matter reference number, site address and matter status and who has access to the matter online. To go into further detail, you will need to select the “Milestone Information” as shown below.

## Milestone Information

▼ Milestone Information
Initial letter sent to Customers/Landowners Legal Representative
30/08/2018
Reply to initial letter received from Customers/Landowners Legal Representative
31/08/2018
Title queries raised
Title queries dealt with
Documents agreed and engrossments sent
Executed engrossments received from Customers/Landowners Legal Representative
Pre-completion Land Registry Search
Completion

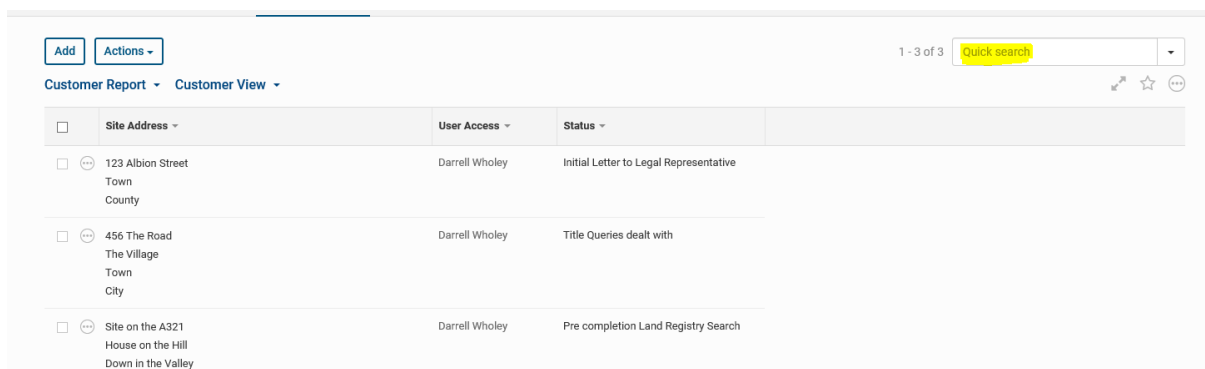
This section will give a more detailed view of at what point of the transaction the matter is currently at. In the above example, Geldards are in receipt of the reply to their initial letter and are presently raising title queries.

As the system will only be showing the matters you have access to, to view each matter you will just need to click on the ellipsis in each case to view the matter history.

## [Quick search and Advanced Search](#)

If you have requested access to several matters and are unable to see the matter in question from the list, you are able to use the [Quick search](#) and [Advanced Search](#) options to find your matter.

The Quick search box is in the top right-hand corner of the webpage as shown in the screen shot below:



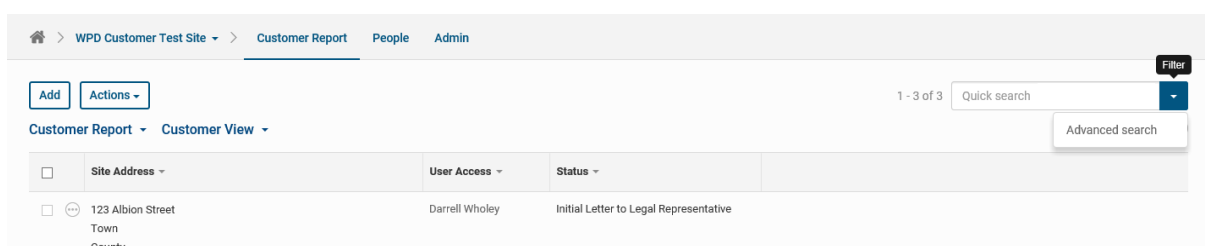
The screenshot shows a web application interface. At the top right, there is a search bar labeled 'Quick search' with a dropdown arrow. Below the search bar, there are navigation links: 'Add', 'Actions', 'Customer Report', and 'Customer View'. The main content area is a table with the following columns: 'Site Address', 'User Access', and 'Status'. The table contains three rows of data:

Site Address	User Access	Status
123 Albion Street Town County	Darrell Wholey	Initial Letter to Legal Representative
456 The Road The Village Town City	Darrell Wholey	Title Queries dealt with
Site on the A321 House on the Hill Down in the Valley	Darrell Wholey	Pre completion Land Registry Search

In [Quick search](#) you can search by entering part of the site address that you wish to search for.

## [Advanced Search](#)

The Advanced Search option can be obtained by selecting the drop-down arrow within the Quick Search box as below:



The screenshot shows the same web application interface as above, but with the 'Quick search' dropdown menu open. The menu contains the option 'Advanced search'. The table below the menu shows the first row of data:

Site Address	User Access	Status
123 Albion Street Town County	Darrell Wholey	Initial Letter to Legal Representative

The [Advanced Search](#) option will allow you to search using further search options based on “words or wording”, “site address”, “matter number” or “milestone dates”.

