



Guide to Accessing and Using the CCMS for Mediators

August 2026

Please note:

Please note that this guide **is subject to change** over the coming weeks as ongoing developments are still running on the CCMS.

However, this guide will enable you to understand how to navigate and manage your cases within the CCMS in its current state.

We thank you for your understanding.

How to access and use the CCMS as a Mediator

Accepting the nomination

After the parties agree on the appointment of the Mediator, the Patent Mediation and Arbitration Centre (PMAC) will contact the proposed Mediator regarding any conflicts of interest and the obligation to disclose any circumstances that may give rise to doubts about their impartiality or independence.

Test email TRESORIT

 Contact PMAC
Za

Dear xxxx,

Please note that you have been proposed as a mediator in a mediation case administered by the Patent Mediation and Arbitration Centre (PMAC).

Kindly inform us on:

- **conflicts of interest** (i.e. that you have not previously advised or represented any of the parties on legal issues related to the dispute, unless all parties have provided their informed written consent), and
- **your duty of disclosure** (i.e. any circumstances that could give rise to justifiable doubts as to your impartiality or independence), based on the Article 12 of the Mediation Rules.

We kindly ask you to review the documents available via the following Tresorit link: https://web.tresorit.com/l/B8nxP#BAVHS3mBZM1_3-m5PlWjZQ

Kind regards,
Case Manager

  Odgovori  Odgovori vsem  Posreduj  

 Povzemi

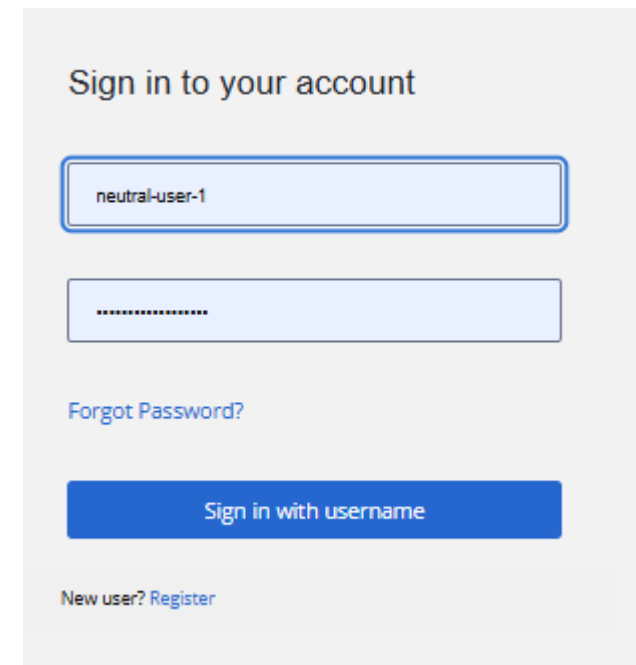
The proposed Mediator will be contacted by PMAC via email, with any relevant documents shared via a Tresorit link.

How to access and use the CCMS as a Mediator

Access to case

The Mediator needs to accept the appointment by email to PMAC.

After acceptance, the Mediator can access the case by logging into their CCMS (<https://cms.pmac-upc.org/>) or, if using the system for the first time, by registering.



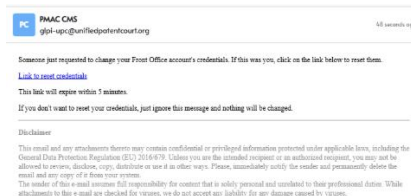
The screenshot shows a login page with the heading "Sign in to your account". It features two input fields: the first contains the text "neutral-user-1" and the second contains a series of dots representing a password. Below the password field is a link labeled "Forgot Password?". A blue button labeled "Sign in with username" is positioned below the links. At the bottom, there is a link labeled "New user? Register".

