New CMS FAQ

Contents

Common questions

1. **Which proceedings will be covered by this first Go-Live?**

The first roll-out will take place on 8 July and will concern the following proceeding:

- Access to the new CMS
- Opt-out lodging (incl. correction, withdrawal, and removal of unauthorized opt-out/unauthorized withdrawal)
- Representative's registration

2. **When can we expect to have all proceedings available in the new CMS?**

The full roll out of the new CMS is planned for the end of September.

3. **How will the transition from the current CMS work? What happens to proceedings already started on old CMS?**

All proceeding already started will be migrated to the new CMS as from the go-live date.

This means that as of the 8 July you will be able to retrieve and manage your opt-out and Representatives information directly from the new CMS. Other proceedings and cases remain on the current CMS.

4. **Will a test environment be available in advance of the official go-live date? If so, how can users request access?**

A first test environment is available for opt-out API submission. You can register for access to the sandbox environment. To do so, please contact us via the contact form and choose the type of enquiry "New CMS Testers". Upon registration, you will receive the necessary instructions to begin your development and test it.

In a second phase, a test environment including all the September go-live functionalities will be made available to external users before the September go live, giving them sufficient time to explore and practice the new CMS. This test environment will remain open after the September go live.

5. **Is there a planned cut-over schedule or expected downtime that users should be aware of?**

The current CMS will be put in maintenance mode from 3 July 18:00 until 8 July. During this freezing period, the CMS will not be accessible.

This will allow us to apply all the required changes and ensure a smooth transition to the new CMS for opt-out and representative's registration (see question 1).

6. **What should I do if I want to contact the Court or make a submission during this downtime period?**

During the maintenance period as referred to in the previous question, should you wish to contact the Court in relation to a pending case or in view of filing a submission with a given division, please **contact said relevant division via email.**

Should you wish to contact the Registry, please use the contact form.

7. **Who will have access to the new CMS?**

The new CMS (Back Office) will be accessible to all relevant Court Staff. The UPC Front Office and Portfolio will be accessible to all representatives before the Court and registered external users.

8. **What is the difference between the Front Office and Front Office Portfolio applications in the new CMS?**

The **front office** is used for:

- Filing new requests
- Filing requests for cases not in your portfolio
- Managing user profile and legal teams
- Manage, sign and send submissions

The **front office portfolio** is used for:

- Manage all UPC cases of that user
- View individual cases in detail (including filings from the opposing party)
- File subsequent actions from a given case using prefilled filing forms
- View orders and decisions of the Court, as well as Court communications

9. **Will there be a dedicated support team or helpdesk for CMS-related issues?**

As with the current CMS, you can contact our support team via the dedicated "Request form" available here. Before creating your ticket, please make sure that you have consulted all available resources, as the answer to your question might be there.

In the case of ticket creation, we encourage you to clearly describe your question / issue (error message, followed steps, etc.).

10. **Where can I learn more about the new CMS? What support materials are available?**

A dedicated website page has been created where you will be able to find training materials and support information helping you to start working confidently with the new CMS. The website page is available here and will be updated regularly.

11. **What should I do if I face an issue using the CMS?**

Should you encounter any issue using the new CMS, please consult the available support material and FAQ available on the website, as you might find answers there. In case you need more clarification, you can reach out to our Support Team and fill out the dedicated "Request Form" available here. Please make sure to first consult information available on the dedicated website. We recommend using an Edge browser to create your request.

In the case of ticket creation, we encourage you to clearly describe your question / issue (error message, followed steps, etc.).

12. Will it be possible to add a screenshot via the "Request Form"?

No, should you need to add screenshots to your ticket, you will need to do it after receiving the GLPI acknowledgement email, as screenshots cannot be attached directly via the "Request form".

13. Where can I find the payment details of the Court?

All Court payment details are available on this page Payments | Unified Patent Court.

In each case, it is imperative to provide, as reason for payment, the Case or CMS reference number (Registry number) linked to the relevant action/application together with the name of the representative of the party- as follows: [reference number]/[year]_Representative: [first name, last name]. Once the new CMS is rolled out for case proceedings, you will be required to include the unique identifier called "Submission ID" as reason for payment. Please fill in carefully the payment communication as requested as erroneous communication could create delays in processing.

New CMS Account

14. Will I need to create a new CMS account?

As a new user of the CMS, you will need to register and create an account.

