



# Namibia e-Justice User Guide for Service Bureau

V0.1  
20 May 2016

# CONTENTS

About this Guide .....	3
Audience .....	3
Purpose .....	3
How to read this guide.....	3
Overview of Namibia e-Justice System .....	5
Features of the e-Justice System .....	5
Prerequisites .....	5
Disable Pop-up blocker .....	5
Allow Pop-ups for Namibia e-Justice system in Internet Explorer.....	6
Allow Pop-ups for Namibia e-Justice system in Google Chrome .....	8
Allow Pop-ups for Namibia e-Justice system in Mozilla Firefox .....	11
Manage User Account.....	14
Update User Profile.....	14
Change Password .....	15
Case Management .....	16
Create Case .....	16
Create Motion Case .....	16
Create Action Case.....	26
Represent Case .....	36
File Return of Service .....	41
File Documents .....	48
Create Hearing Document Index.....	53
Notification Messages.....	58
View Notification Messages.....	58

# About this Guide

This user guide helps the service bureau staff to use the Namibia e-Justice system to file and represent cases on behalf of applicants and respondents or plaintiffs and defendants.

## Audience

---

This user guide is intended for the following users:

- Service Bureau Staff

## Purpose

---

The user guide explains the users to do the following:

- [Manage User Account](#)
  - [Update User Profile](#)
  - [Change Password](#)
- [Create Case](#)
  - [Create Motion case](#)
  - [Create Action Case](#)
- [Represent Case](#)
- [File Return of Services](#)
- [Create Hearing Document Index](#)
- [View Notifications](#)

## How to read this guide

---

Before you start using this guide, it is important to understand the documentation conventions used in it.

- The phrase "Namibia e-Justice system" and the word "system" denote the same and hence used interchangeably.
- Two types of callouts are used in this user guide to indicate tips and warnings.



This symbol indicates that it is a tip.

A tip provides good-to-know information that helps users complete a task or procedure and understand the functionality better.

---



This is a warning.

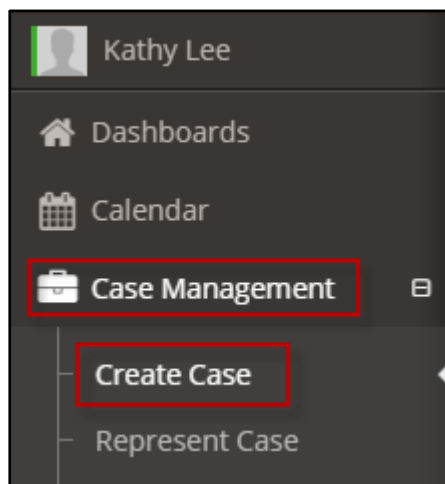
A warning refers to information that may be critical to the system's functionality and might affect data or system's stability.

---

## Namibia e-Justice User Guide for Service Bureau

### About this Guide

- Screen names, field names or labels, field options are specified in bold font. For example, Enter **User Name** and **Password**.
- Two consecutive ">>" in an instruction indicates how to access a particular page or functionality. For example, click **Case Management >> Create Case** means you first click **Case Management** and then **Create Case**.



Side Menu

# Overview of Namibia e-Justice System

Namibia e-Justice is a web-based platform ([www.ejustice.moj.na](http://www.ejustice.moj.na)) that leverages on content management systems and dynamic electronic form (e-form) technology. It offers law firms and Court users a single access point for commencement and active management of case files throughout the litigation process. Front-end users can input information directly into e-forms, which can then be harnessed to auto-populate other court documents.

Namibia e-Justice also provides functionalities and related services that streamline the litigation process, thereby helping to improve efficiency and enhance access to justice. The Courts calendaring process can be managed and streamlined to allow Courts officers to better schedule current calendars. Hearing information such as outcomes can be captured and tracked for statistical reports

## Features of the e-Justice System

---

- Prompt notifications are sent to the service bureau staff who has assisted in filing a case.

## Prerequisites

---

### Disable Pop-up blocker

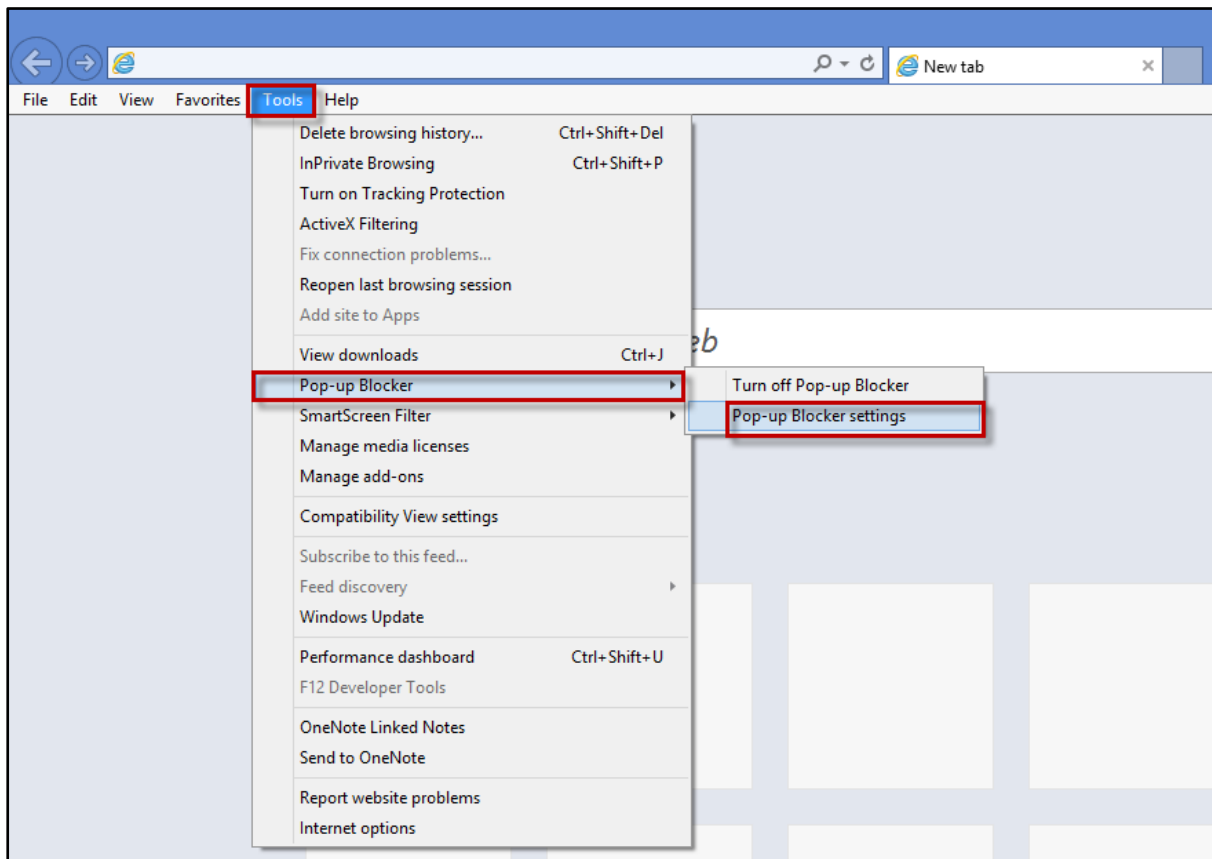
While using Namibia e-Justice system for a case you may download documents related the case.

To download documents from the system, pop-ups must be allowed in your web browser for [www.ejustice.moj.na](http://www.ejustice.moj.na).

Steps to disable pop-up blocker may vary based on your browser. Click the respective browser name to view the instructions.