How to access and use the CCMS as a Mediator

Access to case

If you log in to the CCMS for the 1st time :

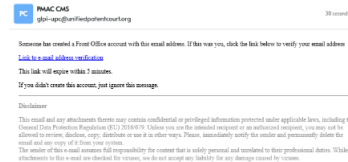
1. Use the following link to connect to the CCMS Front Office :
<https://cms.pmac-upc.org/>
2. Click on "Sign in with username"
3. Click on "Forgot Password?"
4. Enter the email address **which you provided for your registration to the PMAC** and click "Submit"
5. You will receive an email to set up your password.
Click on "Link to reset credentials".



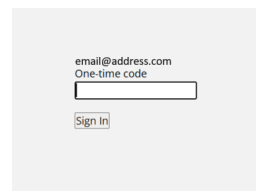
6. Set up your Mobile Authenticator



7. You will receive an email to verify your email address. Please click on "Link to e-mail address verification"



8. You now have access to the CCMS (Front Office).
Next time you log in to the CCMS, you will have to provide the One-time code from your Mobile Authenticator application.



9. Use the following link to go to your **CCMS Portfolio** (<https://cms.pmac-upc.org/portfolio>)

How to access and use the CCMS as a Mediator

Access to case

If you have already logged in to the CCMS :

1. Use the following link to connect to the CCMS Front Office :
<https://cms.pmac-upc.org/>
2. Click on "Sign in with username"
3. Sign in with your email address and password
4. Provide your One-time code from your Mobile Authenticator application to access the CCMS



email@address.com
One-time code

5. Use the following link to go to your **CCMS Portfolio** (<https://cms.pmac-upc.org/portfolio>)

How to access and use the CCMS as a Mediator

Access to case

After having clicked "Mediation" in your Portfolio, you will see an overview of all Mediation Proceedings that you have been appointed to.

To review the case, click on the “eye icon”.

Mediation

This is your portfolio portal. Here you can manage all your cases and filings.

Cases (11)

[Delete](#) [Change ↓](#)

	Case number	Patent number(s)	Latest activity	Modified at	Phase	Status	
☐	Filter...	Filter...	dd-MM-yyyy	dd-MM-yyyy	Preliminary	Filter...	
	PR-PMAC-MED-0000110/2026						
☐	PR-PMAC-MED-0000110/2026		23-04-2026	23-04-2026	Preliminary	Pending phase change	

CASE MANAGEMENT (FRONTOFFICE)

Welcome

On this page you can view and manage your tasks and track existing proceedings.

[View Neutrals](#)

Cases

Consult all ongoing cases in the Patent Mediation and Arbitration Centre.

By proceeding By phase By court

Mediation

- 11 Preliminary phase
- 8 Mediation phase
- 1 Closed case phase
- 2 Termination phase

ADR information session

- 4 Preliminary phase
- 2 ADR information session phase
- 1 Closed case phase

You will now see an overview of the case. If you continue scrolling down or click on the right side you will find the parties, patents, and referring cases information.

When scrolling down, you see all the information of the case.

How to access and use the CCMS as a Mediator

Case Overview

CASE MANAGEMENT
(FRONTOFFICE)

Google Translate

Case PMAC-MED-0000110/2026

Mediation phase in progress

On this page you can view and manage case details.

Activities

Subsequent filing

Mediator File request

Mediator termination

Mediator Settlement Agreement

Latest activities (22)

22 [View all activities >](#)

Case overview

Case number	PMAC-MED-0000110/2026	Filing language	English
Patent number(s)		Mediation language	English
Type	Mediation	Estimated value of the case	1,000,000.00 EUR
Lodging date	21-04-2026	Location of meetings	Online
ADR information session start date	01-04-2026	Request basis	Request with the express consent of the parties
ADR information session termination date	02-04-2026	Parties agreement	Yes
Mediation start date	20-04-2026		

Subsequent filing

Mediator File request

Mediator termination

Mediator Settlement Agreement

How to access and use the CCMS as a Mediator

Activities view

In the Activities section, you will find all the interactions between the applicant(s), respondent(s), and the Centre.