As an existing user (i.e. a user who has an active account on the current CMS), your account will be migrated to the new CMS, and you will only need to update your password by selecting 'Forget Password' on the login page.

A training guide with all the information on 'How to connect to the CMS' is available here.

15. How do I access the new CMS?

As a new user of the CMS, you will need to create an account and register.

As an existing user, your account will be migrated to the new CMS, and you will only need to update your password by selecting 'Forget Password' on the login page.

You can access the CMS using the below links:

- Front Office: coming soon
- Front Office Portfolio coming soon

For more step-by-step guidance on how to register to the new CMS, please consult the training material available here.

16. Should we still need to have a Smart Card to access the new CMS?

No, the new CMS will not require the use of the Smart Card, as it will be based on a 2-factor authentication method. Please note that you will still need your Smart Card to access the current CMS until all proceedings are migrated to the new CMS by the end of September.

17. My personal information (email, address, etc.) has changed. How can I update it?

You will be able to update your personal information via your "Profile" directly in the new CMS Front Office application, by clicking on your initials in the top right corner of your screen. Should you wish to modify your email address, please contact the UPC's Service Desk via the dedicated "Request Form".

18. My account is blocked or not accessible. What should I do?

In case your new CMS account is blocked, please create a ticket via the dedicated "Request Form"

19. What are the pre-defined roles available in the new CMS? How to get these roles?

The new CMS allows users to have different roles. The per default roles are the following:

- Drafter
- Payer
- Sender

The "Signer" will also be set by default to all Member but could be removed on request in case some users should not have the right to sign (i.e. validate) requests/submissions to the Court.

The "Representative" role will be automatically available to you if you are registered as a representative in the current CMS.

If you are eligible for registration under the UPC Agreement and relevant rules, please follow the procedure for registration as representative in the new CMS. We invite you to consult the training material for guidance as to the process in the new CMS.

Representative's registration

For more information on Representative's registration do not hesitate to consult our more detailed FAQ's section available [here.](#)

20. I was already registered as a representative on the previous CMS, should I register again?

In case you were already registered as a representative on the previous CMS, your account will be migrated, and you will maintain your registration as a representative before the UPC. Therefore, there is no need to request a registration as representative in the new system

21. Will it still be possible to search for representative on the UPC website?

Yes, you will still be able to search for representative on the UPC website. However, in the presentation search mask, [Representation | Unified Patent Court](#), the three entitlements below will be merged to "Article 48(2), Patent Attorney with other appropriate qualifications-EPLC Decision Rule 11/12.1(a)/12.1(b)"

- ✓ Article 48(2), Patent Attorney with Law Diploma-EPLC Decision Rule 11
- ✓ Article 48(2), Patent Attorney with other qualifications-EPLC Decision Rule 12.1(a)
- ✓ Article 48(2), Patent Attorney who satisfies the requirement of EPLC Decision Rule 12.1 (b)

Other qualifications remain as per current search mask.

Opt-out

For more information on opt-out do not hesitate to consult our more detailed FAQ's section available here.

22. Should I use a template for the preparation of an opt-out application, as in the previous CMS?

The Court will make templates available to help with filing of opt-out applications. It is however not mandatory to use said templates.

23. After the new CMS goes live in July, can opt-outs still be carried out via the old system?

No, as from 8 July all opt-out applications should be made in the new CMS. It will not be possible to lodge, withdrawal, correct or remove any opt-out application from the current CMS.

24. How will I know my patent has been opted out?

All opt-out applications and opt-out related applications will appear on the Register, which will be publicly available on the UPC website for consultation.

25. Where do I find the receipt for my opt-out?

The new CMS will generate a Receipt that could be shared by selecting "Send confirmation of reception via e-mail" directly from the CMS. This confirmation can be sent to your e-mail address and/or other e-mail addresses with a confirmation e-mail with the receipt.

Opt-out APIs

26. Will documents uploaded still need to be digitally signed?

The practice of signing documents with a qualified signature is not affected by the migration from the current to the new CMS (please see questions [4.13] in the opt-out FAQ as regards the obligation to sign documents**.**

Please note that this is also valid for non-API opt-outs.

27. Do documents to be uploaded still need to be PDF/A?

Yes, all uploaded documents in the new CMS should respect the PDF/A format.