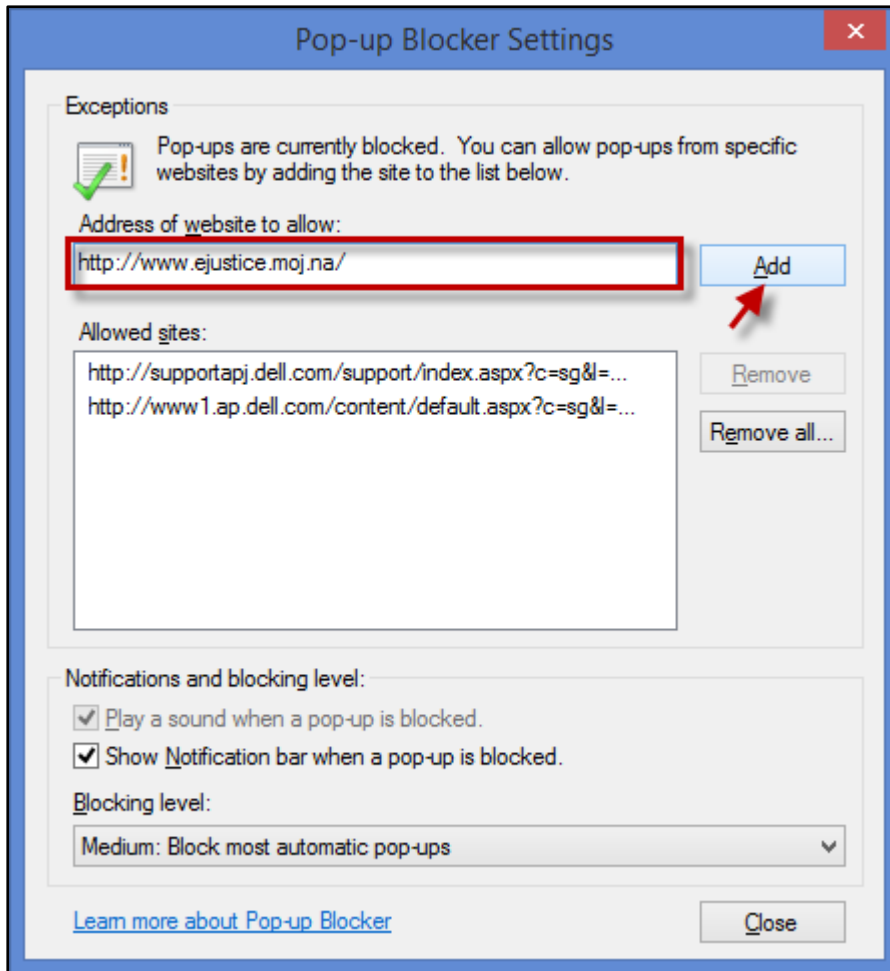
- [Internet Explorer](#)
- [Google Chrome](#)
- [Mozilla Firefox](#)

## Allow Pop-ups for Namibia e-Justice system in Internet Explorer



Internet Explorer

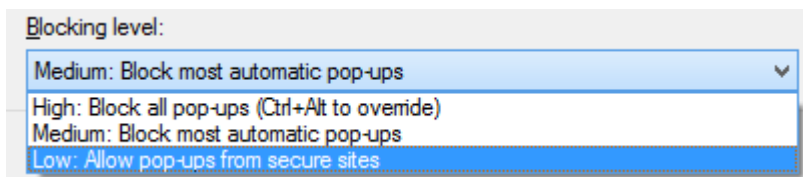
1. Click **Tools** >> **Pop-up Blocker** >> **Pop-up Blocker settings**.



**Pop-up Blocker settings**

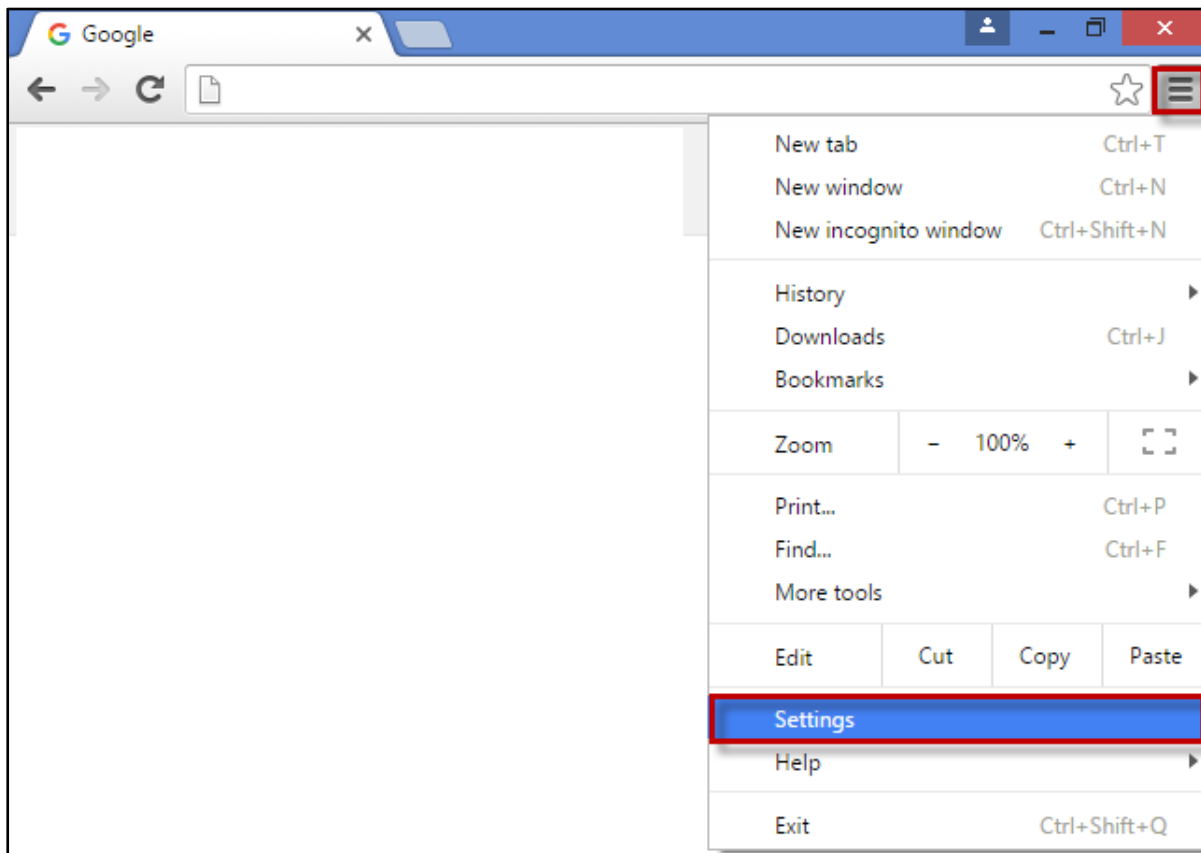
2. Type **http://www.ejustice.moj.na/** in **Address of website to allow** and click **Add**.
3. Click **Close**.

- If you are still unable to download files from Namibia e-Justice system, select the **Blocking level** to **Low: Allow pop-ups from secure sites**.

