



# Getting Started On The Platform

www.fightback4justice.co.uk

Hello and Welcome to Fightback4Justice.

This document is designed to give you all the information you need to get started on the Platform. For you, our members, our aim with the VIP Platform is to provide you with a simple online directory including all you need to help and assist with your Benefit Application, from Applying through to the Appeal process; We have our extensive online Library of Claim Forms, Template Letters, and Factsheets plus Well Completed Example Forms which you can refer to and more; everything you need to help you process your application effectively. On top of this vast information, our VIP members have access to 'Live Support Chat' allowing you to speak directly to our experienced admin within this field giving you the help you need. Not only that but it is primarily a Social Platform, allowing us to further our overall mission by giving people the opportunity to unite and help each other in one of our many forums. When we say VIP, we mean it. Our platform has a Priority Email and Telephone Advice Line that is checked regularly so our members will have their queries replied to much quicker than conventional methods.

Below you will find all the information you need to make the most of our features, being a VIP member.

## Accessing Documents

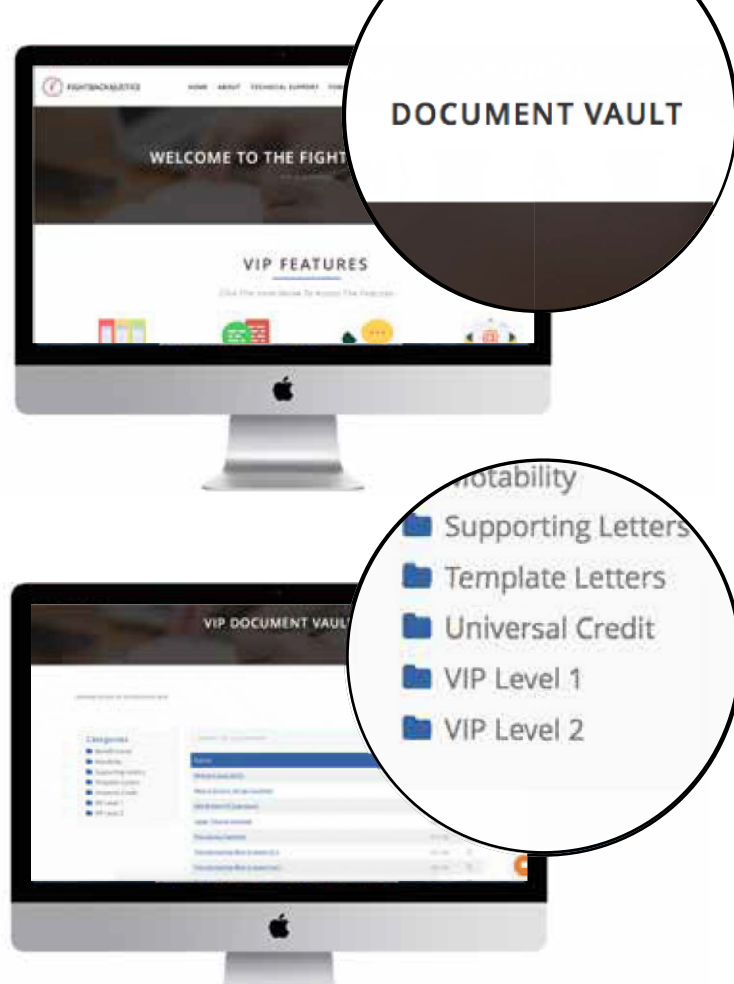
The Document Vault section should be your first port of call when you join the Platform. This is the area where we store our extensive range of documents from our popular Well Completed Forms to helpful Template Letters, Factsheets and much more. The section is broken down into easy to use folders so you will be able to find exactly what you need. Although all of our documents are mobile and tablet friendly, we would always advise that you view this section of the network on a Desktop or Laptop.

Step 1) Click 'Document Vault' in the Platform menu.

Step 2) Select the chosen area you wish to view - for example, If you are a VIP 2 member, select VIP level Documents.

Step 3) Again, select the area you wish to view - DLA, PIP or ESA.

Step 4) Select which stage of the application process you would like to access documents on.



