

CCMS Guide

How to access the CCMS?

August 2026

The CCMS is made up of **3 distinct applications**:

- The Front Office
- The Front Office Portfolio
- The Back Office

As a **Neutral** or a **Representative**, you will access to the **CCMS** either through the **FO** or the **FO Portfolio**.

Applications	Possible Actions	URL link
Front Office	• Manage user profile and organizations • Manage, sign, and view submissions and file requests	https://cms.pmac-upc.org
Front Office Portfolio	• Manage any lodged cases • View case details of your organization (case information, documents, and activities) • File requests or subsequent filings in a case using prefilled filing forms • Request the termination of a case and upload a Settlement Agreement • View all submissions of the parties as well as Centre communications	https://cms.pmac-upc.org/portfolio

How to connect to Front Office and Front Office Portfolio



As a first time user, you will need to open the link to Front Office or Front Office Portfolio. Once there you will arrive on the “Welcome” page. Click on “Sign in with username”.

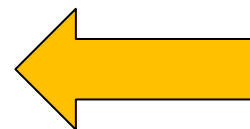
How to connect to Front Office and Front Office Portfolio

Sign in to your account

[Forgot Password?](#)

[Sign in with username](#)

[New user? Register](#)



Click on “Register” to create an account.

How to connect to Front Office and Front Office Portfolio

* Required fields

Register

Username *

Password *

Confirm password *

Email *

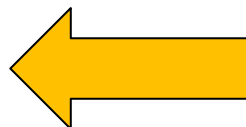
First name *

Last name *

[« Back to Login](#)

Please enter the following information and click on “Register”:

- ✓ Username
- ✓ Password
- ✓ Confirm Password
- ✓ Email
- ✓ First name
- ✓ Last name



How to connect to Front Office and Front Office Portfolio

Email verification

You need to verify your email address to activate your account.
An email with instructions to verify your email address has been sent to your address

Haven't received a verification code in your email?
[Click here](#) to re-send the email.

You will now receive an email asking you to verify the email address linked to your account.

Verify email Inbox x



UPC CMS <glpi-upc-test@unifiedpatentcourt.org>
to me ▾



English (UK) ▾

English (UK) ▾

Translate email

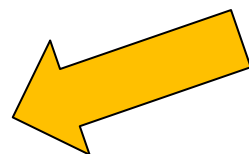


Someone has created a Front Office account with this email address. If this was you, click the link below to verify your email address

[Link to e-mail address verification](#)

This link will expire within 5 minutes.

If you didn't create this account, just ignore this message.



Please note that the link expires after 5 minutes.

How to connect to Front Office and Front Office Portfolio

The screenshot displays the 'CASE MANAGEMENT' interface. At the top, there is a header with the PMAC logo and name in three languages, a 'CASE MANAGEMENT' title, and user controls including a notification bell, a language selector set to 'EN', and a user profile icon labeled 'FD'. Below the header, a 'Welcome' message states: 'This is your e-filing portal. Here you can manage all your filings.' A tab labeled 'PMAC Cases' is active. Two summary cards are shown: 'Mediation' and 'ADR information session'. Each card features a donut chart and a table of case counts.

Category	Mediation	ADR information session
Draft	146	14
Ready to sign	0	1
Ready to send	0	0

Each card also includes a 'Create new' button at the bottom.

Once you verified your account, please refresh your browser page and you will be able to access the CCMS.

Please note that a **Multi-factor authentication** will be required each time you will log in again to the CMS. See slide 10-11, for more information.

How to connect to Front Office and Front Office Portfolio

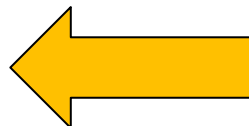
Sign in to your account

Email or username

Password

Sign in with username

New user? [Register](#)



Once you log out from the CMS, and you want to log in again, please enter your username and password and click on “Sign in with username”.

The Multi-factor authentication set up will be required.

How to connect to Front Office and Front Office Portfolio

Mobile Authenticator Setup

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:
Microsoft Authenticator
Google Authenticator
FreeOTP
2. Open the application and scan the barcode:

3. Enter the one-time code provided by the application and click Submit to finish the setup.
Provide a Device Name to help you manage your OTP devices.

