

## OAJ EFILING PORTAL - FREQUENTLY ASKED QUESTIONS

For any technical questions that are not listed here, please contact [CCMS-support@un.org](mailto:CCMS-support@un.org)

### Unable to log on

- Q. I am not able to log on to the eFiling portal using the account I created.
- A. Make sure you received confirmation of your account credentials at the email address you specified on the account request form and clicked on the link.
- A. Verify that the repository is selected as OAJ\_CCM.
- A. Select either the New York or Nairobi location.
- A. Your login name and password are **case sensitive** – be sure to enter it exactly as you submitted it on the account request form.

### Personal Details form remains in “draft” status

- Q. After I filled in my Personal Details form, the file retains a “draft” status and I cannot continue with submitting my files....
- A. Press the “Refresh” button or refresh your browser (F5)
- A. Ensure that no mandatory fields were left unfilled.
- A. You must press the “Save and close” button to complete this step.
- A. Sometimes it takes a few minutes for the server to verify and accept the form. Log out and log back in.

If the problem persists contact [CCMS-support@un.org](mailto:CCMS-support@un.org)

### My Case does not appear

- Q. My case folder does not appear after I submit my files.
- A. Once you submit your files, the respective Registry will check to verify whether your application meets all requirements. Until these tasks have been performed, your case folder will not be visible. You will receive an email notification regarding the status of your case.
- A. If, even after receiving notification, you still do not see your case folder listed in the eFiling portal, log out and log back in again to fully refresh your case view.

### Error message: Page History Trail

- Q. I am getting the error message “The requested page is no longer in the page history trail. Please navigate to your location.” What do I do?
- A. On the bottom right-hand side of your screen you will see an “OK” button. Press it.