

Supreme Court of Victoria

RedCrest Electronic Filing User Guide



April 2017

Commercial Court Registry

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Melbourne Victoria 3000

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How Do I Register?

Note: The RedCrest Help Desk will need to approve your registration before you can file electronically.

1. Navigate to the Electronic Filing webpage: www.redcrest.com.au
2. Click **Register Here** link
3. Enter email address and click **Next**
4. Fill out Personal Information for registration and click **Finish**

Profile Information

Please complete the following items.

User Detail

Personal Information

Password *

Confirm Password *

Organisation Name

Title

First Name *

Last Name *

Middle Name

Post Nominals

Address *

City *

State * Choose One

Postcode *

Phone

Date of Birth

< Previous Next > Cancel Finish

5. Check your email inbox for a verification email to finalise your registration
If you have not received the verification email within 2 hours after registration:
 - First check your junk mail folder and your email spam filter. If necessary, add the email address to your safe senders or 'white' list to avoid future issues.
 - If you still cannot locate the email, contact the RedCrest Help Desk for assistance
6. Read the Terms and Conditions of RedCrest use and then select the **Click Here** link to confirm your email address
7. You will receive a second email confirming registration and your ability to electronically file when the RedCrest Help Desk has approved your request

Logging Into Electronic Filing

1. Navigate to the Electronic Filing webpage: www.redcrest.com.au
2. Click **Sign In** link
3. Enter your username (your email address) and password
4. You will now see additional menu options on the landing page:

The screenshot shows the Supreme Court of Victoria's eFiling website. At the top, there is a navigation bar with links for 'Home', 'Search', 'eFile', 'Orders', and 'Cases'. The main heading is 'Commercial Court Electronic Filing'. Below this, there is a welcome message and a 'Sign in' button. A 'Latest Bulletin' section is dated 18 April 2017. The sidebar on the left contains various links under 'Court Information', 'Templates', and 'eFiling Site Information'.

Navigating the Home Screen

Once you have signed in, you will be redirected to the authenticated, secure, section of the system. This is the electronic filing home page. From this page, you can directly access your proceedings via **Cases**, and commence a new proceeding and file new documents via **eFile**. There is also additional useful information that can be found on the left hand side of the page. This includes templates and a link to the Supreme Court Rules (General Civil Procedure) Rules 2015 and Practice Note.

Filing Documents in RedCrest

You can file using your own precedents

RedCrest allows you to use your own precedents when filing documents to the system. Please note that all documents **must be filed in PDF format**. The system will not allow you to proceed with your filing if your document is not in this format.

Remember:

- The electronic signature protocol for RedCrest is set out in rule 28A.08 of the Rules.
- Parties are required to retain original signed documents in hard copy pursuant to rule 28A.09 for presentation to the Court if, and when, required.

Important: Review your document before filing

Review your document before filing. Does it look as it would if you were filing it in hard copy over the counter? If your document has not been filed in accordance with the Rules, it may not be accepted. Please contact the Commercial Court Registry if you require assistance.

It is no longer mandatory to use a RedCrest template to commence a proceeding or file other documents such as a Notice of Appearance but it is advisable that users use the templates provided on the Supreme Court of Victoria's website. A link to these can be found on the home page.

Wrong Document filed?

In the event that you file the wrong version of a document, or upload the same document multiple times, there is a process to request that document's removal. This process is set out at Paragraph 11.1 of Practice Note SC CC 5 - RedCrest. You can also contact the RedCrest Help Desk for assistance.

Urgent Applications and Filings

Applications of a genuinely urgent nature should be brought in accordance with the Commercial Court's urgent application procedure as set out in the 'Notice to the Profession - Updated Practice Court Procedures (Commercial Court)', which can be found on the Supreme Court's website.

New Commercial Court proceedings requiring urgent interlocutory relief may be initiated on RedCrest, particularly if interlocutory relief will form part of ongoing proceedings.

However, practitioners **must** direct their enquiries about urgent listings, in the first instance, to Commercial Court Registry on (03) 9603 4105 and by email at commercialcourturegents@supcourt.vic.gov.au prior to initiating proceedings on RedCrest.