Activities					
Activities (19)					
Group	Recipient	Extra info	User	Date	Status
Filter...	Filter...	Filter...	Filter...	dd-MM-yyyy	Filter...
Party activity	System	Neutral added: User1 Neutral		16-04-2026 15:06	Completed
Change phase	System	Activity: Open ADR information session phase		16-04-2026 14:29	Completed
Subsequent filing	System	Procedure: Correct deficiencies		16-04-2026 14:29	Check comple...
Subsequent filing	System	Procedure: Correct deficiencies		16-04-2026 14:26	Received
Subsequent filing	System	Procedure: Response to ADR information ses...		16-04-2026 14:14	Deficiency fou...
Subsequent filing	System	Procedure: Response to ADR information ses...		16-04-2026 14:06	Received
Onboarding related	System	Activity: Access code used		16-04-2026 13:40	Completed
Onboarding related	System	Activity: Access code used		16-04-2026 13:34	Completed
Onboarding related	System	Activity: Access code used		16-04-2026 13:25	Completed
Party activity	System	Respondent representative added: Eduardo ...		16-04-2026 11:50	Completed
Rows per page: 10 Showing 1-10 of 19 results					

How to access and use the CCMS as a Mediator

Documents section

In the Documents section, you see every document that has been filed so far. If you would like to consult any document submitted by the parties, you can click on the “eye button” on the right side.

Documents

Case Documents (19)				
Document type	File name	User	Date	Confidentiality code
Filter...	Filter...	Filter...	dd-MM-yyyy	Filter...
Back office action	Change Phase.pdf		16-04-2026	M
Receipt	receipt.pdf		16-04-2026	M
Request	Cover sheet.pdf		16-04-2026	M
Request	Formal deficiency found.pdf		16-04-2026	M
Receipt	receipt.pdf		16-04-2026	M
Request	Cover sheet.pdf		16-04-2026	M
Power of representation	Test 4 - Copy.pdf		16-04-2026	M
Power of representation	Test 3 - Copy.pdf		16-04-2026	M
Statement of Response	Test 3 - Copy (2).pdf		16-04-2026	M
Access code	eduardo_gomez-access-code.pdf		16-04-2026	M
Rows per page 10 Showing 1-10 of 19 results				

How to access and use the CCMS as a Mediator

Review of the Request and Response

To review the content of the Request for Mediation and the Response, and to view all proposals from the Parties, click on the **“Cover Sheet”** documents.

Documents

Case Documents (12)

Document type	File name	User	Date	Confidentiality code
Receipt	receipt.pdf	KS	21-04-2026	M
Request	Cover sheet.pdf	KS	21-04-2026	M

Here you can review the proposals for language, location of meetings, anticipated value of the case, etc.

Request

Cover sheet.pdf

7...
1 / 4
50%

Cover sheet

Lodging info

User reference

Testsession 222DGS DH

Submission ID

0000000941

Type of proceeding

Mediation

Filing language

English

Proposed mediation language

English

Proposed location of meetings

Online (video conference)