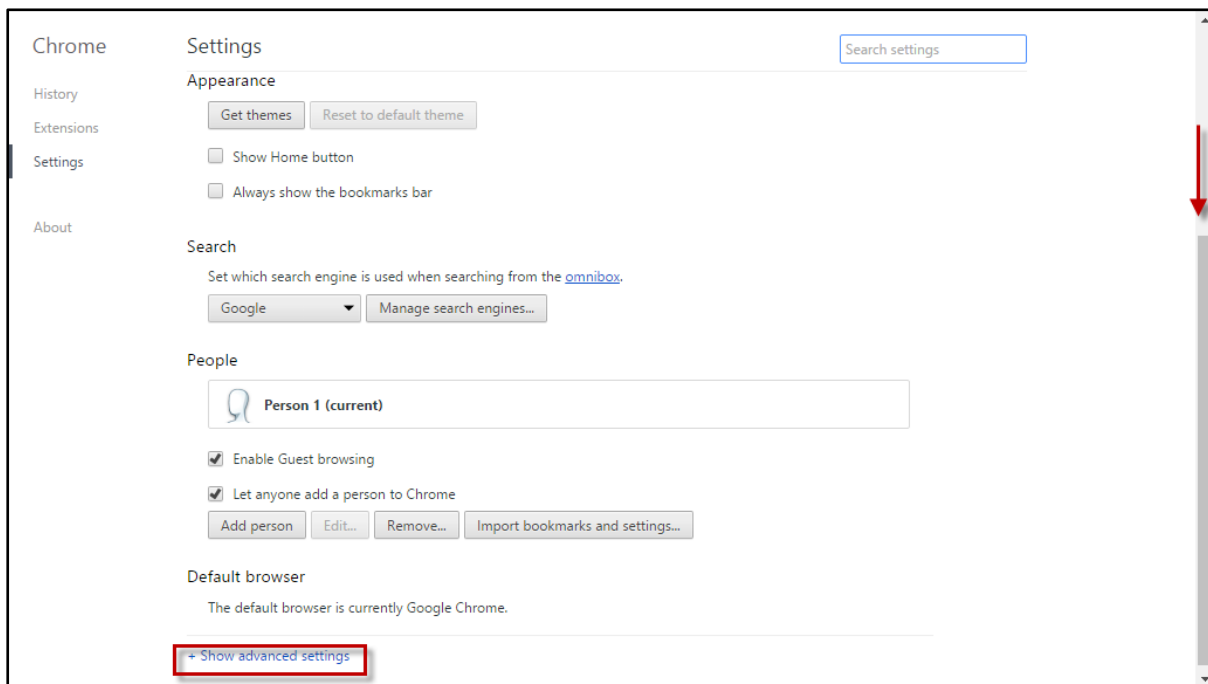


## Allow Pop-ups for Namibia e-Justice system in Google Chrome

1. In the top-right corner, click the Chrome menu , then click **Settings**.



Google Chrome

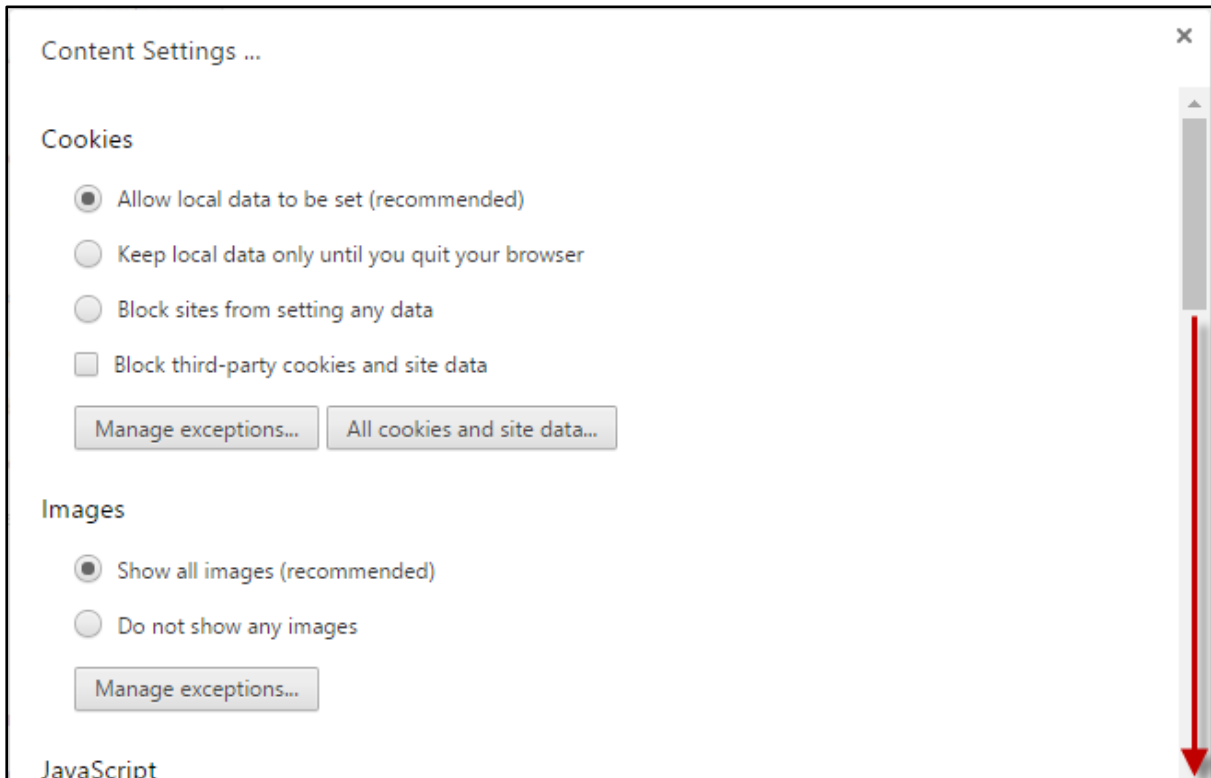


Settings

2. Scroll down and click **Show advanced settings**.

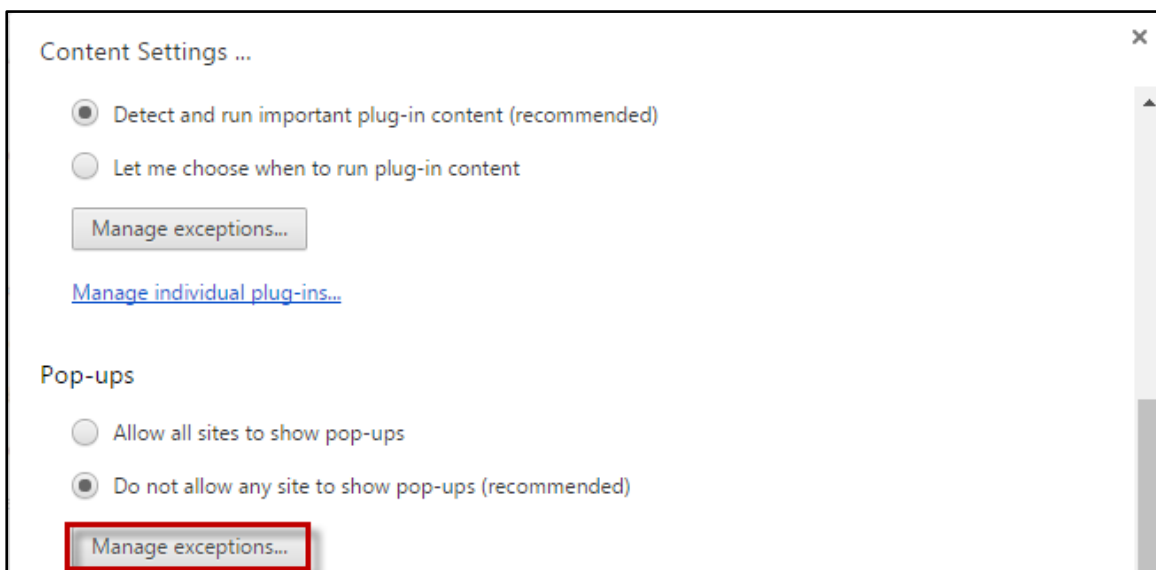


3. In the **Privacy** section, click **Content settings**.



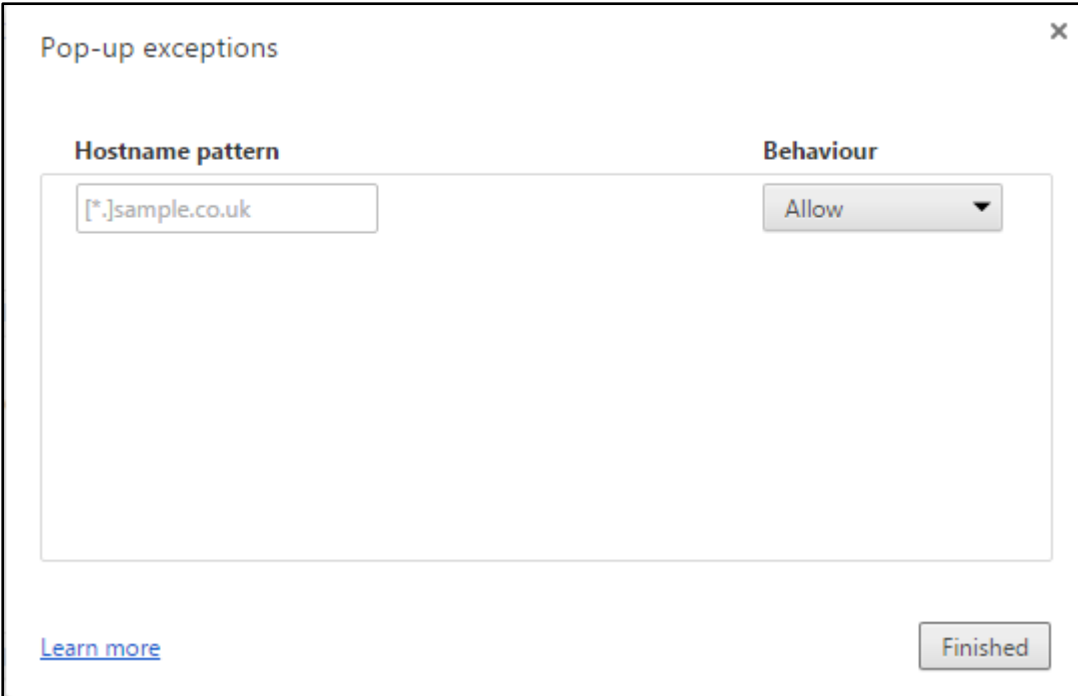
**Content Settings**

4. Move the scroll bar until you see the **Pop-ups** section.



