



Guide to Accessing and Using the CCMS for Neutrals in an ADR Information Session

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 neutral

Accepting the nomination

The Patent Mediation and Arbitration Centre (PMAC) will contact the neutral regarding any conflicts of interest and the obligation to disclose any circumstances that may give rise to doubts about their impartiality or independence.

Dear xxxx,

Please note that you have been proposed as a neutral in an ADR information session 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).

We kindly ask you to review the documents available via the following Tresorit link: https://web.tresorit.com/l/B8nxP#BAVHS3mBZM1_3-m5PIWjZQ

Kind regards,
Case Manager

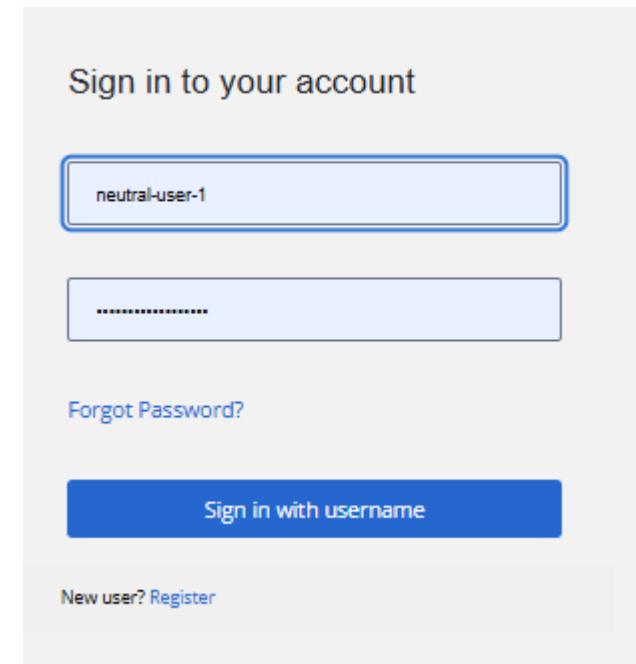
The neutral will be contacted by PMAC via email, with any relevant documents shared via a Tresorit link.

How to access and use the CCMS as a neutral

Access to case

The neutral selected by the parties needs to accept the appointment by email to PMAC .

After accepting to conduct the ADR information session, to access the case, log into your **CCMS Front Office** (<https://cms.pmac-upc.org/>).



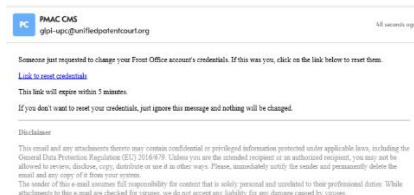
The screenshot shows a login page with the title "Sign in to your account". It features two input fields: the first contains the username "neutral-user-1" and the second contains a masked password represented by dots. Below the password field is a link "Forgot Password?". A blue button labeled "Sign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

How to access and use the CCMS as a neutral

Access to case

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

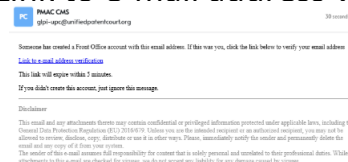
1. Use the following link to connect to the CCMS Front Office :
<https://cms.pmac-upc.org/>
2. Click on "Sign in with username"
3. Click on "Forgot Password?"
4. Enter the email address **which you provided for your registration to the PMAC** and click "Submit"
5. You will receive an email to set up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



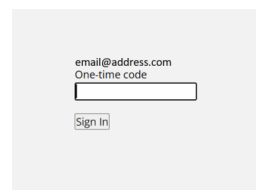
6. Set up your Mobile Authenticator



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 neutral

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>)

From the overview, go to ADR information session table and select “ADR Information session”.

On “Cases”, please select the case you have been selected as a neutral by the PMAC.

How to access and use the CCMS as neutral

Access to case

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



- 10 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
- 1 Termination phase

Cases

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

Cases (2)

Delete Change

	Case number	Patent number(s)	Latest activity	Modified at	Phase	Status
☐	Filter...	Filter...	dd-MM-yyyy	dd-MM-yyyy	ADR information session	Filter...
☐	PMAC-ADR-0000014/2026		16-04-2026	16-04-2026	ADR information session	ADR information session phase in progress





You will now see the 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 neutral

Case Overview



CASE MANAGEMENT
(FRONTOFFICE)

Case PMAC-ADR-0000014/2026

ADR information session phase in progress

On this page you can view and manage case details.