Unable to scan?

One-time code *

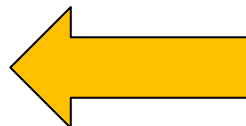
Device Name

☒ Sign out from other devices

Please follow the steps as described on the screenshot. Once done, click on “Submit”. You will be automatically directed to the CCMS.

How to connect to Front Office and Front Office Portfolio

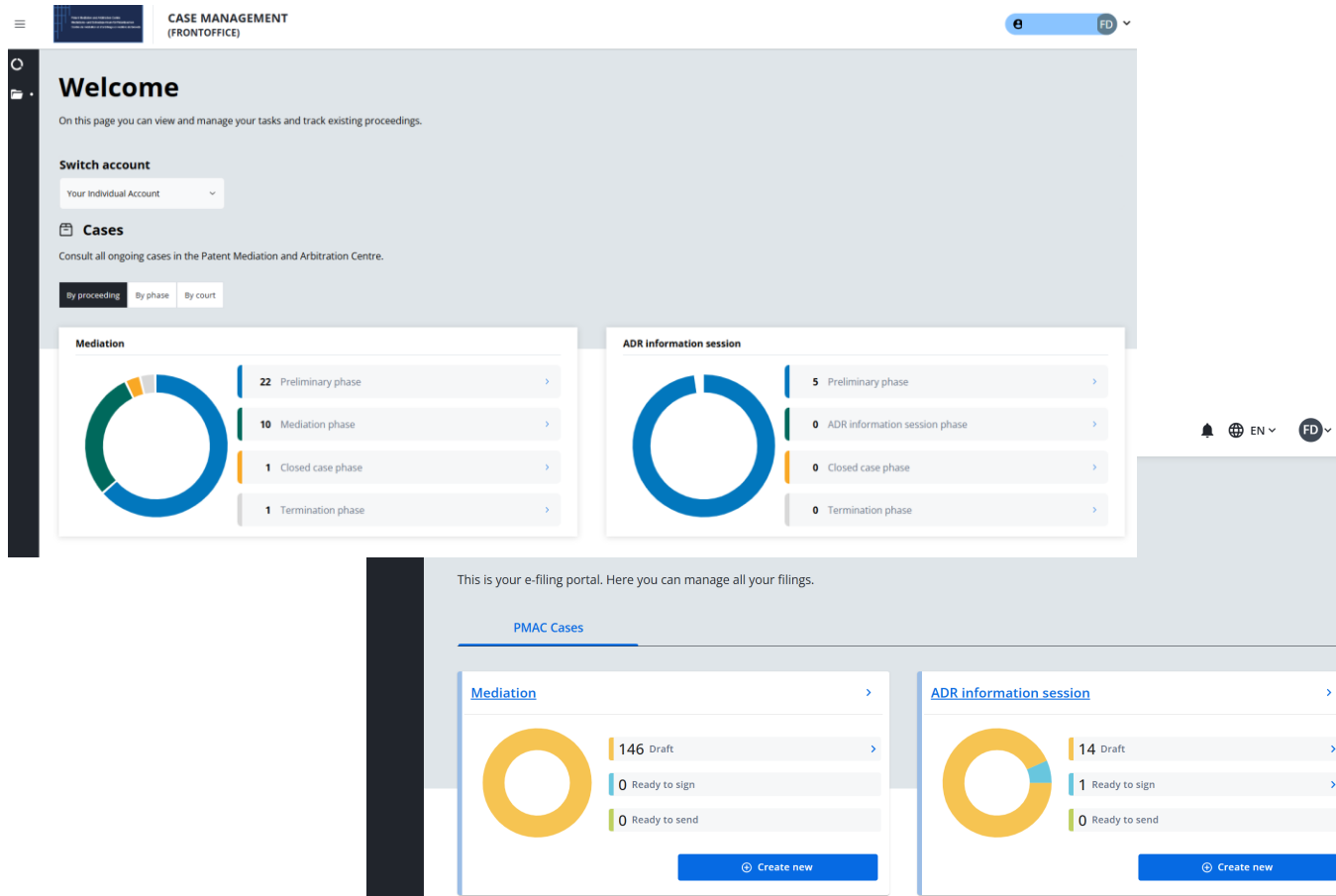
Sign in to your account



Each time you log in to the CCMS, you will need to enter your username and password, and your one-time code available in your Mobile Authenticator application.