**Content Settings**

- In **Pop-ups**, click **Manage exceptions**.



Pop-up exceptions

Hostname pattern	Behaviour
<input type="text" value="[*].sample.co.uk"/>	Allow

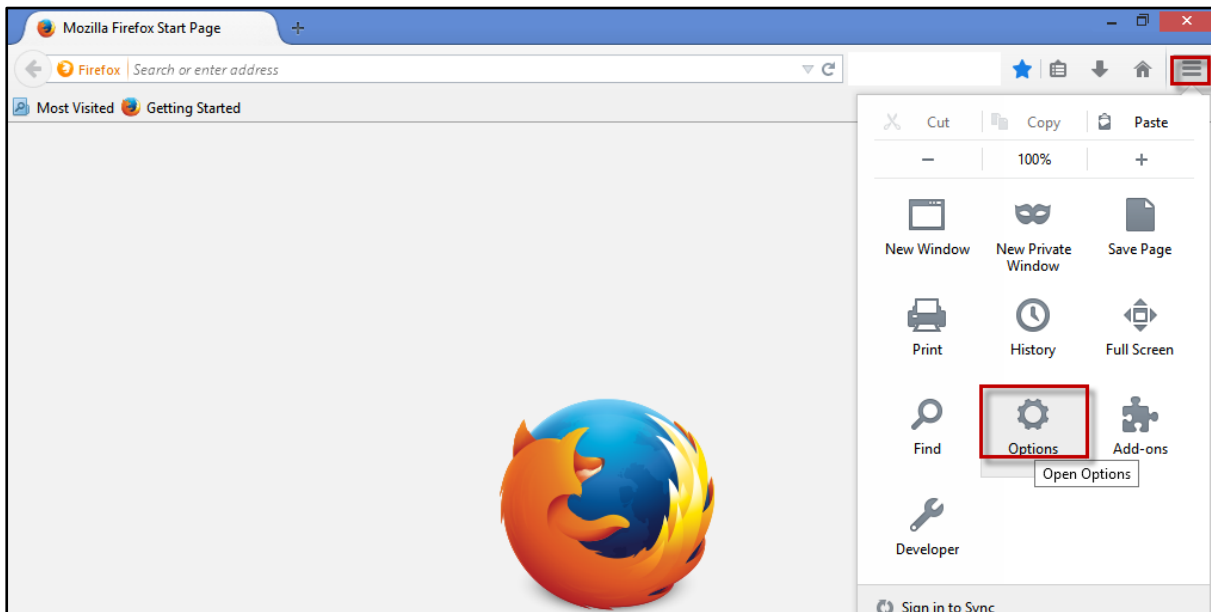
[Learn more](#) Finished

**Pop-up exceptions**

- In the **Hostname pattern**, type **http://www.ejustice.moj.na/**.
- Make sure **Allow** is selected as **Behaviour** and click **Finished**.

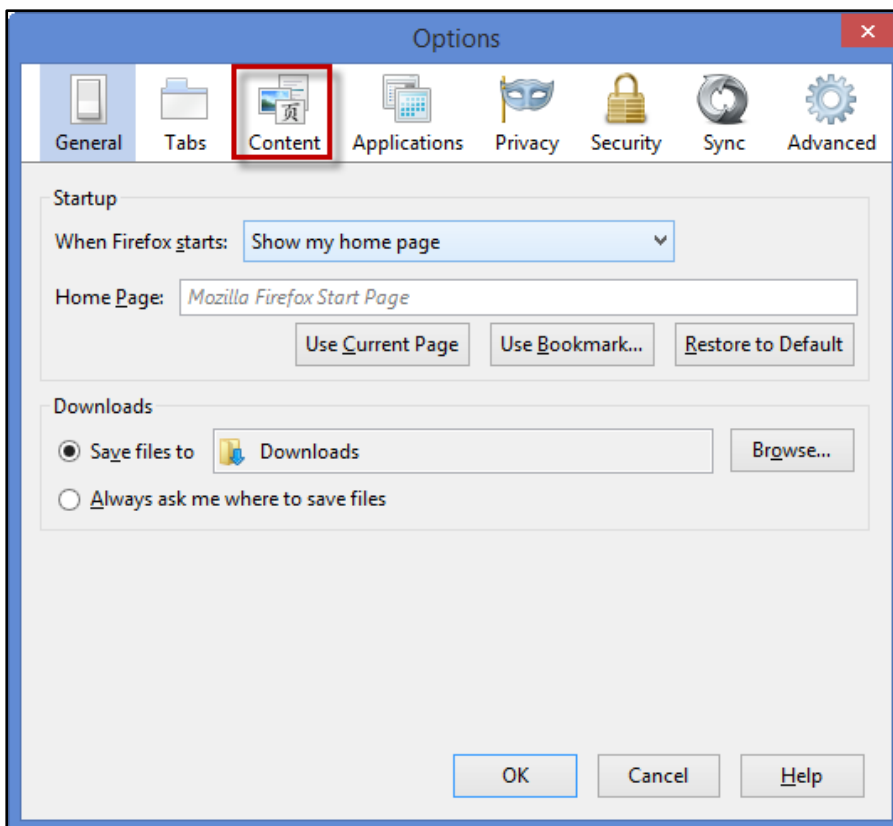
## Allow Pop-ups for Namibia e-Justice system in Mozilla Firefox

