CROWN OFFICE & PROCURATOR FISCAL SERVICE
SCOTLAND'S PROSECUTION SERVICE

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, then please request this by contacting the COPFS IT Service Desk via e-mail servicedesk@copfs.gov.uk. When requesting a user account, you will need to provide your Law Society of Scotland membership number (you can find this on your practising certificate).

How do I request for a PIDM Booking App account for non-legal staff within my firm?

For security reasons Defence Agents are required to request additional user accounts on behalf of other non-legal members of staff.

This request must be e-mailed to servicedesk@copfs.gov.uk and must come from your registered Law Society e-mail address. Please include the following information:

  a. Defence Agent Name – The name of the Defence Agent making the request.
  b. Law Society Membership number – this is your Law Society of Scotland membership number (you can find this on your practising certificate).
  c. Full name – name of the member of staff you wish the account to be created for.
  d. E-mail address – the e-mail address of the member of staff you wish the account to be created for.
  e. Firm Name – the firm name which the member of staff is employed by.
  f. Role – please advise if the account is for Defence Agent/Non-Defence Agent.

How do I request for a PIDM Booking App account to be removed?

Please request this by contacting the COPFS IT Service Desk using the e-mail address servicedesk@copfs.gov.uk

Why do we need to use Multi-Factor Authentication (MFA)?

MFA is a 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?
You will need to download and register the Microsoft Authenticator app to your Smartphone or tablet (from the Windows, Android (non-Apple Device) or Apple app stores). The Microsoft Authenticator app will send you a notification to accept or an authorisation code to enter when accessing the PIDM Booking app.

Once the Microsoft Authenticator App has been installed on an Apple or Android smartphone (non-Apple Device) 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 the mobile device 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 information needed to help troubleshoot app issues. You can browse these log files in the app at any time to see the information being gathered. If you send your log files, Authentication app engineers will use them only to troubleshoot customer-reported issues. COPFS will not use or share this data.

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.

Will MFA work if I get a new phone or tablet?
MFA will still be linked to your old phone. For security reasons you will have to contact the COPFS IT Service Desk via e-mail servicedesk@copfs.gov.uk or call 0300 020 3330 to complete steps to revoke/re-register your MFA sessions which will enable you to re-register MFA on your new device.

What if I can't access the app?
For any technical issue with the PIDM Booking App, including registering for MFA and accessing the Bookings App, please contact the COPFS IT Service Desk via e-mail servicedesk@copfs.gov.uk or call 0300 020 3330.

B. Logging On

How do I logon to make a booking?

01. Open the copfs.gov.uk website
02. Click 'Involved in a case'
03. Click the appropriate Sheriffdom.
04. Click the appropriate Court which the PIDM is to take place.
05. You will be prompted to enter your username and password which was provided by COPFS IT Service Desk.
06. You will be prompted to 'Approve sign in request' via your Microsoft Authenticator app on your registered mobile device.
    a. Press 'Approve' when prompted.

After you logon, will you be prompted for your credentials again?

Yes – you will be prompted for your username and password when you do the following:
- Your session has been idle for more than 2 hours, however it is best practice to regularly refresh your browser, as bookings may no longer be available.
- You close the PIDM booking page.

What do I do if I have difficulty logging on?

Please contact the COPFS IT Service Desk via e-mail servicedesk@copfs.gov.uk or call 0300 020 3330.

C. Making the Booking

How do I select a slot?

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

Does the booking form timeout?

Yes. The booking form needs to be completed within 5 minutes before it will timeout. After the form timeouts, you will be required to complete the form again before your booking is confirmed.

Can a member of my admin staff complete the PIDM booking form on my behalf?

Yes – providing your admin staff have a PIDM user account (see here for more information), have registered for MFA, then they can logon and complete the PIDM Booking Form. Note the contact details on the booking form should be entered with the details of the Defence Agent who will be attending the PIDM – this means the Defence Agent will receive the e-mail calendar invite.

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 e-mail the local PF office using the appropriate address listed on the 'Involved in a case' page.

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.

D. Attending the PIDM

How do I join the PIDM via the Video Call (Teams) contact method using an Apple device e.g. iPhone/iPad?
You need to download and install the Microsoft Teams client, which you can do for free by clicking this link. You also need to register for a Microsoft Teams account, which you can do for free by clicking this link.

What if I need to cancel/reschedule my meeting?
There will be options for this via your booking confirmation email.

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. If you require a CJSM account, please contact COPFS Enquiry Point by e-mail EnquiryPoint@copfs.gov.uk