Anticipated value of the Case

1,000,000.00 EUR

☒ This is a request with the express consent of the parties

Mediator proposals

Mediator

Proposal method

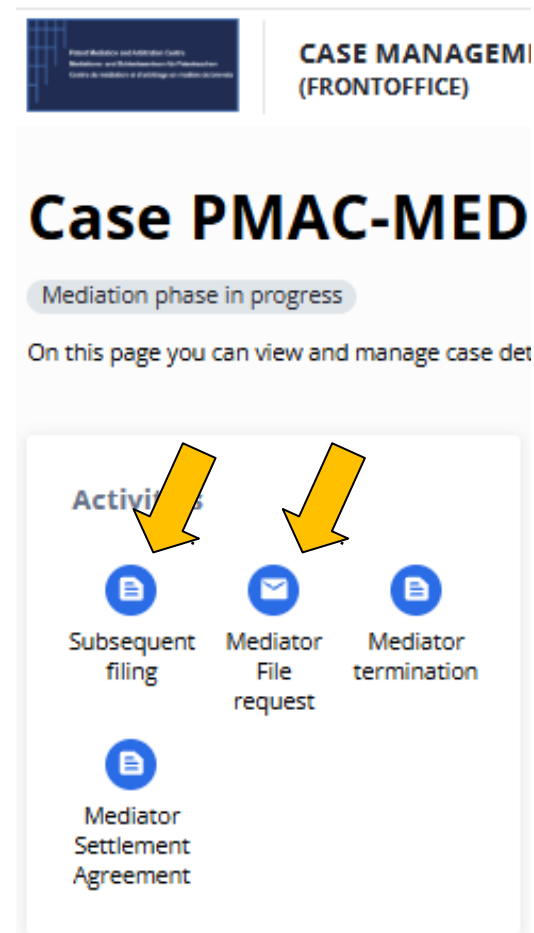
Mediator proposed by the centre

How to access and use the CCMS as a Mediator Filings

In order to communicate with parties and/or the Centre (PMAC), you can use the “Subsequent filing” or the “Mediator file request” button.

To take actions in the proceeding you can click on the icon.

You can send the all filings that you consider necessary in the case.





Please note:

Parties may assign a confidentiality code to documents they upload.

If they use the 'Highly Confidential' (HC) code, it will not be disclosed to the other party.

However, Mediator communications and filings in the CCMS addressed to the parties are visible to all parties. It is not possible to send communication or documents only to one selected party.

For any confidential exchanges, please contact the designated party.

How to access and use the CCMS as a Mediator Filings

By clicking on the icons “Subsequent filing” or “Mediator file request” different actions are displayed.

Please select the filing that you consider appropriate and click on the button “confirm”.

The screenshot displays the CCMS interface with two main forms overlaid on a background menu. The background menu includes icons for 'Subsequent filing', 'Mediator File request', 'Mediator termination', and 'Mediator Settlement Agreement', along with a 'Case overview' section.

Lodge subsequent filing
PMAC-MED-0000110/2026
 Please select the type of filing you want to make in this case.

- ☐ Accepting the nomination – Article 12(2)
- ☐ Proposal to the parties (by the Mediator) for other forms of ADR – Article 18
- ☐ Other filing

Buttons: Cancel, Confirm

File request
PMAC-MED-0000110/2026
 Please select the type of request you want to make in this case.

- ☐ Centre
- ☒ Centre/Parties

Application type
 Select application (optional) ▼

- Providing information to Centre on concluding a Settlement Agreement
- Agreement of the Mediator to extend the deadline of mediation proceedings - Article 16(4)
- Invoice for fees and expenses
- Request from Mediator to the parties to pay deposits for fees and expenses
- Organisation of Meetings

How to access and use the CCMS as a Mediator Filings

Once the “Subsequent filing” or “Mediator file request” has been selected, please review the information.

At the end of the page a summary is available.


CASE MANAGEMENT



EN

UN

[File request](#) > Draft submission

Request to Centre/Parties

This guide provides basic information about the steps involved to file a file request

All fields are mandatory except if marked as optional.

Basic lodging info

Please note that user reference is mandatory for the creation of a draft application. Without a user reference the draft cannot be saved.

User reference

Testsession 222DGSDH

?

Submission ID

0000001004

?

Case number

PMAC-MED-0000110/2026

?

Application (optional)