1. Click the menu  and then **Options**.

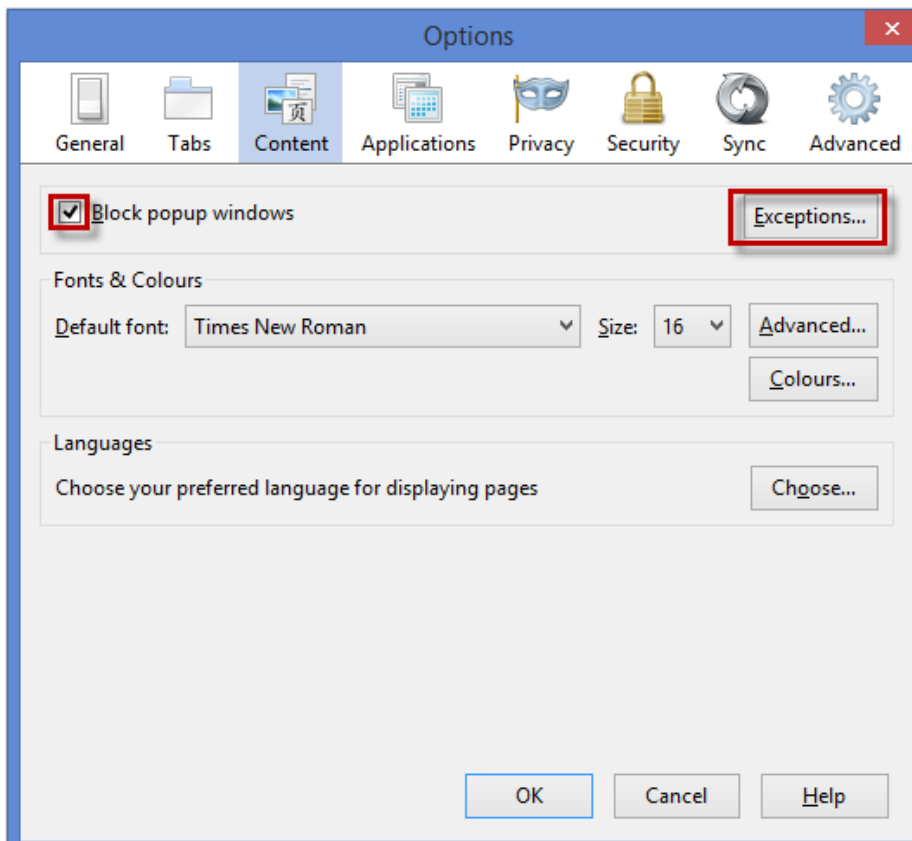


Mozilla Firefox

2. Click **Content**.

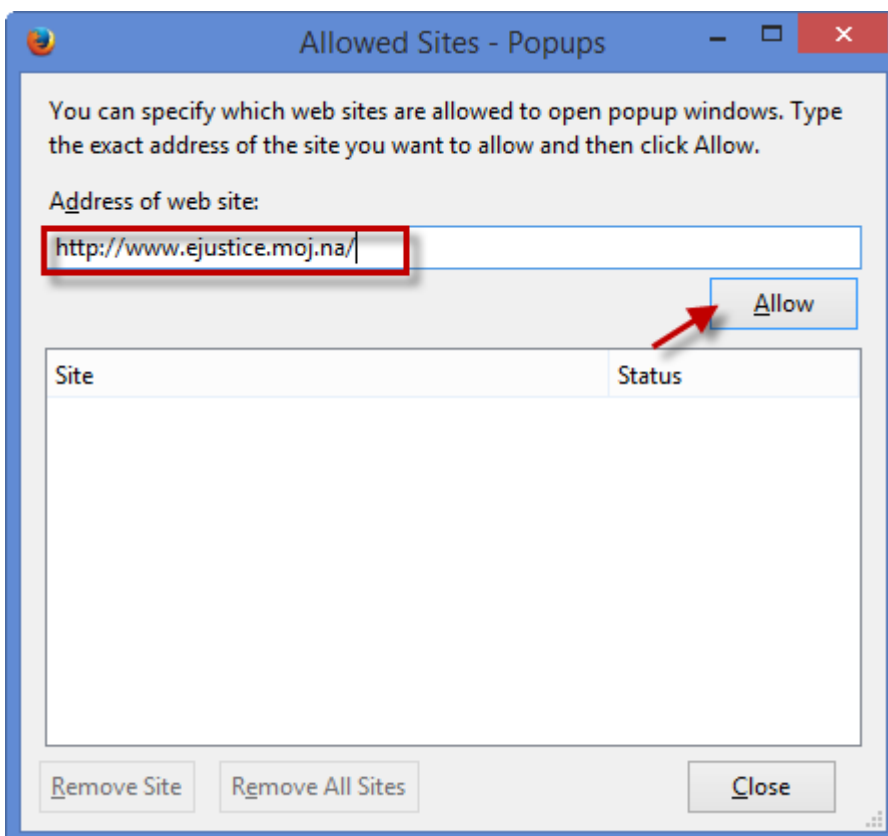


Options



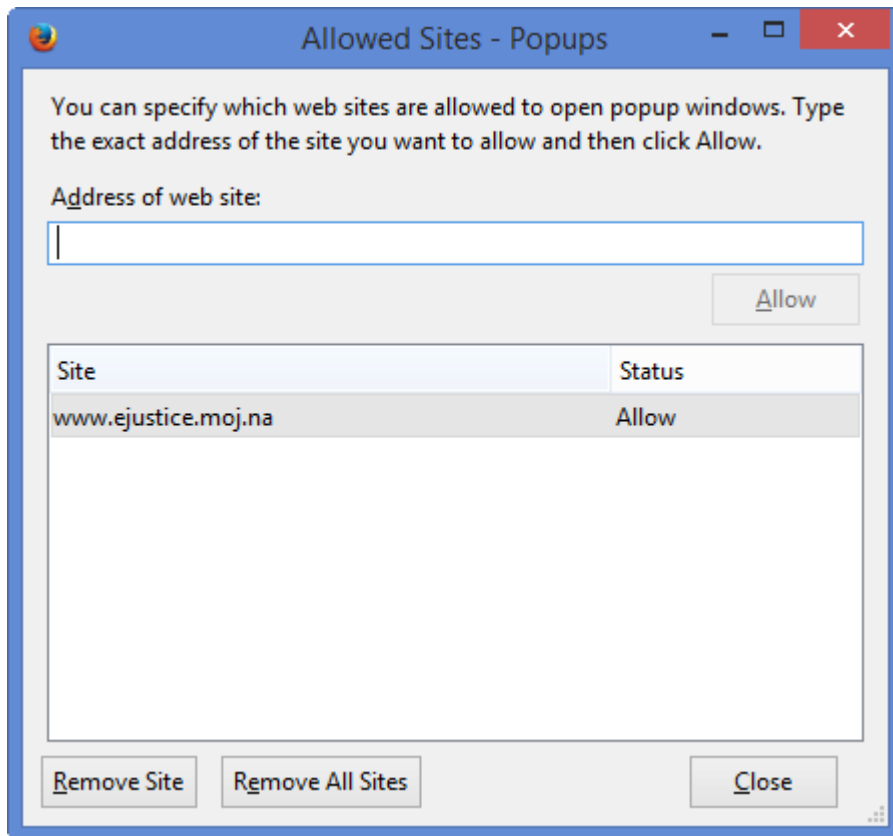
#### Pop-up Exceptions

3. Make sure **Block popup windows** is selected and then click **Exceptions**.



#### Allowed Sites – Popups

4. Type **http://www.ejustice.moj.na/** in the **Address of web site** and then click **Allow**.



**Allowed Sites – Popups**

5. Click **Close**.

# Manage User Account

This chapter explains the step-by-step procedure to do the following:

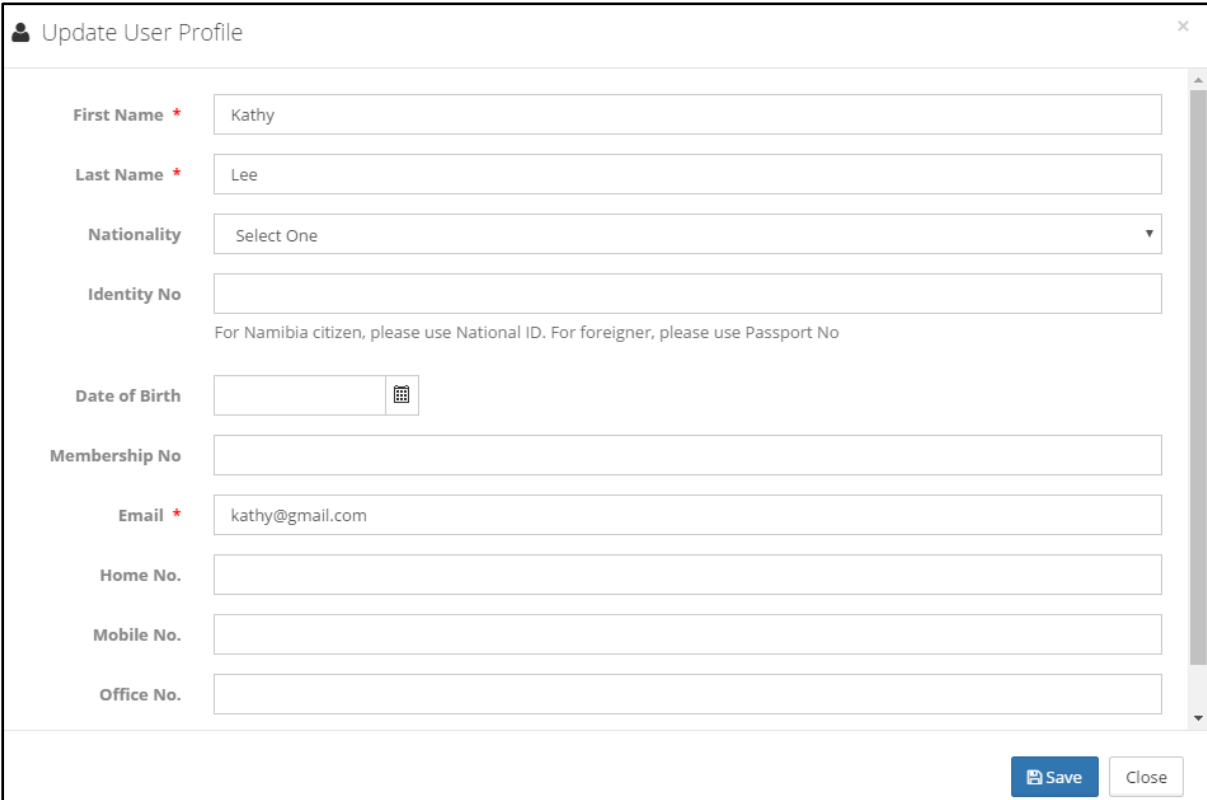
- [Update User Profile](#)
- [Change Password](#)

## Update User Profile

Service bureau staff can update their profile details such as nationality and telephone numbers.

**To update user profile:**

1. Click  >> **User Profile**. The **Update User Profile** page is displayed.



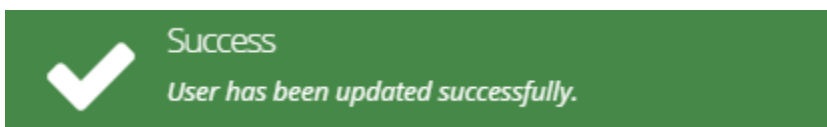
The screenshot shows a web form titled "Update User Profile". The form has the following fields and values:

- First Name \***: Kathy
- Last Name \***: Lee
- Nationality**: Select One (dropdown menu)
- Identity No.**: (empty text box)
- Date of Birth**: (empty text box with a calendar icon)
- Membership No.**: (empty text box)
- Email \***: kathy@gmail.com
- Home No.**: (empty text box)
- Mobile No.**: (empty text box)
- Office No.**: (empty text box)

Below the Identity No. field, there is a note: "For Namibia citizen, please use National ID. For foreigner, please use Passport No". At the bottom right of the form, there are two buttons: "Save" (blue) and "Close" (grey).

### Update User Profile

2. Change the required details and click **Save**. Following success message is displayed.

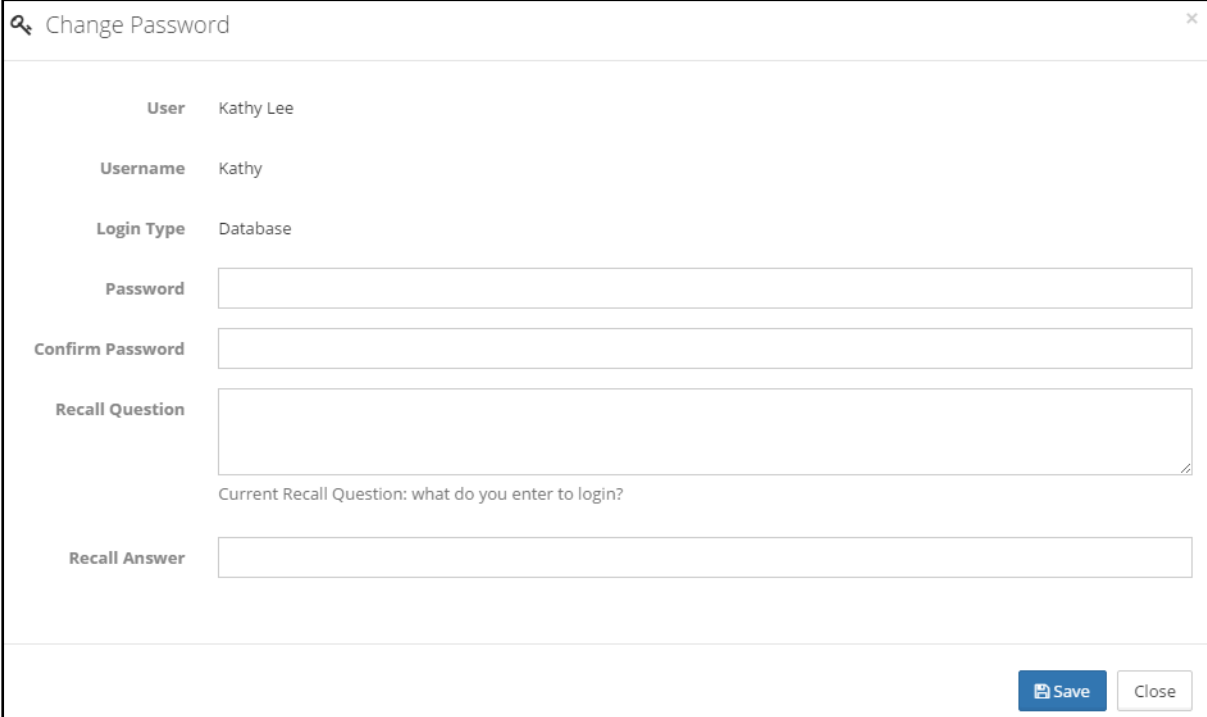


### Success Message

# Change Password

To change password:

1. Click  >> **Change Password**. The **Change Password** page is displayed.



The screenshot shows a web browser window titled "Change Password". The form contains the following fields and labels:

- User:** Kathy Lee
- Username:** Kathy
- Login Type:** Database
- Password:** [Text input field]
- Confirm Password:** [Text input field]
- Recall Question:** [Text area input field]
- Recall Answer:** [Text input field]

Below the Recall Question field, the text "Current Recall Question: what do you enter to login?" is displayed. At the bottom right of the form, there are two buttons: "Save" (blue) and "Close" (grey).