Upon filing of the Originating Process in RedCrest, the urgent nature of the matter may be noted in the 'Filing Note' field in RedCrest. Where a proceeding is under Judge management, urgent applications may be sought by contacting the Associate to the List Judge and then informing the Commercial Court Registry of the allocated return date. If the Associate to the List Judge is unavailable, practitioners should contact the Commercial Court Registry on the above number.

The following documents will be designated Confidential upon filing in RedCrest:

- Exhibits to Affidavits;
- Outlines of Submissions;
- Outlines of Argument;
- Lists of Authorities;
- Order 44 Reports (Expert Witness Statements);
- Witness Statements;
- Outlines of Evidence;
- Synopses of Evidence;
- Chronologies;
- Documents that by Court order are to be treated as confidential; and
- De Bene Esse evidence or evidence by deposition.

Confidential documents will be made available on RedCrest only to the Court and to registered users with access to the case page for that case. While a Confidential document will form part of the Court record, it will not be made accessible by file search to the public or persons who do not have access to the particular case page.

Rule 28A.17 of the Rules provides that the Court may make any order it thinks fit as to confidentiality and privacy in relation to the filing of documents on RedCrest. For example, the Court may:

- Designate a particular document not referred to in paragraph be treated as confidential;
- Direct that a particular document be filed in a redacted form; and/or
- Direct that a particular document be filed with an additional level of confidentiality.

Practitioners who intend to file material that is Commercial-in-Confidence, and which is not intended to be made available to other parties or made available only on a restricted basis, require an order of the Court in advance of filing. It is critical that a practitioner who anticipates filing material of this nature contacts the Commercial Court Registry or the Associate to the List Judge managing the case before filing to ensure that appropriate arrangements are in place for the treatment of that material. This includes ex-parte applications, applications made under a suppression order and/or any application confidential in nature

My Filings Queue

1. Click on the **eFile** link



2. From this screen, you can:
 - a. Create a new case request
 - b. Submit subsequent filings on existing cases
 - c. Save partially completed work to submit at a later time
 - d. Monitor the status of filings
 - e. Make corrections on filings that have not been accepted by the Court

eFile ID	Filing Type	Case Number	Case Title	Filing Status	File Date	Cost
258	New Case Request	2014 CV 000416	2014 CV 000416 VB et al -vs- PAYNE, SALLY et al CEC	Accepted	02/27/2014 08:41 PM	\$302.50
253	New Case Request	2014 CV 000411	2014 CV 000411 PL -vs- ANDERSON, RANDALL CEC	Accepted	02/27/2014 09:35 AM	\$502.50
210	Subsequent Filing	2004 CV 00085	2004 CV 00085 JS -vs- Jones, Joseph JL	Accepted	02/04/2014 02:02 PM	\$164.50
209	Subsequent Filing	2014 CV 000396	2014 CV 000396 RJ -vs- WILLIAMS, ROGER CEC	Reviewing	02/04/2014 12:36 PM	\$164.50
206	Subsequent Filing	2012 CV 000280	2012 CV 000280 CJ et al -vs- Dant, Joseph TP	Reviewing	02/03/2014 06:10 PM	\$2.50
205	Subsequent Filing	2004 CV 00085	2004 CV 00085 JS -vs- Jones, Joseph JL	Filed	02/03/2014 06:10 PM	\$2.50
203	New Case Request			Reviewing	01/27/2014 10:39 AM	\$299.50
214	New Case Request			Draft		\$299.50

The top section of the My Filings page provides search options to control which records will display in the search results at the bottom of the screen

1. Enter the desired search criteria
2. Click the **Search** button

The bottom section of the screen displays the records that fall within the search criteria selected.

