



PIDM Booking Application: Frequently Asked Questions

A. Registration

How do I register for a PIDM Booking App account?

If you have not received a username and password from COPFS, please contact the Servicedesk@copfs.gov.uk to request this. When requesting a user account, you will need to provide your Law Society of Scotland ID.

What is Multi-Factor Authentication (MFA)?

Multi-Factor Authentication is a cyber security technology that helps to protect users of online services. COPFS are using the Microsoft Authenticator app for secure access and to provide an additional level of protection to the Pre-Intermediate Diet Meetings App and users of this service.

How does the Microsoft Authenticator app work?

On downloading (from the Windows, Android or Apple app stores) and registering the Microsoft Authenticator app to your Smartphone or tablet, the Microsoft Authenticator app sends you a notification to accept or authorisation code to enter when accessing the PIDM Booking app.

Once the Microsoft Authenticator App has been installed on an IOS or Android smartphone or tablet and you have registered for MFA, the PIDM Booking App can be accessed from any device that has an internet connection (laptop/PC/tablet/smartphone). When accessing the PIDM Booking App you will be prompted for MFA, which will appear as a notification on mobile smartphone/tablet that has the Microsoft Authenticator App installed. At that point, you should accept the authentication notification by selecting 'Approve'.

What data does the Microsoft Authenticator collect?

Diagnostic log data, that stays only in the app unless you choose to send logs to Microsoft. These logs can contain the email used to access the PIDM Booking app, server addresses, or IP addresses. They also can contain device data such as device name and operating system version. Any personal data collected is limited to info needed to help troubleshoot app issues. You can browse these log files in the app at any time to see the info being gathered. If you send your log files, Authentication app engineers will use them only to troubleshoot customer-reported issues.

Non-personally identifiable usage data, such as "started add account flow/successfully added account," or "notification approved." This data is an integral part of our

engineering decisions. Your usage helps us determine where we can improve the apps in ways that are important to you. You see a notification of this data collection when you use the app for the first time. It informs you then that it can be turned off on the app's Settings page. You can turn this setting on or off at any time.

What if I don't have a smartphone or tablet to authenticate with MFA?

Due to the need to apply the required security protocols to access the system, a smartphone or tablet is required for MFA.

What if I can't access the app?

For any technical issue with the PIDM Booking App, including registering for Multi-Factor Authentication and accessing the Bookings App, please contact us at Servicedesk@copfs.gov.uk

B. Making the Booking

How do I select a slot?

The step by step process is explained on the COPFS website.

How far in advance can I make a booking?

For the moment, this will be a minimum of two weeks before the PIDM. However, for most courts you will be able to do this increasingly further in advance as the system is developed.

Do I have to book an individual slot for each case I have that day, or can I spread them across several slots. e.g. 6 cases in 3 slots, to save time?

Slots are defaulted to 15 minutes per case. You should usually book one slot per case. You can, however, book more than one slot if you have multiple cases. To provide flexibility, this need not necessarily mean you need 15 mins per case as it may be possible to, for example, discuss 3 or more cases over 2 slots. If that is appropriate, take the following steps:

- Book sufficient slots for the time period you think is appropriate to discuss all your cases e.g. if 30 minutes, book 2 x 15 minute slots.
- Put in details for one case in each of the 2 x 15 minute slots.
- Put details (case number) of the other cases you wish to be discussed during this time period in the note field.
- Please be realistic about the time required.

What do I do if there are no slots available?

There will be a slot available for every case requiring a PIDM. If, however, there appear to be no slots available, then you should contact the local PF office mailbox as outlined in the guidance document.

What do I do if there is a difficulty logging on?

Details of COPFS IT Service Desk support are included within the guidance document, and on the COPFS PIDM website. Contact

servicedesk@copfs.gov.uk Please put "PIDM query" in the heading.

Can I choose how the meeting takes place?

Yes, there will be options of Phone/Video/At Court/At PF Office available. The PIDM between Crown and Defence can take whatever form is most convenient to the parties, but it should take place on the scheduled date. If, for any reason, one of these options is unavailable, e.g., for public health reasons, the other options should be used. Telephone will always be available as a default option.

Can I set out a matter I wish to discuss at the meeting in advance?

Yes, there is a note field within the Booking calendar that allows you to specify particular matters in advance. e.g. a proposed plea of guilty, or a disclosure issue

What if I wish to discuss another case that day that is not a PIDM?

This will be not possible during the scheduled PIDM bookings. You should arrange this through current processes with the local PF office.

Can I still book a meeting to resolve a case ahead of the PIDM?

Yes, this should be arranged through current processes with the local PF office.

What happens if I miss the appointment?

This will be recorded in the PIDM outcome report that will be shared with the court.

How will I receive confirmation of the discussion?

The outcome of the discussion will be sent by the Crown to the court within two working days after the PIDM. The details of the report will also be sent to the defence agent via CJSM email.

What if I need to cancel/reschedule my meeting?

There will be options for this via your booking confirmation email.