One-time code

How to connect to Front Office and Front Office Portfolio



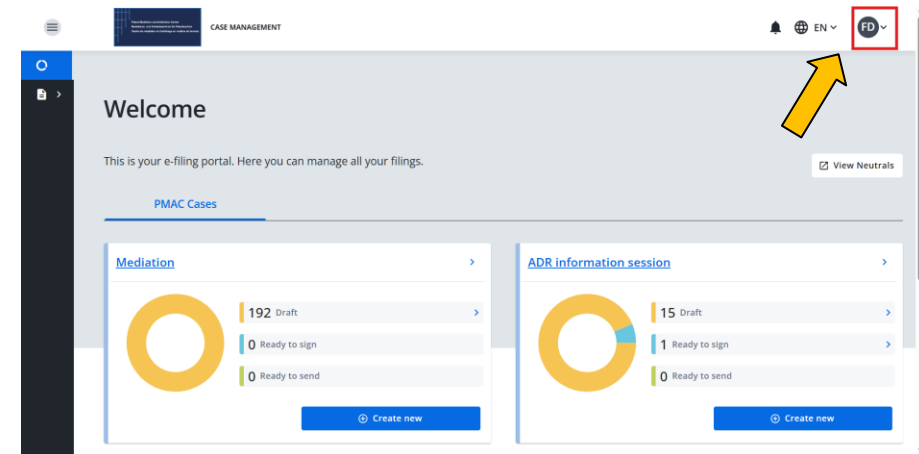
You can now access the CCMS !



PLEASE NOTE

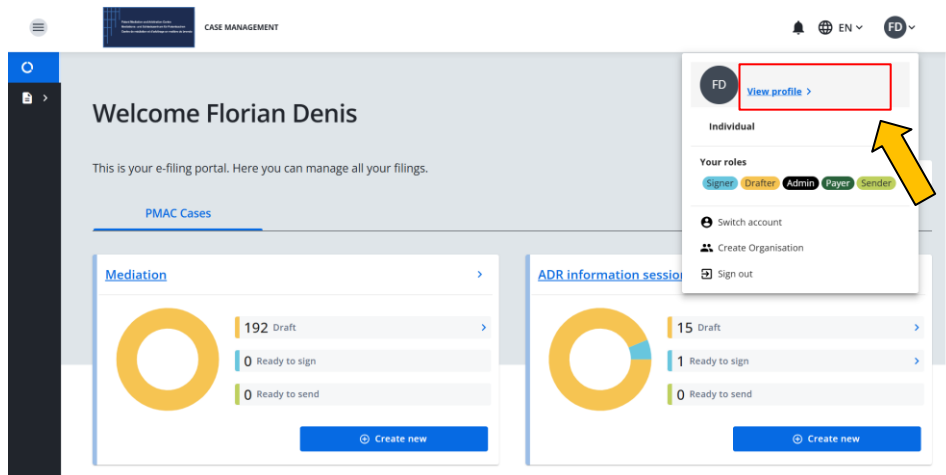
- Once your account created you can access either the Front Office or Front Office Portfolio with your username and password.
- You will need to complete your profile to use the CCMS. Please refer to the next slides.