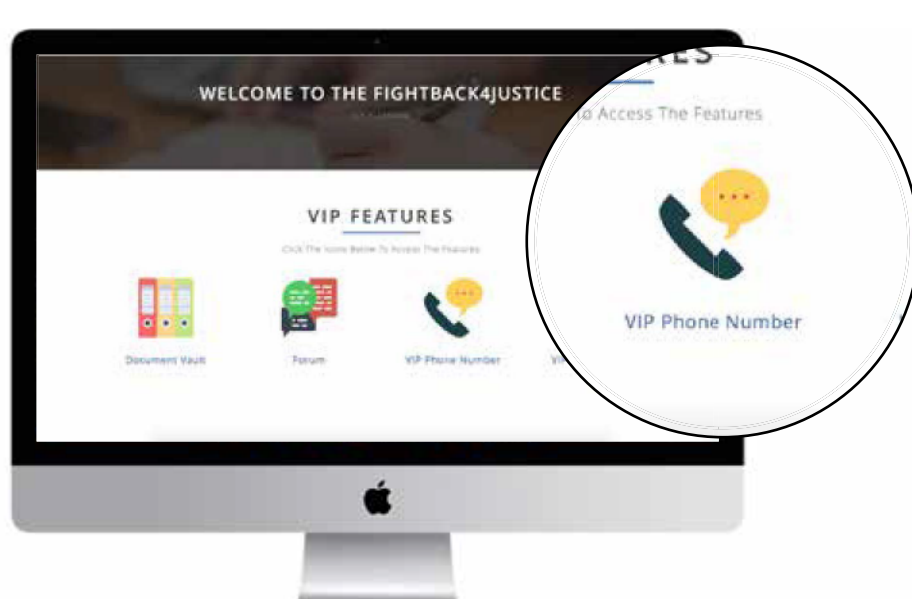
## Live Chat Support

The Live Chat Support is one of the most popular features on our Platform. Our team will be monitoring throughout the day, checking regularly into the evening and at weekends to deal with your queries and questions. You can also leave an 'Offline Message', and we will respond as soon as we can. This feature is open to all members and can be accessed by clicking on the orange image icon as marked below.



## Connect with FB4J

As you may be aware, as part of the VIP service we offer a dedicated VIP phone number that only VIP members have access to. On our general line, we receive over 200 calls daily which, means at times it is simply impossible to answer the phone each time it rings... as much as we try to do. However, as a VIP member, you can call us on the VIP line which is always treated as a priority over the general advice line. This allows us to make sure you are receiving VIP treatment. We have also introduced 'Late Night Thursdays' where our office team will be available until 6pm. The phone number is clearly marked inside the platform, as shown below.



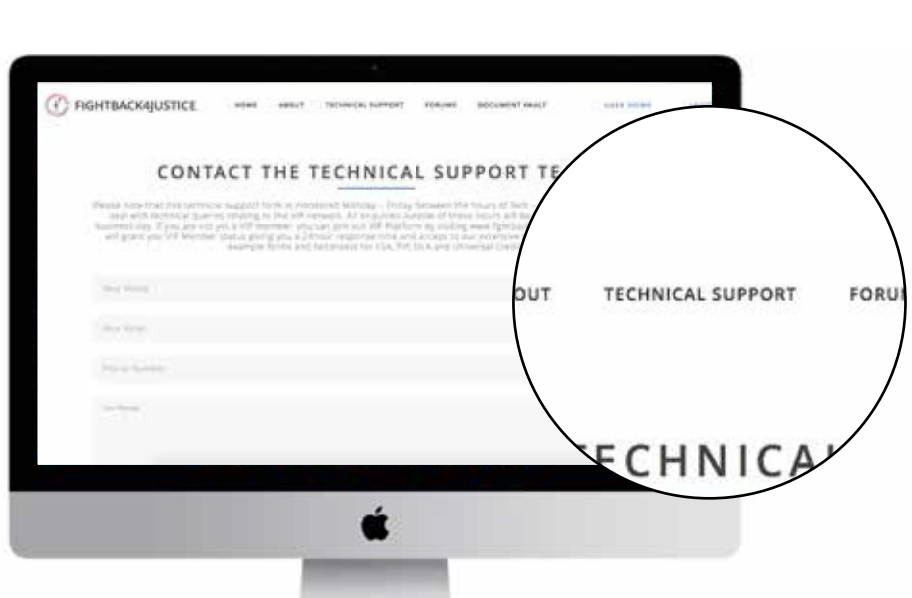
## VIP Email Account

In addition to the above, we also operate a VIP email account. This service is best used if you're struggling to get to grips with the network. Once you're a VIP member, we would always advise that you use the features above to get advice but we have added this service as a second form of contact. Obviously, we don't give the VIP email out to anyone so you'll have to be logged in to the network to find it, but below you will be able to see where our top secret email address can be found.



## Technical Support

Although we do try to make our platform as reliable as possible, we understand that from time to time you may need a little technical assistance. Our tech team are always coming up with ways to make the network safer, more efficient and easier to use. However, if you do need to contact them, they are available to answer any of your technical questions and assist you in any way they can. The technical support form at the bottom of the network is the best way to get in contact. They are very hard working and will always return your messages within 24 hours. Please note - this is for technical issues only and any welfare benefit related messages may not warrant a response.



## Document Review Service

If you are a VIP2 member, you can upload your Application, Mandatory Reconsideration, Submission or Review Document to our VIP Platform for our team to review. Our team will read over your document and suggest changes or improvements where required to strengthen your case.

Our secure upload system can be found by logging in to your account and visiting [www.fightback4justice.co.uk/document-review](http://www.fightback4justice.co.uk/document-review). We aim to get your review completed within 3 days of receiving your files. The document upload system is a fully secure method which ensures your files reach us safely.

If you do not hear from our team, please ensure you contact the technical support team as instructed above. As we are aware that users may have multiple files which they would like our team to review, we would suggest putting all documents into a ZIP Folder before sending in for review with our team.

## Assessment Prep Callback

Brand new for 2020 is our Assessment Prep Call Back service. This is where you can schedule a call with our team prior to your assessment. Our team will run you through everything you can expect during your assessment and discuss any questions which you will be asked. Our team have been attending assessments for almost 8 years and are very well equipped to assist in this area. Please Note: This service is for VIP2 members only.

Once you log in to your VIP Account, visit the User Home page and look out for the icon you can see on the right - click the icon. On this page, we have included many of our Factsheets on assessments which we suggest you read over. To book a callback, scroll to the bottom and follow in on screen instructions. Please remember that when you request a callback, we will try our best to arrange a time that suits you but please try to have some flexibility.