Organisation of Meetings

Preview submission

Basic lodging info

Parties

Attachments

Summary

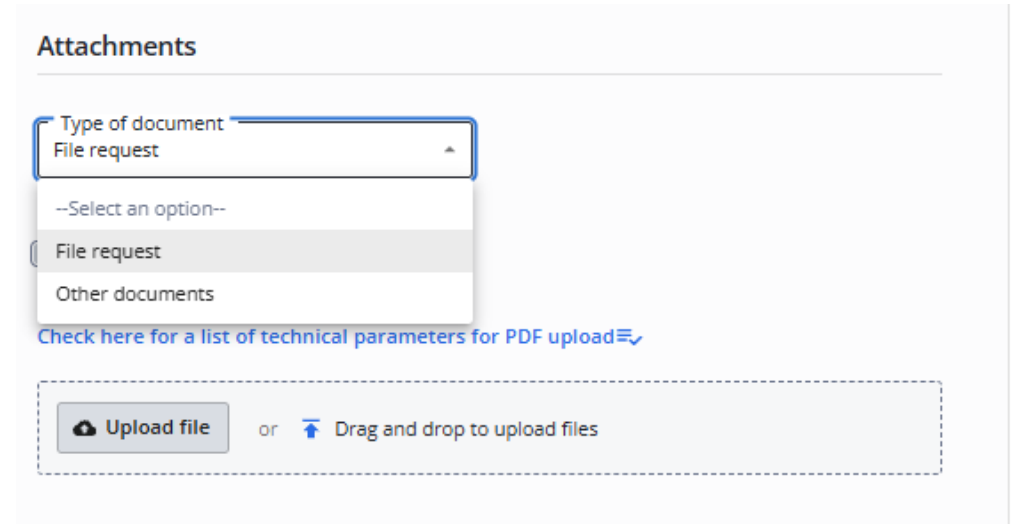
How to access and use the CCMS as a Mediator Attachments

At the bottom of the submission form, an attachment must be uploaded in which your communication to the Parties, or to the Parties and the Centre, is included as a PDF document.

You may upload multiple documents of one category, e.g. multiple exhibits, at once.

First select type of document, then select multiple documents from your database or drag and drop them. Now click “confirm upload”.

Repeat this step as often as needed. Make sure to upload a separate document listing all mandatory documents uploaded.



The screenshot shows the 'Attachments' section of a web interface. It features a dropdown menu labeled 'Type of document' with 'File request' selected. Below the dropdown is a link that says 'Check here for a list of technical parameters for PDF upload'. At the bottom, there is a dashed box containing an 'Upload file' button and a 'Drag and drop to upload files' instruction.

How to access and use the CCMS as a Mediator

Attachments

If you wish to upload documents that are not among the mandatory documents, please select the category “Other document”.

Attachments

Type of document

☐ Highly confidential

 Upload file

or  Drag and drop to upload files

How to access and use the CCMS as a Mediator Attachments

If the document is confidential (i.e. the document is restricted to PMAC Case Managers), tick the box “Highly confidential”. Please note that some documentation is mandatory.

Confirm the upload by clicking on the blue button and continue to upload the next document.

The screenshot displays the 'Attachments' section of the CCMS interface. At the top, there is a dropdown menu for 'Type of document' with 'File request' selected. Below this is a checkbox labeled 'Highly confidential' which is checked; a yellow arrow points to this checkbox. Underneath the checkbox is a link that reads 'Check here for a list of technical parameters for PDF upload'. The main upload area contains a dashed box with an 'Upload file' button and the text 'or Drag and drop to upload files'. To the right of this area are two buttons: a grey 'Delete all' button and a blue 'Confirm upload' button, with a yellow arrow pointing to the latter. At the bottom, a list of attachments shows 'OTHER 1.pdf' (13.42 KB) with icons for viewing, uploading, and deleting.

How to access and use the CCMS as a Mediator

Preview

You should now have filled in all relevant data. On the right-hand side of the screen, you can easily see whether every section of your draft is complete. The green symbol next to each section indicates that it is.

You can now click “Preview submission” to review your draft. The green tick on the right-hand side indicates that all required documentation is attached to the response.

 Preview submission

	Basic lodging info	
	Parties	
	Attachments	
	Summary	

How to access and use the CCMS as a Mediator

Preview

When you have uploaded all attachments, you can review the list of documents and make sure it is complete. Before submitting your filing, you will get another opportunity to review your documents.

Preview submission

Please find here a preview of the Statement of filing for Providing information on the result of the ADR information session as drafted and all attached documents. Verify that the information is correct before signing the application.