eFile ID	Filing Type	Case Number	Case Title	Filing Status	File Date	Cost
258	New Case Request	2014 CV 000416	2014 CV 000416 VB et al -vs- PAYNE, SALLY et al CEC	Accepted	02/27/2014 08:41 PM	\$302.50
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206	Subsequent Filing	2012 CV 000280	2012 CV 000280 CJ et al -vs- Dant, Joseph TP	Reviewing	02/03/2014 06:10 PM	\$2.50
205	Subsequent Filing	2004 CV 00085	2004 CV 00085 JS -vs- Jones, Joseph JL	Filed	02/03/2014 06:10 PM	\$2.50
203	New Case Request			Reviewing	01/27/2014 10:39 AM	\$299.50
214	New Case Request			Draft		\$299.50

Filings which have been approved and are on the case page will not be viewable in Filing Queue by default. To see these filings, select the **Completed checkbox** in the Filing Status search filed and **click on Search**. These completed filings will now be visible.

Filing Status definitions:

Filing Status	Definition
Draft	Filing has been created, not yet submitted by the Filer.
Filed (Submitted)	<p>Filing has been submitted and is waiting for review by the Commercial Court Registry</p> <ul style="list-style-type: none"> - The date and time submitted will become the electronic 'Time Stamp' date and time once, or if, the Filing is 'Accepted' by the Reviewer. - The Filer can continue to modify a Filing in this status; however, doing so will change the filing date/time (time stamp date) of the Filing to the new date/time that the Filing was resubmitted.
Reviewing	Filing is being reviewed by the Reviewer and the Filing can no longer be modified by the Filer unless rejected by the Reviewer.
Rejected	<p>The Reviewer has not accepted the Filing and it is returned to the 'My Filings' queue</p> <ul style="list-style-type: none"> - Filings that have not been accepted and are then resubmitted will be time-stamped with the original filed/submitted date/time if, or once, accepted by the Reviewer.
Refiled	A previously Rejected Filing has been modified by the Filer and has been resubmitted/refiled and is waiting for review by the Reviewer
Accepted	<p>The Filing has been accepted by Reviewer</p> <ul style="list-style-type: none"> - Filings are now electronically 'time stamped' with the date submitted (or resubmitted) - The Payment process is completed
Completed	Filing has been completed, and the case has been created and, or, the filing has been added to the Court File.

Create New Case Request

1. From your **My Filings** queue, click on **Create a New Case** button (top of screen). This will take you to the **New Case Request** screen.

2. Enter your firm's number in the Bar Roll field
If an error appears, try tabbing out of the field and entering it again after selecting Case Type. If the error continues, leave the field blank and enter the number in the Filing Note field.
3. Enter a Reference Tag, if desired
The 'Reference Tags' field is for your use and is not mandatory. You could use it to record your firm's internal case reference number..
4. Select the Case Type from the drop down list
5. Select the Initiating Action from the drop down list

Add Party Information Section

1. Select the **Rep by Practitioner** field for those parties represented by the Practitioner who is submitting the filing
2. Select the **Party Type** using the drop down list
3. Enter the name of the party using either:
Last, First, and Middle Name fields (Suffix field, if applicable) **-or-** Company field
4. Select the Address Type using the drop down list and enter address details
5. Select the Phone Type and enter phone number
6. **Enter Case Manager's email address in the email field. NOTE: Notifications of Electronic Filing for your party will be sent to this email address only.**
7. If the party has an alias or other affiliation, click the **Add Affiliation/Alias** button
8. Add your second party following instructions # 2-7

Note: The 'New Case Request' screen displays data fields for two parties.

To Add Additional Parties:

1. Click the **Add Party** button
2. Continue to follow instructions # 2-7 until all parties are entered

Documents	
Document 1	
Document Type *	Commence Case - Originating Process (Corporations)
Filing Fee	\$4,081.60
Page Count	12
Document Note	Originating Process filed for Plaintiff
Attachments	
File Name	Page Count Date Uploaded
OriginatingProcessForm5F.pdf	12 15/04/2017 04:37 PM Delete