Activities



Subsequent filing

Latest activities (19)

19 [View all activities >](#)

Case overview

Case number	PMAC-ADR-0000014/2026	Filing language	English
Patent number(s)		ADR information session language	English
Type	ADR information session	Estimated value of the case	1,000,000.00 EUR
Lodging date	16-04-2026	Joint request	Yes

- Case overview
- Referring cases
- Neutrals
- Parties
- European patent data
- National patent data
- Activities
- Documents

How to access and use the CCMS as neutral

Activities view

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

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

In the document 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.

How to access and use the CCMS as neutral

Document section

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				
<< < 1 of 2 > >>				

How to access and use the CCMS as neutral

Subsequent filing

At the top and the bottom of the page, you see the button “Subsequent filing”.

To take actions in the proceeding you can click on the icon. You can send the “subsequent filings” that you consider necessary.

Case PMAC-ADR-0000014/2026

ADR information session phase in progress

On this page you can view and manage case details.

Activities



Subsequent filing

Latest activities (19)

19

[View all activities >](#)

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, Neutral's 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 neutral

Subsequent filing

By clicking on the icon “Subsequent filing” different actions are displayed. Please select the subsequent filing that you consider appropriate and click on the button “confirm”.

Case PMAC-ADR-0000014/2026

ADR information session phase in progress

On this page you can view and manage case details.

Activities

Subsequent filing

Case overview

Case number	PMAC-ADR-0000014/2026
Patent number(s)	EP 3 611 111 A1
Type	ADR information session
ADR information session language	English
Estimated value of the case	1,000,000.00 EUR

Lodge subsequent filing

PMAC-ADR-0000014/2026

Please select the type of filing you want to make in this case.

☐ Accepting the nomination as a Neutral

☐ Providing information on any subsequent circumstances that could give rise to doubts about independence

☒ Providing information on the result of the ADR information session

Cancel Confirm

How to access and use the CCMS as neutral

Subsequent filing

Once the “Subsequent filing” has been selected, please review the information. At the end of the page a summary is available.

Providing information on the result of the ADR information session

This guide provides basic information about the steps involved in the lodging of a filing for Providing information on the result of the ADR information session.

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
edu1234

Submission ID
0000000903

Case number
PMAC-ADR-0000014/2026

Preview submission

- Basic lodging info
- Parties
- Attachments
- Summary

How to access and use the CCMS as neutral 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.

Attachments

Type of document

☐ Highly confidential ⓘ

[Check here for a list of technical parameters for PDF upload](#)

or

 Test 3 - Copy (2).pdf 265.09 KB • Request for ADR information session	ⓘ 🗑
 Test 4.pdf 265.09 KB • Pre-existing agreement to ADR information session	ⓘ 🗑
 Certificate.pdf 265.09 KB • Power of representation	ⓘ 🗑

How to access and use the CCMS as neutral

Attachments

If you wish to upload documents that are neither of the mandatory documents, please choose the category “Other document”.

Attachments

Type of document
Other document

☐ Highly confidential



Upload file

or



Drag and drop to upload files

How to access and use the CCMS as neutral

Attachments

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

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

Attachments

Type of document
Response

☐ Highly confidential ?

[Check here for a list of technical parameters for PDF upload](#)

 Upload file or  Drag and drop to upload files

 Delete all  Confirm upload

 Test 3 - Copy.pdf 265.09 KB   



How to access and use the CCMS as neutral

Preview

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

Now you can click “Preview submission” to see your draft. The green tick in the right side means that all the required documentations is attached to the response.

 Preview submission

	Basic lodging info	
	Parties	
	Attachments	
	Summary	

How to access and use the CCMS as neutral

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

 Draw

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 neutral 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".

[Request for ADR information session](#) > [Draft submission](#) > [Preview](#) > Sign submission

Sign submission

Please select the party signing the submission and identify the capacity in which they are signing. Provide any additional details required, then select the type of signature to be applied.