28. What API access is possible for the new system?

The A2A API is available to submit the Opt-Out and get information about the request and download the corresponding receipt.

29. Will there be any changes in the API for machine-to-machine communication via the API?

The most important change concerned the authentication method, as the new CMS is now using an OAUTH method instead of an APIKEY.

The second change compared to the existing API is the API withdrawal request; that will not be available anymore.

30. Looking at the new CMS, we now must provide the patent applicants & proprietors with the opt-out filing form as well as any representative details if we are filing the opt-out as a UPC representative. How do we provide multiple applicants/proprietors in the case that there is more than one?

Multiple patent applicants/proprietors on behalf of whom the opt-out is filed are to be indicated in the signed opt-out application document to be uploaded.

Document Management

31. Will documents uploaded still need to be digitally signed, or is the signature on the overall submission enough?

Pleadings and applications will need to be signed with a qualified signature, as per the practice in the current CMS. The "signature" step in the Front Office filing process is needed to confirm the representative's (or duly authorized user's) validation of the overall submission, including any exhibits and other documents.

32. What type of documents are allowed in the new CMS?

Only PDF/A documents are allowed in the new CMS.

33. Can I send documents via Post to the Court?

No, according to Rule 4(2) of the UPC Rule of Procedure, the only way to make submissions to the Court is via the CMS. Any submissions outside CMS are exceptional and only possible if the CMS is unavailable.

34. Am I able to migrate documents to the new CMS by myself?

No, you will not be able to migrate your documents to the new CMS by yourself. All closed and ongoing cases, as well as related documents, will be migrated to the new CMS at go-live date. In case you encounter any issues finding your cases, you are invited to create a ticket, and we will get back to you.

35. Which public application programming interfaces (API) will remain accessible once the new CMS is live?

Currently, users can retrieve various types of information from the CMS via public APIs, including list of representatives, list of representative entitlements, opt-out linked to a given patent, search case, search case types and list of languages (used in the system).

From 8 July onwards, the following search endpoints will be inaccessible via the public APIs: list of representatives, list of representative entitlements and opt-out linked to a given patent.

Users can find a detailed overview and an up-to-date information about representation and opt-out on the UPC website via the following links:

- Representative information: https://www.unified-patent-court.org/en/registry/representation
- Opt-out information: https://www.unified-patent-court.org/en/registry/opt-out

The search endpoints, search cases, search case types and list of languages will remain accessible and will continue to retrieve information from the old CMS. This will continue until the new CMS is fully up-and-running. Thereafter, the UPC website will be the only source of official public information. The Court will assess the possibilities to enable access to published material via APIs and will revert to this in due course after the new CMS will be fully launched.

36. Is there any limit to the number of documents uploaded in one "operation/shot"?

In the context of implementing bulk upload functionality, the upload limit has been increased to 200 documents per batch.

Case Management

37. Can I track the progress of a case in real time?

All cases will have an "Activities" tab allowing you to track main actions performed on the case.

38. How can I set up notifications for case updates?

Notifications are automatically triggered by the new CMS once specific actions are taken on a case.

39. How does the new CMS handle case closure and archiving?

Case closure and archiving are managed by the Court, as for the current CMS.

40. Can I search and filter cases based on different criteria?

Yes, different types of filters are available to you in the new CMS, such as case number, status, date, etc.

41. Can I delete a case once it has been created?

A case can be deleted only if it is in "Draft" status. Once sent to Court, the case can no longer be deleted.

42. Would it be feasible to collaborate with other team members in the new CMS?

Yes, the new CMS allows you to create "Organisation" where you can add colleagues to collaborate on cases. Please be aware that whatever action is performed using an organisation's account will be visible to all members of that organisation, no matter if they work with you or another law firm.

For more information consult the training material on "How to create an organisation?"

43. Will the CMS have the functionality of sending an email to the account holder's email address when a new action is received in the CMS?

The new CMS will send notifications to the lead representatives on a case, as well as relevant Court members and staff when documents are added to the case. Notifications will be sent via email.

Accessibility

44. Can the new CMS be accessible from a mobile or tablet?

Yes, the new CMS can be accessed on your tablet, Smart Phone, and laptop. However, we always recommend using a laptop for a better experience.

45. Is the new CMS accessible via all the different popular web browsers?

We strongly recommend using Edge or Chrome browser to avoid performance and visibility issues.