Add Documents Section

1. Select the **Document Type** using the drop down list
2. Enter the title of the document (in line with the Document Naming Conventions available on the RedCrest homepage) in the **Document Note** field
3. Upload your PDF attachment by clicking the **Browse** button
4. Navigate to your document to attach
5. Select the appropriate document by double-clicking the document
 - If a PDF is uploaded and exceeds the maximum file size allowed by the Court, a message displays, "File is too large to attach"
 - To view your attached document, click on the document name. We recommend that you take the opportunity to double check the document you wish to file.
 - To remove your attached document, click the **Delete** button to the right of the document name

Filing Note Section

1. In the Filing Note field enter the following information:
 - Trial Estimate (minimum to maximum days)
 - Brief summary of claim
 - If the case is urgent (please ensure you have contacted the Commercial Court Registry per the Practice Note)
 - Any related cases
 - Any additional information

Finalising the New Case Request

Convenience Fee	\$0.00
Total	\$0.00
Paid	\$0.00
Owed	\$0.00

1. Filing fee will be viewable in the cost section
2. Select **Continue with Filing** if you are ready to submit the filing. Alternatively:
 - a. **Cancel** – Returns you to the 'My Filings' work queue and cancels any additions or changes made to the New Case or Subsequent Filing request.

Information entered on your screen will NOT be saved if you select this option.

- b. **Save** – Saves any additions or changes made to the New Case or Subsequent Filing request. Your filing will be saved as a “Draft” and will be viewable on the “My Filings” page.
3. When you select **Continue with Filing** you will be taken to a page where you will be able to modify, confirm and make the relevant payments associated to the proceeding you are initiating. Additionally, you will be given a new case request number. Please quote this number when contacting the Registry to discuss any queries relating to your filing requests.

New Case Request 279

Filer Jon Snow Debt Collectors Pty Ltd	Last Modified 24/03/2017 02:46 PM
Status Draft	
Site Supreme Court	
Case Type Commercial Court	
Initiating Action Building Disputes - Misleading or Deceptive Conduct	

Documents

Document 1

Document Type Commence Case - Originating Process (General Use)	Attachments						
Filing Fee \$4,081.60	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="font-size: small;">File Name</th> <th style="font-size: small;">Page Count</th> <th style="font-size: small;">Date Uploaded</th> </tr> </thead> <tbody> <tr> <td style="font-size: small;">WRIT.pdf</td> <td style="font-size: small;">1</td> <td style="font-size: small;">24/03/2017 02:46 PM</td> </tr> </tbody> </table>	File Name	Page Count	Date Uploaded	WRIT.pdf	1	24/03/2017 02:46 PM
File Name	Page Count	Date Uploaded					
WRIT.pdf	1	24/03/2017 02:46 PM					
Page Count 1							
Document Note This proceeding is being initiated by way of Writ							

Convenience Fee	\$90.10	2.2%
Document Fee	\$4,081.60	
Total	\$4,171.70	
Paid	\$0.00	
Owed	\$4,171.70	

Return
Modify
Add to Cart

4. Select **Add to Cart** to continue with filing process. Alternatively:
 - a. **Return** – to return to ‘My Filings’ queue
 - b. **Modify** – to make changes or modifications to your filing
5. Select **Submit Filings** to submit your filing and make a payment

Filing Cart

Filing Description

[New Case Request 304](#)

Case Type Commercial Court

Initiating Action Breach of Fiduciary Duty

Payment by Credit Card

Return to My Filings
Submit Filings

6. You will be directed to PayPal where you can pay using a PayPal account or without an account using Visa or MasterCard. Follow the PayPal prompts to make a payment

IMPORTANT: Be sure to print the PayPal Receipt for your records.

Your payment will remain in a ‘Pending’ status until the Court accepts your Filing(s) which will then complete your payment with PayPal.

Once payment has been made you will be prompted to '**Return to Merchant**'. Click this tab to return to the electronic filing system where there will be a confirmation that your filing has been submitted.

Failed Payment

If your payment is rejected, please contact your merchant in the first instance. If your payment has been processed but you have not yet received a receipt, please contact the RedCrest Help Desk for assistance.