How to connect complete your Front Office profile

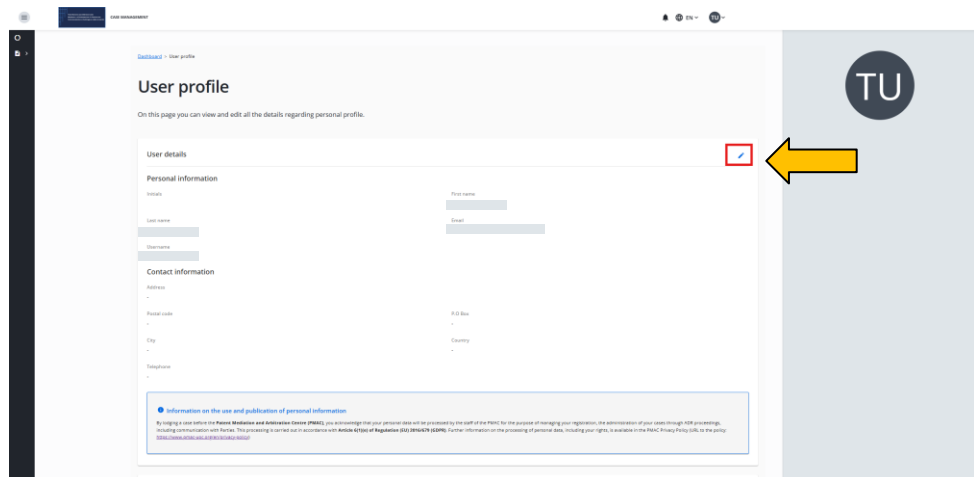


Once you have accessed the CMS, you will need to complete your profile to be able to file requests and access cases. To complete your profile, you will have to access the Front Office and access your user profile. To do so :

1. On the Front Office main page (<https://cms.pmac-upc.org>) click on the icon on the top right corner.
2. Then, click on “View profile”



How to connect complete your Front Office profile



User profile

On this page you can view and edit all the details regarding personal profile.

User details

Personal information

First name
Last name
Username

Contact information

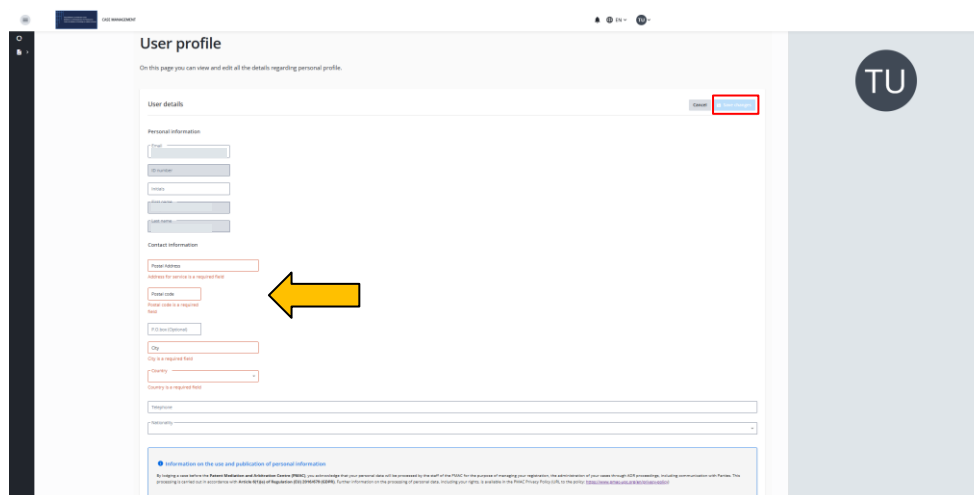
Address
Postal code
City
Country
Telephone

Information on the use and publication of personal information

By logging in on this website, you acknowledge that your personal data will be processed by the staff of the PMAC for the purpose of managing your registration, the administration of your cases through ADR proceedings, including communication with Parties. This processing is carried out in accordance with Article 4(1)(a) of Regulation (EU) 2016/679 (GDPR). Further information on the processing of personal data, including your rights, is available in the PMAC Privacy Policy on the portal: [https://www.patentmediation.ch/en/privacy-policy/](#)

3. Click on the Pen icon to complete your profile

4. Complete the required fields and then click on “Save changes” on top right



User profile

On this page you can view and edit all the details regarding personal profile.

User details

Personal information

First name
Last name
Username

Contact information

Address
Postal code
City
Country
Telephone

Information on the use and publication of personal information

By logging in on this website, you acknowledge that your personal data will be processed by the staff of the PMAC for the purpose of managing your registration, the administration of your cases through ADR proceedings, including communication with Parties. This processing is carried out in accordance with Article 4(1)(a) of Regulation (EU) 2016/679 (GDPR). Further information on the processing of personal data, including your rights, is available in the PMAC Privacy Policy on the portal: [https://www.patentmediation.ch/en/privacy-policy/](#)