## Change Password

2. Enter a **Password**.
3. Re-enter the same password in **Confirm Password** field.
4. Enter a **Recall Question** and **Recall Answer**.



- The **Recall Question** and **Recall Answer** are useful in the event of you forgetting your password.
- If you forget your password, the system displays this **Recall Question** and prompts you to answer.
- If you enter an answer that is matching the **Recall Answer**, the system retrieves your password.
- Do not set a question which has a varying answer. For example, question like "What is your age?" will have a changing answer.

5. Click **Save**.

# Case Management

## Create Case

---

Applicant and Plaintiff may approach the service bureau to file a case. Once a case is submitted by the service bureau staff, it is submitted to the court for the registrar's approval. Service bureau staff can file [Motion](#) and [Action](#) cases.

### Prerequisites:

- Supporting Documents to be provided by the applicant and plaintiff in the required format and size.



It is recommended that you save the supporting documents using a logical name for easy reference in the future.

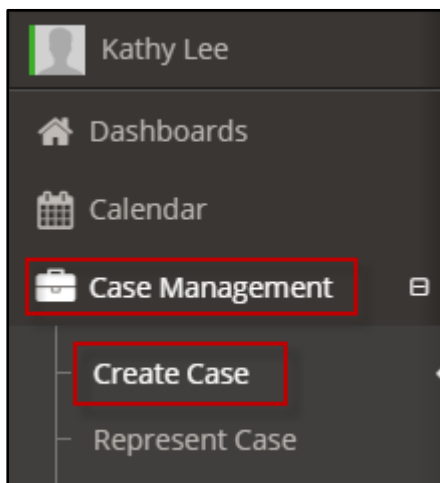
---

## Create Motion Case

As an example for filing a motion case, this document explains the procedure to create a motion general case.

### To file motion case:

1. Click **Case Management** >> **Create Case**.



### Side Menu

The **Case Type** page is displayed.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Type

Court \* High Court

Division \* Main Division

Category \* Civil

Case Type \* Motion Proceedings

Nature \* General

Previous Cancel Next

### Case Type

2. Specify the required **Case Type** details and click **Next**. The **Case Details** screen is displayed.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Details

File By Kathy Lee

Status New

Office Reference No \*

Relief Claimed \*

Name(s), Surname of Deponent(s) \*

Hearing Setdown Date \* 27/05/2016 09:00



Urgent?

Involve Debt?


Parties to Inform No record found

Previous Cancel Next

### Case Details

3. Specify the case details such as **Office Reference No** and **Relief Claimed**.
4. If required, click the calendar icon  to modify the **Hearing Setdown Date** and the clock icon  to modify the time.

- There are fields to which more than one record can be specified. For example, you may

add more than one **Relief Claim**. Such fields are indicated by  beside them.

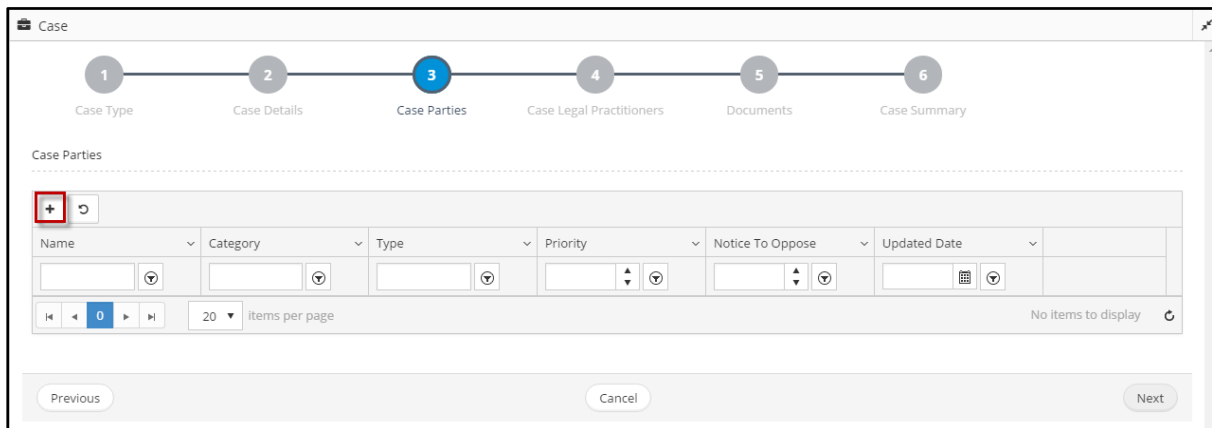


Relief Claimed \*  Custody of child. 



- To add more than one record in this field, click .
- To remove a record click the  corresponding to the record
- You may modify the **Hearing Setdown Date** as required.
- Select **Urgent** to indicate the case is urgent. You must attach the relevant supporting document for an urgent case.
- If debt is involved in this case, select **Involve Debt** and enter the related details.



5. Click **Next**. The **Case Parties** page is displayed.



Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Parties

Name	Category	Type	Priority	Notice To Oppose	Updated Date

20 items per page No items to display

Previous Cancel Next

### Case Parties

6. Click  to add case party details.

The screenshot shows a web form titled "Case Party". It is divided into two main sections: "Party Details" and "Party Addresses".

**Party Details:**

- Party Category \***: A dropdown menu with "Select One" selected.
- Party Type \***: A dropdown menu with "Select One" selected.
- Priority \***: A numeric input field containing the value "1".

**Party Addresses:**

- Address Type \***: A dropdown menu with "Select One" selected, followed by "+" and "-" buttons.
- Address Details \***: A large text area for entering the full address.
- District/City/Town**: A text input field.
- Region/State/Province**: A text input field.

At the bottom right of the form are "Submit" and "Close" buttons.

### Party Details

#### 7. Specify the required **Party Details**.

- The details to be filled may vary based on the selected **Party Category**.
- If it is a motion case, the available party types are **Applicant** and **Respondent**.
- **Priority** cannot be duplicated for a **Part Type**. For example, you cannot have two applicants with the same priority.
- If you are specifying the respondent's details, you must specify the number of court days within which the notice has to be opposed in the **Notice to Oppose** filed.




A close-up of the "Notice to Oppose" field. The label "Notice to Oppose \*" is above a numeric input field containing the value "15".

- Based on the selected party category, you may indicate if **Legal Aid** is applicable. If **Legal Aid** is selected, you must specify the related details such as **Legal Aid No**.

This screenshot focuses on the "Party Addresses" section of the form. The "Address Type \*" dropdown menu is highlighted, and the "+" button next to it is circled in red, indicating that users can add multiple addresses.

### Party Addresses

## Namibia e-Justice User Guide for Service Bureau Case Management

8. Specify the required **Party Addresses**. To add more than one address, click  icon displayed beside **Address Type**.



Party Addresses

Address Type \*

Select One + -

Select One

Physical Address (Required)

Mailing Address (Required)

Domicilium citandi et executandi

District/City/Town

Region/State/Province

Country

Select One

Zip Code/Postal Code

Submit Close

- In case of **Party Addresses**, only the addresses marked as (Required) are mandatory. However, it is recommended to specify all the available addresses.