Approval and Rejection of Filing

Please be advised that your filing submission is subject to review by the Commercial Court Registry and your submission will not be given a case number (see below) until it has received approval from the Registry that it has been filed in line with the Rules and Practice Note. You will be able to view your filed document in **My Filings Queue** with status "Filed".

Upon the Commercial Court's Approval or Rejection of your filing, you will receive an email notification. If your filing was accepted, you will be able to download a copy of your filed document stamped with the Supreme Court seal, time of filing and case number.

If your filing is not accepted, you can amend the filing in accordance with the reviewer's comments by clicking on the relevant filing record in the **My Filings Queue** and then resubmitting the filing.

File a Subsequent Filing

1. Select the **eFile** tab. On the My Filings page:
 - i. Enter the Case Number in the **Case Number field**
 - ii. Click the **Create Subsequent Filing** buttonAlternatively: to select a case listed in your My Filings queue:
 - i. Click the + sign to the right of a previous Filing
2. Enter your firm's number in the Bar Roll field

If an error appears, try tabbing out of the field and entering it again after selecting Case Type. If the error continues, leave the field blank and enter the number in the Filing Note field.
2. Enter a Reference Tag, if desired

The 'Reference Tags' field is for your use and is not mandatory. You can use it to record your firm's internal case reference number.
3. Select the Party you are filing on behalf of or add a new party to an existing case. To add a new party:
 - a. Click the **Add a Party** button
 - b. Select the **Rep by Practitioner** field for those parties represented by the Practitioner who is submitting the filing
 - c. Select the Party Type using the drop down list
 - d. Enter the name of the party using either:
Last, First, and Middle Name fields (Suffix field, if applicable) -or- Company field
 - e. Select the Address Type using the drop down list and enter address details
 - f. Select the Phone Type and enter phone number
 - g. **Enter the Case Manager's email address in the email field. NOTE: Notifications of Electronic Filing for your party will be sent to this email address only.**
 - h. If the party has an alias or other affiliation, Click the 'Add Affiliation/Alias' button
 - i. Select the down arrow on the 'Affiliation' field
 - j. Select the appropriate affiliation or alias type
 - k. Enter Last Name, First Name -or- Enter Company Name

Add Documents

1. Select the Document Type using the drop down list
2. Enter the title of the document (in line with the Document Naming Conventions available on the RedCrest homepage) in the Document Note field
3. Upload your PDF attachment by clicking the **Browse** button
4. Navigate to your document to attach
5. Select the appropriate document by double-clicking the document
 - a. If a PDF is uploaded and exceeds the max file size allowed by the Court, a message displays, "File is too large to attach"
 - b. To view your attached document, click on the document name. We recommend that you take the opportunity to double check the document you wish to file.
 - c. To remove your attached document, click the **Delete** button to the right of the document name

Filing Note

1. Add any additional information regarding the filing.

Finalising your subsequent filing

Convenience Fee	\$0.00
Total	\$0.00
Paid	\$0.00
Owed	\$0.00

1. If there is a fee associated to the filing, the fee will be viewable in the cost section
2. Select **Continue with Filing** if you are ready to submit the filing. Alternatively:
 - **Cancel** – Returns you to the ‘My Filings’ work queue and cancels any additions or changes made to the Subsequent Filing request. Information entered on your screen will NOT be saved if you select this option.
 - **Save** – Saves any additions or changes made to the Subsequent Filing request.
3. Review the filing and select **Submit Filing** (if no fee) or **Add to Cart** (if there is a fee). Alternatively:
 - **Return** – to return to ‘My Filings’ queue
 - **Modify** – to make changes or modifications to your filing
4. After selecting **Add to Cart** if there is a fee, select **Submit Filings** to submit your filing and make a payment

Filing Cart

Filing Description

[New Case Request 304](#)

Case Type Commercial Court

Initiating Action Breach of Fiduciary Duty

Payment by Credit Card

5. You will be directed to PayPal where you can pay using a PayPal account or without an account using Visa or MasterCard. Follow the PayPal prompts to make a payment

IMPORTANT: Be sure to print the PayPal Receipt for your records.

