



Alternative Dispute Resolution System

ADR UBUNTU TUTORIALS

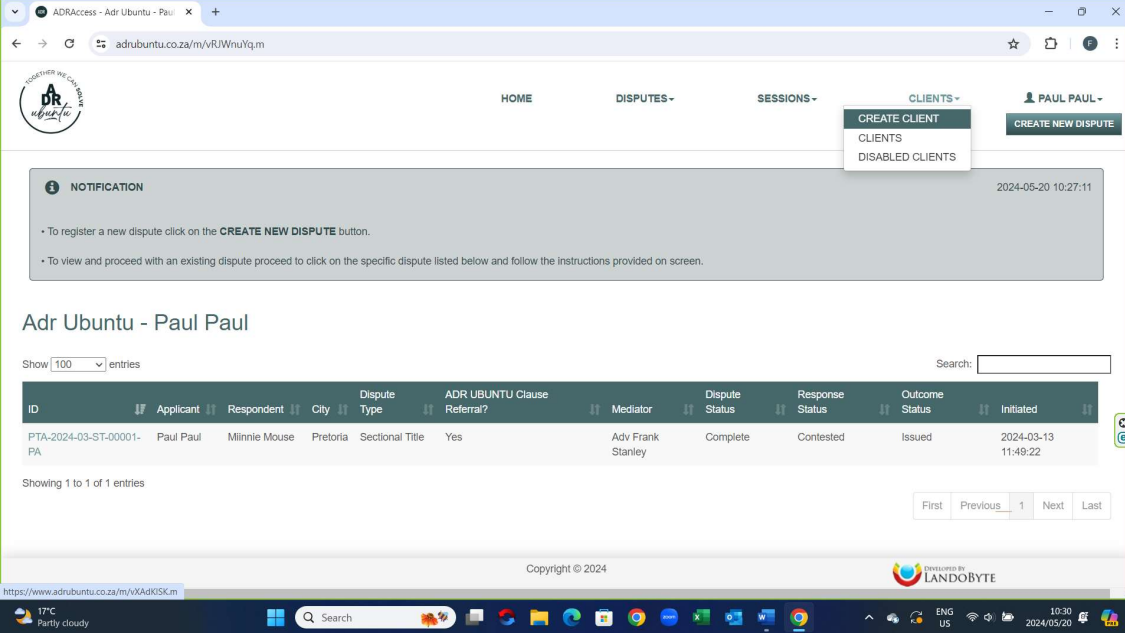
**HOW AN AGENT CREATES A
PROFILE ON BEHALF OF THEIR
CLIENT**

5 January 2024

ADR UBUNTU/TUTORIALS/HOW DOES AN AGENT CREATE A PROFILE FOR THEIR CLIENT

HOW DOES AN AGENT CREATE A PROFILE FOR THEIR CLIENT

1. Once the Registrar has approved AGENT status to an individual or entity, they will be positioned to create profiles for their clients and lodge disputes on their behalf. The Agent can also lodge their own disputes.
2. Once activated the AGENT will log into their profile and proceed to click on the CLIENT navigation button and then on the CREATE CLIENT tab.

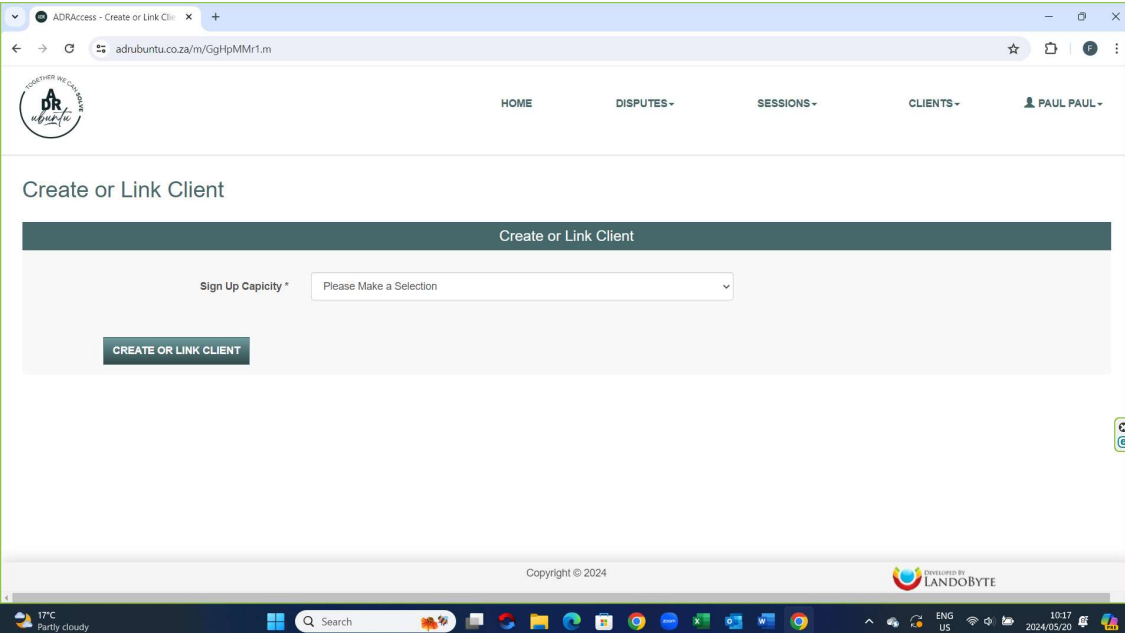


The screenshot shows the ADR Ubuntu web application interface. The user is logged in as PAUL PAUL. The navigation menu includes HOME, DISPUTES, SESSIONS, and CLIENTS. The CLIENTS dropdown menu is open, showing options for CREATE CLIENT, CLIENTS, and DISABLED CLIENTS. A notification bar at the top states: "To register a new dispute click on the CREATE NEW DISPUTE button. To view and proceed with an existing dispute proceed to click on the specific dispute listed below and follow the instructions provided on screen." Below the notification, the user's profile "Adr Ubuntu - Paul Paul" is displayed. A search bar is present. A table of disputes is shown with the following data:

ID	Applicant	Respondent	City	Dispute Type	ADR UBLUNTU Clause Referral?	Mediator	Dispute Status	Response Status	Outcome Status	Initiated
PTA-2024-03-ST-00001-PA	Paul Paul	Minnie Mouse	Pretoria	Sectional Title	Yes	Adv Frank Stanley	Complete	Contested	Issued	2024-03-13 11:49:22

Showing 1 to 1 of 1 entries. Navigation buttons: First, Previous, 1, Next, Last. Copyright © 2024. DEVELOPED BY LANDOBYTE.

3. The AGENT shall then proceed to provide the information of the client he wishes to create.



The screenshot shows the "Create or Link Client" form in the ADR Ubuntu web application. The user is logged in as PAUL PAUL. The form has a title "Create or Link Client" and a dropdown menu labeled "Sign Up Capacity *" with the text "Please Make a Selection". Below the dropdown is a button labeled "CREATE OR LINK CLIENT". Copyright © 2024. DEVELOPED BY LANDOBYTE.

4. If the client he wishes to create, is not a registered Ubuntu user, the platform will the request the AGENT to provide additional information of the client to complete their profile.
5. It is imperative that the AGENT before submitting the information make sure that the correct email address and mobile number of the client is filled in.

ADRAccess - Create New Client

adrubuntu.co.za/m/LRzmxobJ.m

HOME DISPUTES SESSIONS CLIENTS PAUL PAUL

Create New Client

The client could not be found in the database, please capture the clients information to complete creation.

Sign Up Capacity Individual

ID Type ID Number

ID Number 6711040013084

Account Type Individual

First Name *

Surname *

Telephone Number

Mobile Number *

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6. Once all the information is completed the AGENT will be requested to confirm that they have the mandate to act and proceed on behalf of their client.

ADRAccess - Create New Client

adrubuntu.co.za/m/LRzmxobJ.m

HOME DISPUTES SESSIONS CLIENTS PAUL PAUL

Suburb Menlyn

City Pretoria

Province Gauteng

Postal Code 0001

Confirm Client Mandate

By ticking this box you confirm that the client has signed a mandate granting you the required permissions to act on their behalf. You also agree that you will act within the confines of the mandate in all matters when acting through the ADR Ubuntu system and indemnify ADR Ubuntu and all their associates from any liability arising from your actions on the system in relation to your client.

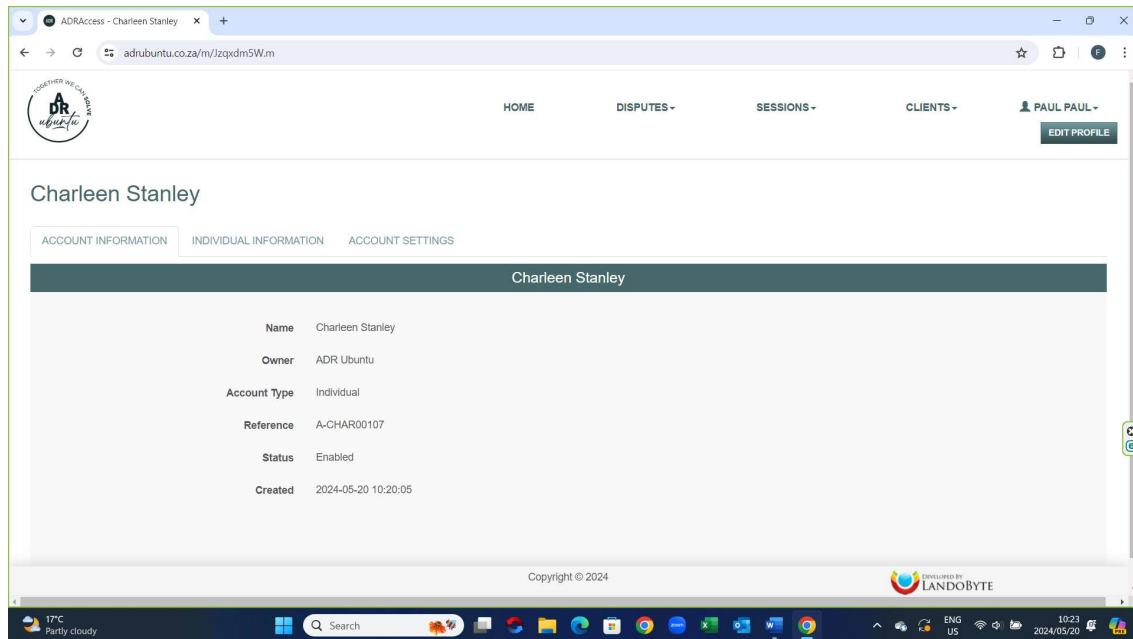
Confirm Client Mandate *

CREATE BACK

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7. Once all the information has been completed and their mandate confirmed, the client's profile will be finalized and the AGENT will be positioned to file disputes on behalf of the client. Below mention screen indicates that the client's profile has been created.



8. The client will also receive an email indicating that their Agent has created a profile on their behalf.
9. Directions will then also be provided to the client on how to go about changing their password so that they can gain access to the profile that was created by their Agent. See sample of the email below.