[Back to draft](#) [Sign submission](#)

 Request for submission

Attachments

User documents **1**

 File request
Certificate - Copy.pdf

 1 of 1

Cover sheet

Lodging info

User reference

Submission ID

Case number

Documents

Documents submitted

Document type	File name	Notes
File request	Certificate - Copy.pdf	

How to access and use the CCMS as a Mediator Signature

Click on “Add signature” to begin.

Then add a place of signature and select the type of signature you want to add.

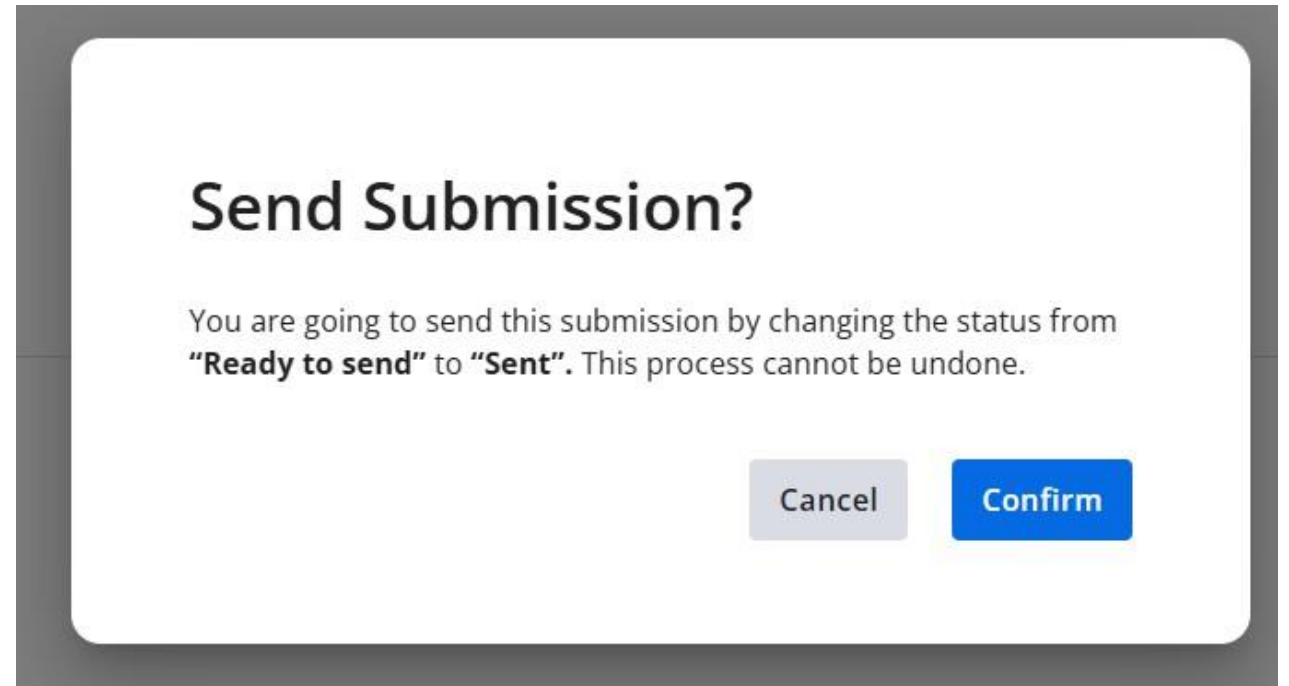
Then add your signature and click “Confirm signature”. Then click "Submit signature and send".

The screenshot shows the 'Signature' form in the CCMS. At the top, there is a header 'Signature' with a help icon. Below it, 'Signature (0)' is displayed. A yellow arrow points to the '+ Add signature' button. The form contains several input fields: 'Capacity (Optional)', 'Place of signature (Country/City) (Optional)', and a 'Signature' field with the text 'TEST'. Below these fields, there is a section 'Select type of signature' with two radio buttons: 'Alphabetical' (selected) and 'Facsimile'. A yellow arrow points to the 'Alphabetical' option. At the bottom of the form, there are three buttons: 'Cancel', 'Confirm signature' (highlighted with a yellow arrow), and 'Submit signature and send' (highlighted with a yellow arrow). The bottom of the page features a navigation bar with three buttons: 'Save & close', 'Sign and close', and 'Submit signature and send'.