Your payment will remain in a ‘Pending’ status until the Court accepts your Filing(s) which will then complete your payment with PayPal.

Filings Not Accepted

If the Reviewer does not accept your filing the status of the filing in your 'My Filings' queue will show as 'Rejected' and will display in red text for easy identification

To correct filings which are not accepted

1. Click on the Filing to open the record
2. All fields flagged by the Reviewer are identified by yellow highlighting.
3. In each section is a **Reviewer Comments** field which allows the Reviewer to give specific instructions to the Filer.
4. Update the Filing as instructed by the Reviewer.
5. Click the **Continue with Filing** button
6. Click the **Submit Filing** button

Note: 'Refiled/Resubmitted' Filings will be 'time-stamped' with the original date and time that the Filing was 'Filed/Submitted', provided no additional documents were added. If additional documents are added to a 'Rejected' filing, and costs are associated with the additional document, the 'time-stamped' date and time will become the 'Refiled/Resubmitted' date and time for ALL documents in the Filing and for the case file date if it's a new case request.

Filing a Notice of Appearance

Responding parties should register in the same way as detailed in the **How Do I Register section** of this user guide. Once access to the portal has been granted, responding parties can search for the proceeding using the case number as it appears on the documents that they have been provided with as detailed in image below. Users should select the **Search** tab and then input the case number.

Once search results have been displayed, as shown below, click on the star icon as displayed below and on the **'Request Enhanced Access'** link. This will send your request to the RedCrest Help Desk for approval and once approved the case will appear in your case list. This list will show by clicking on the **'Cases'** tab. You will receive email notification that you have been granted enhanced access to a case when it has been reviewed.

Case Number	Party Type	Case Type
S ECI 2017 01289	Plaintiff	Commercial Court
S ECI 2017 01289	Defendant	Commercial Court

Users can then click the **'eFile'** tab to then file their Notice of Appearance (even before Enhanced Case Access has been approved). This will take you to the subsequent filing page and you can upload your Notice of Appearance in PDF format following the steps detailed in the **File a Subsequent Filing** section of this user guide. Users should ensure that the details on the page are correct and that they have attached the correct document for filing.

Filing Third/Fourth Party Notices and Counterclaims

To file a Third / Four Party Notice or a Counterclaim, follow the steps set out in the **File a Subsequent Filing section** of this user guide.

Requesting Enhanced Access

In order to view a case page, a registered user needs to request Enhanced Case Access. To do this:

1. Search for the proceeding number using the **Search** tab. When a search result is displayed, click on the case hyperlink

Supreme Court of Victoria - eFiling

Jon Snow Home Search eFile Orders Cases

Court Information

- Daily Hearing List
- Commercial Court Lists
- Rules
- Practice Note
- Forms
- Fees

Templates

- Originating Process (general use) (Form 5F) - [With statement of Claim or Endorsement of Claim / deemed Writ]
- Originating Process (general use) (Form 5F) - [Only remedy specified / deemed Originating Motion]

Search

Select your search criteria below. Fields marked with * are required.

Number of Results: 10

Name Search Case Number Search

Case # * S ECI 2017 01289

Search

2. Click on the **Star** icon
3. Click on **Request Enhanced Access**

Supreme Court of Victoria - eFiling

Jon Snow Home Search Results eFile Orders Cases

S ECI 2017 01289 Debt Collectors Pty Ltd vs Frey

Case Type	Commercial Court	Initiating Action:	COM Building Disputes - Misleading or Deceptive Conduct
Case Status	Open	Status Date:	24/03/2017
File Date	24/03/2017	Case Judge:	Elliott, J
DCM Track:		Next Event:	13/04/2017

★ eFile [Request Enhanced Access](#)

All Information

4. The Case Manager for your party has to **send an email to the RedCrest Help Desk** confirming you should be granted access to the case page. Note: The only exception to this will be if a user files a Notice of Appearance and requests Enhanced Case Access at the same time – that user will then be the Case Manager for that party.
5. When the RedCrest Help Desk receives confirmation from the Case Manager, you will be granted access to the case page.