If you wish to print off the Customer View, this can be done by selecting the ellipsis in the top right-hand corner of the screen, as shown below:

Customer Report ▾ Customer View ▾

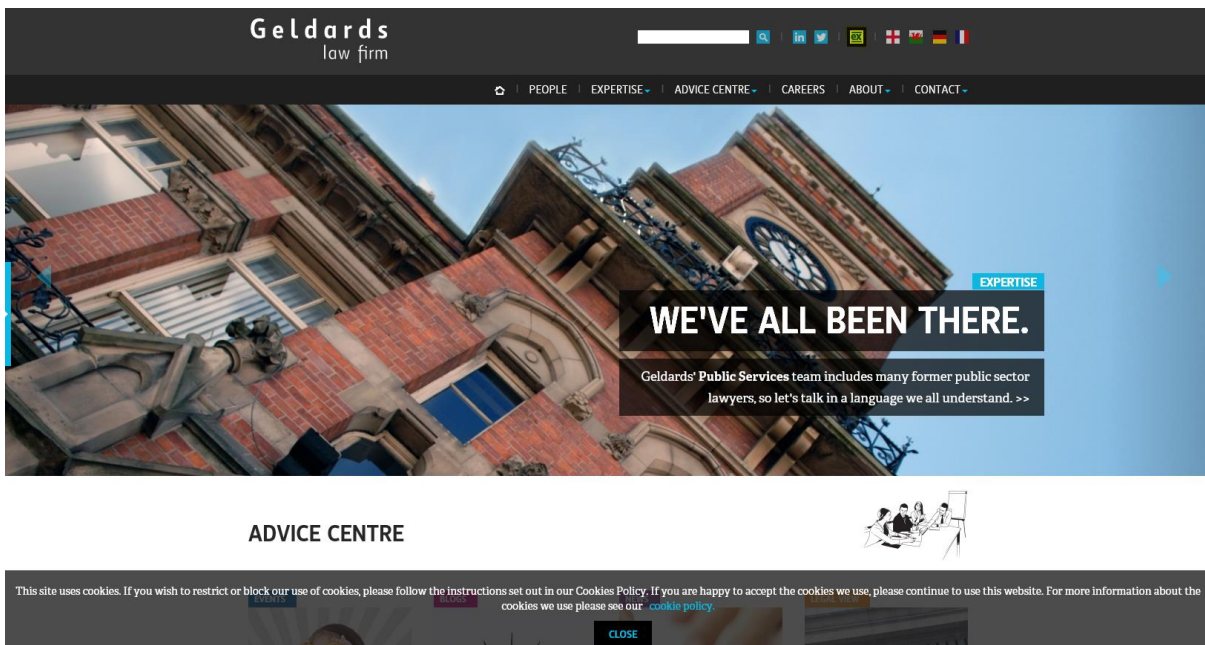
<input type="checkbox"/>	Site Address ▾	User Access ▾	Status ▾	
<input type="checkbox"/>	123 Albion Street Town County	Darrell Wholey	Initial Letter to Legal Representative	Share <b>Print</b> Export to PDF Export Import Audit history
<input type="checkbox"/>	456 The Road The Village Town City	Darrell Wholey	Title Queries dealt with	

Or alternatively, you may wish to [export](#) a list of the matters you have access to into an [Excel spreadsheet](#) or into a [PDF](#) which again are available under the ellipsis dropdown.

### [Logging in directly from the Geldards Website](#)

To log in directly from the Geldards webpage ([www.geldards.com](http://www.geldards.com)), click on the link shown in the

screen shot below (the ex-logo  next to the Twitter icon):

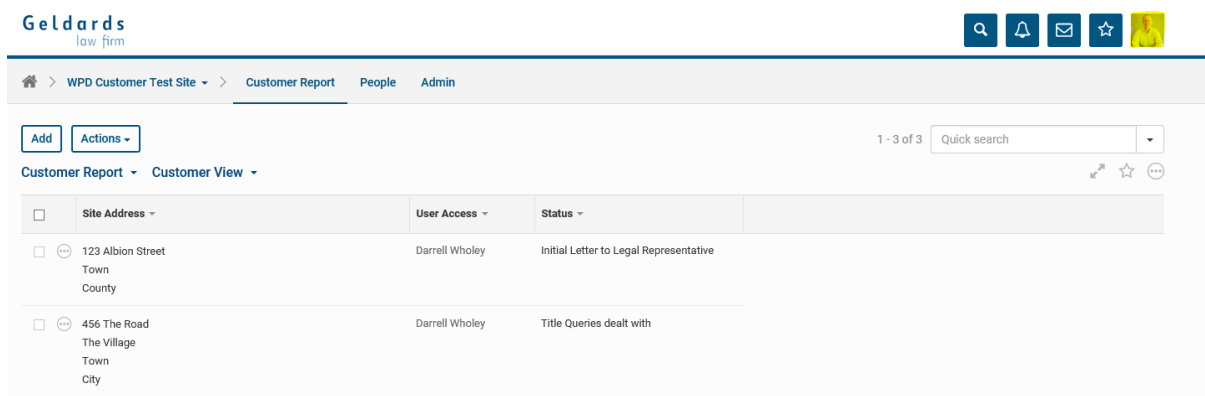


You will then be asked to enter your email address and your password which you set up following the initial email request you received from Geldards.

Once you have logged on for the first time, you will not be required to accept the [Terms and Conditions](#) each time you subsequently log into the portal and you will be taken straight through to the [Customer View](#) screen to view all the matters you have requested access to.

## [Logging Out](#)

To log out of the High Q system, click on the Profile icon (highlighted yellow) in the top right-hand corner of the screen and select “Logout”:



The screenshot displays the Geldards law firm portal. The top navigation bar includes the logo, a search icon, a notification bell, an email icon, a star icon, and a profile icon highlighted in yellow. Below the navigation bar, the breadcrumb trail shows 'WPD Customer Test Site' > 'Customer Report' > 'People' > 'Admin'. The main content area features an 'Add' button and an 'Actions' dropdown menu. A search bar with 'Quick search' and a dropdown arrow is visible, along with '1 - 3 of 3' items. The 'Customer Report' section is expanded to show 'Customer View'. A table lists three items:

<input type="checkbox"/>	Site Address	User Access	Status
<input type="checkbox"/>	123 Albion Street Town County	Darrell Wholey	Initial Letter to Legal Representative
<input type="checkbox"/>	456 The Road The Village Town City	Darrell Wholey	Title Queries dealt with