How to access and use the CCMS as a Mediator

Signed submission

To send your submission, click
"Confirm".



How to access and use the CCMS as a Mediator

Overview

You will now be redirected to your case overview, where the status of your submission should appear as "Sent" (in your Front Office). If this is not the case, please refresh your screen.

Mediation

On this page you can create and manage statement of mediation filings.

[Request for mediation](#)[Subsequent actions](#)

Filters

☐ User reference ⇅	Submission ID ⇅	Case number ⇅	Activity/Filing ⇅	Last modif. ⇅	Status ⇅ ?	Actions
☐ Testsession 222D...	0000001004	PMAC-MED-0000...	File request	24/04/2026	Sent	⋮

How to access and use the CCMS as a Mediator

Overview

In the Activities section of the case, you can see that your submission is visible. The attached document(s) are also listed in the Documents section.

In this way, the Parties and/or the Centre will be able to view your latest activities.

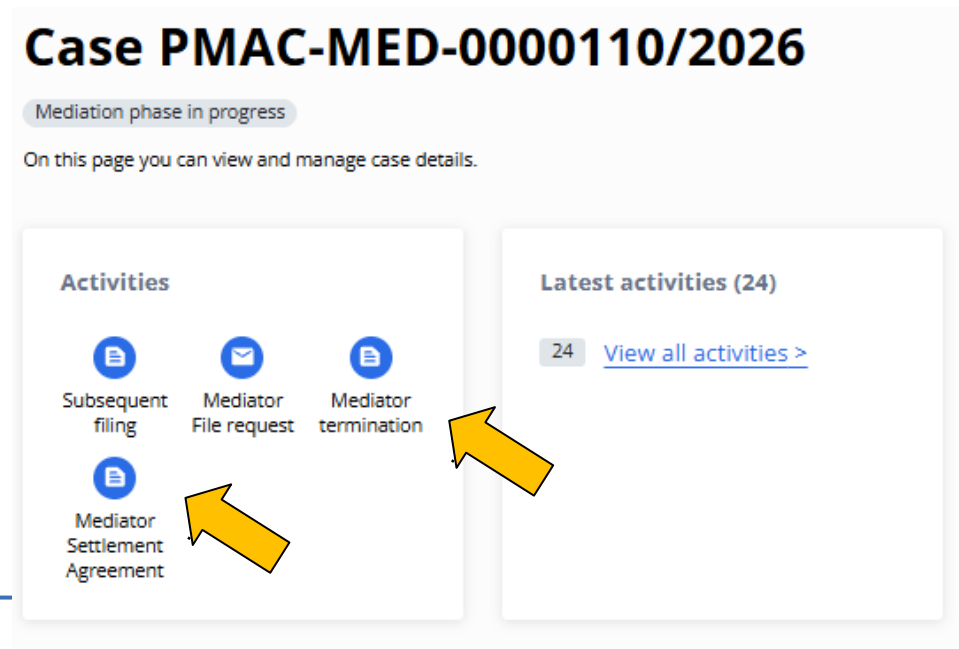
Activities

Activities (24)						
Group	Recipient	Extra info	User	Date	Status	
Filter...	Filter...	Filter...	Filter...	dd-MM-yyyy	Filter...	
Mediator File request	Centre/Parties	Application: Organisation of Meetings	UN User1 Neutral	24-04-2026 15:40	Received	

How to access and use the CCMS as a Mediator

Termination / Settlement Agreement

To terminate proceedings under Article 20 of the Mediation Rules or to upload a settlement agreement under Article 9(3)(f) of the Mediation Rules, select the relevant icon and follow the same procedure as for “Subsequent filing” or “Mediator file request”.





Patent Mediation and Arbitration Centre
Mediations- und Schiedszentrum für Patentsachen
Centre de médiation et d'arbitrage en matière de brevets

Thank you for your attention!