Accessing the Case Page

Once users have added the case to their case list (through either creating a new case request or requesting Enhanced Case Access), they will be able to view the case by clicking the 'Cases' tab.

Case Number	Case Type	Party Type
★ ⚡ S ECI 2017 01289	Commercial Court	Plaintiff
★ ⚡ S ECI 2017 01289	Commercial Court	Defendant

To open the Case Page, select the Case Number.

Around the Case Page

Case Title The **Case Page** contains general information about your case including the:

-
- Case Number
- Filing Date
- Next Hearing Date
- The Managing Judge (when allocated)
- Initiating Action
- Events

Case Details
S ECI 2017 01260 Company Test 123 vs Company Test 45

Case Type: Commercial Court
Case Status: Open
File Date: 14/03/2017

Initiating Action: NEC Breach of Duty
Status Date: 14/03/2017
Case Judge: Elliott, J
Next Event:

★ eFile Enhanced access is available for this case. Authorized Date: 11/04/2017 08:54 AM

Events

Date	Session	Locality	Location	Type	Event Judge	Result
15/03/2017 10:30 AM	Commercial List - Croft J		Courtroom 1 - SC Melb (William St)	Trial	Elliott, J	
30/03/2017 10:30 AM	Commercial List - Almond J		Courtroom 3 - Bendigo Court	Application for Approval of Compromise	Almond, J	

Docket Information

Docket Date	Docket Type	Docket Text	Image Avail.
14/03/2017	Originating Process (General Use) filed	Originating Process (General Use) filed Originating Process filed on behalf of Plaintiff eFiling submission date: 03/14/2017 13:56:20	Image

The majority of this information is extracted from the information provided by the Plaintiff at the time of initiation and, subsequently, from other filed documents like the Notice of Appearance.

The case page also contains the electronic **Court File** where all the documents filed into the case (by both the Court and parties) are viewable to the parties in the proceeding. Users can view the documents by clicking on the image icon next to each record.

The documents on the Court File cannot be edited in the system. You may save documents from the Court File to your own computer and interact with them there, but if you wish those changes to be available on the **Court File** you will need to contact the RedCrest Help Desk. You may be able to request to reload that document as a new version and/or seek an Order removing the previous version.

Notification of Electronic Filing

Once accepted by the Commercial Court Registry, the document will appear in the **Court File** as the most recently filed document. Documents appear in date order, from oldest to newest. A **Notification of Electronic Filing** email will be sent to the Case Manager of all parties advising that a document has been added to the Court File. Unless otherwise ordered by the Court, this process **does not constitute service** (See rule 28A.16 of the Rules).

If you are the Case Manager and are not receiving Notification of Electronic Filing emails, please contact the RedCrest Help Desk.

Managing Access to a Case

Enhanced Case Access

It is the Case Manager's responsibility to inform the RedCrest Help Desk who should be granted Enhanced Case Access so they can view the case page. This should be done via an email to the RedCrest Help Desk at the time the user has requested Enhanced Case Access through RedCrest.

Departing Staff members

It is the responsibility of the Case Manager to ensure the appropriate users maintain access to the case page. This includes circumstances such as when legal practitioners leave a firm or new counsel is briefed. It is recommended that access to RedCrest be incorporated into your legal firm HR policies, particularly your staff exit policy and procedures.

In circumstances where the departing staff member is also a RedCrest Case Manager, then they should transfer that status to a nominated staff member prior to their departure.

In both instances the RedCrest Help Desk must be notified, in writing, of the staff member's departure so that their system account can also be deactivated.

RedCrest Help Desk

For all initial inquiries or requests for assistance regarding RedCrest, please contact the RedCrest Help Desk on:

- Phone: +61 3 9603 6042
- Email: redcrest@supcourt.vic.gov.au

You may be asked to provide the following details:

- Your name
- Contact information
- Nature of the inquiry or incident;
- Case Number (if appropriate); and
- Screenshots of the problem you are experiencing.