Signer Information ⓘ

Name of the signer
Email

Signature ⓘ

Signature (0)

[Add signature](#)

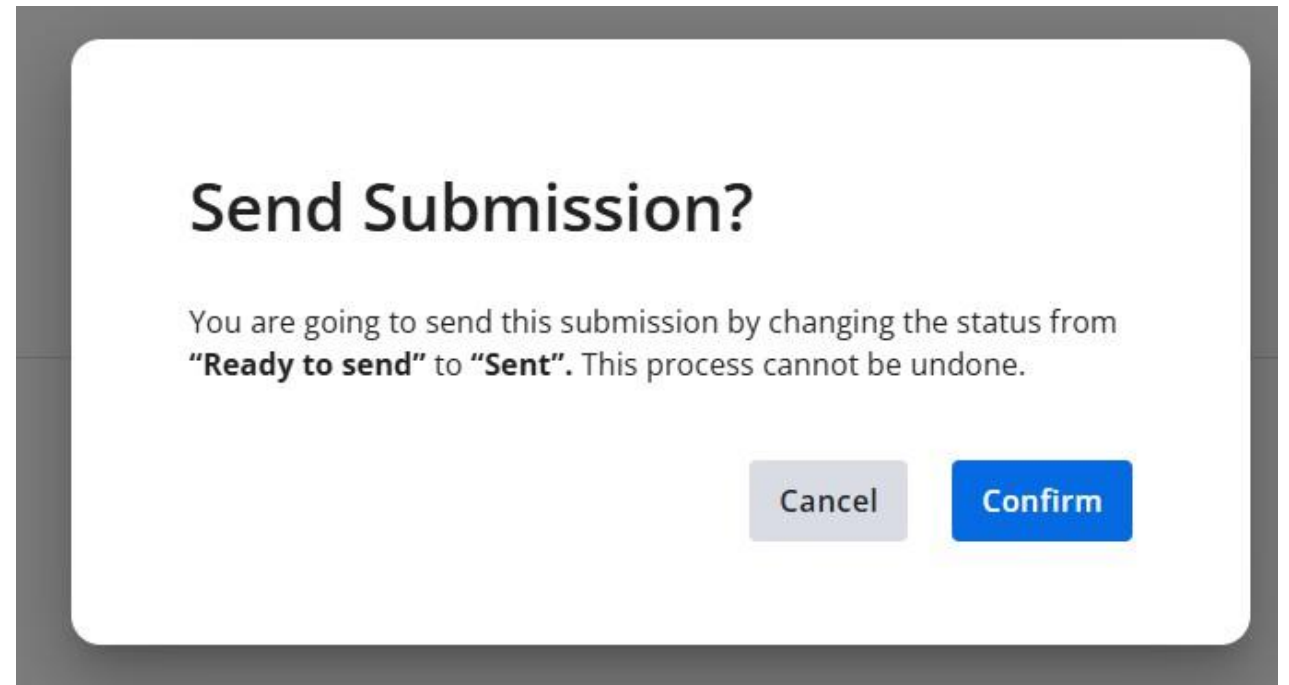
[Save & close](#) [Sign and close](#) [Submit signature and send](#)

In cooperation with the [European Patent Office](#)

How to access and use the CCMS as neutral

Signed submission

To send your submission, click "send", then confirm that you want to move forward.



How to access and use the CCMS as neutral

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.

ADR information session

On this page you can create and manage ADR information session request filings.

Request for ADR information session [Subsequent actions](#)

Filters

User reference	Submission ID	Case number	Activity/Filing	Last modif.	Status	Actions	More
	0000000903	PMAC-ADR-0000014/...	Providing informatio...	16/04/2026	Sent	  	

How to access and use the CCMS as neutral

Overview

To confirm that the “subsequent filing” was correctly sent, please go to the “activities” section in your case (in your Portfolio) and review the status of the submission.

Activities

Activities (20)						
Group	Recipient	Extra info	User	Date	Status	
Filter...	Filter...	Filter...	Filter...	dd-MM-yyyy	Filter...	
Subsequent filing	System	Procedure: Providing information on the result ...		16-04-2026 15:49	Received	



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!