9. Upon specifying all the required party details, click **Submit**. Added party is listed as shown below.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Parties



Name	Category	Type	Priority	Notice To Oppo...	Updated Date
SK Industries	Government	Applicant	1		

1 20 items per page 1 - 1 of 1 items

Previous Cancel Next

### Added Case Parties



- To modify the party details click .
- To remove the party from the case, click .
- To add another party, repeat steps 6-9.

The screenshot shows the 'Case' management interface with a progress bar at the top. The progress bar has six steps: 1 Case Type, 2 Case Details, 3 Case Parties (highlighted in blue), 4 Case Legal Practitioners, 5 Documents, and 6 Case Summary. Below the progress bar, the 'Case Parties' section is active. It features a table with columns: Name, Category, Type, Priority, Notice To Oppo..., and Updated Date. The table contains two rows: SK Industries (Government, Applicant, Priority 1) and JK Industries (Government, Respondent, Priority 1, Notice To Oppo... 10). Below the table is a pagination control showing '1' of 2 items per page. At the bottom right, the 'Next' button is highlighted with a red box.

Name	Category	Type	Priority	Notice To Oppo...	Updated Date
SK Industries	Government	Applicant	1		
JK Industries	Government	Respondent	1	10	

### Case Parties

10. Click **Next**. The **Case Legal Practitioners** page is displayed.

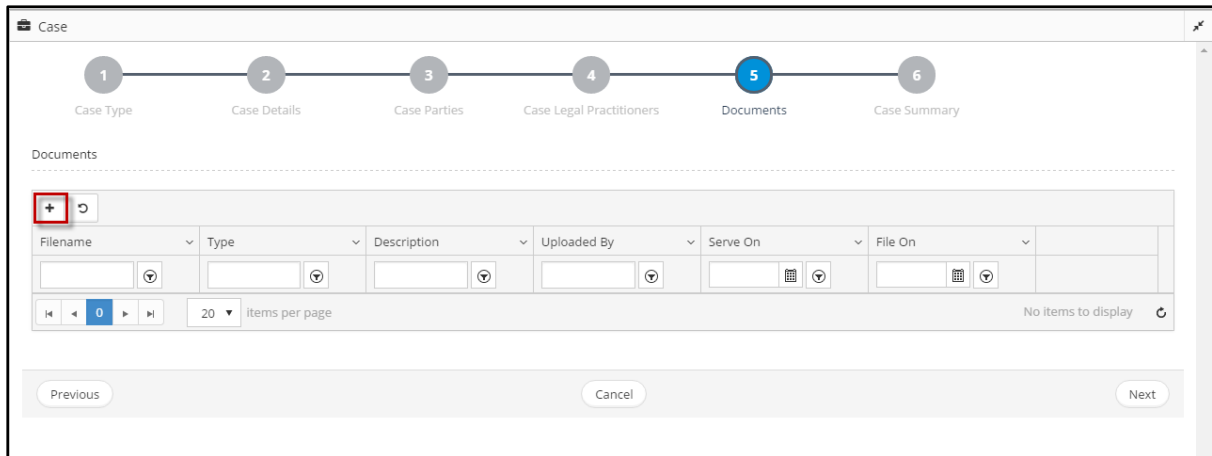
The screenshot shows the 'Case' management interface with the progress bar updated. Step 4, 'Case Legal Practitioners', is now highlighted in blue. The 'Legal Practitioners' section is active, showing a table with columns: Case Party, Legal Practitioner, Instructing, and Updated Date. The table is currently empty. Below the table, the pagination control shows '0' items per page and the text 'No items to display'. At the bottom right, the 'Next' button is highlighted with a red box.

Case Party	Legal Practitioner	Instructing	Updated Date
------------	--------------------	-------------	--------------

### Legal Practitioner Details

11. Click **Next**.

## Namibia e-Justice User Guide for Service Bureau Case Management



### Supporting Documents

12. Click  to attach a document.

### Add Document

13. Specify **Group** and **Type** of the document.
14. It is recommended to specify a **Description** for the document.
15. Click **Select files** to browse and upload the document. Uploaded document is listed as shown below.

📄 Add Document
✕

---

Group \*  
Case Initiating Documents ▼

Type \*  
Certificate of Urgency ▼

Description

Filename

Select files...
Done ✓

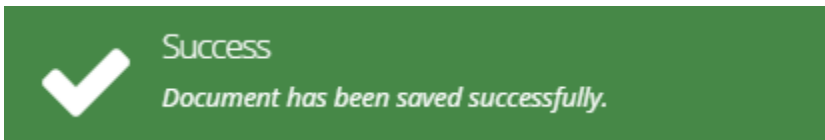
📄 Certificate of Urgency.pdf
100% ✕

Save
Close

**Uploaded document**

To remove the uploaded document, click ✕ beside the document.

16. Click **Save**. The following success message is displayed and the attached document is listed as shown below.



**Success Message**

📁 Case
↗

1
2
3
4
5
6

Case Type
Case Details
Case Parties
Case Legal Practitioners
Documents
Case Summary

Documents

---

Filename	Type	Description	Uploaded By	Serve On	File On	
Supporting_Docum...	Founding Affidavit		Kathy Lee		20/05/2016 11:23	✎ ✕

🏠 ◀ 1 ▶ 🏠
20 items per page
1 - 1 of 1 items ↻



Previous
Cancel
Next

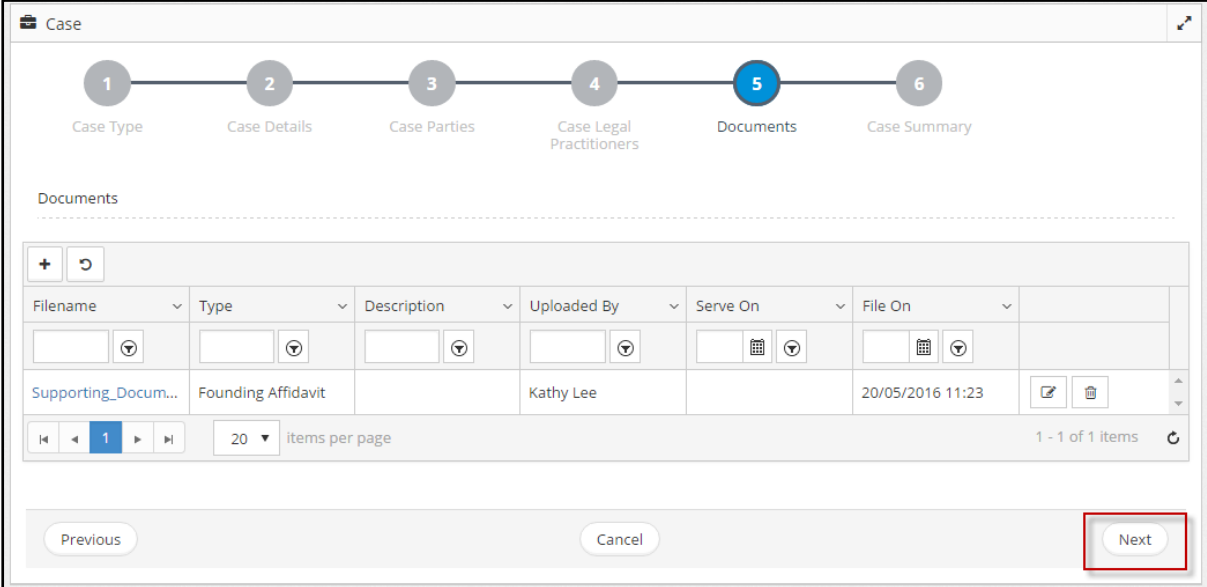
**Uploaded Document**

## Namibia e-Justice User Guide for Service Bureau Case Management

- To attach another document, repeat steps 12-16.



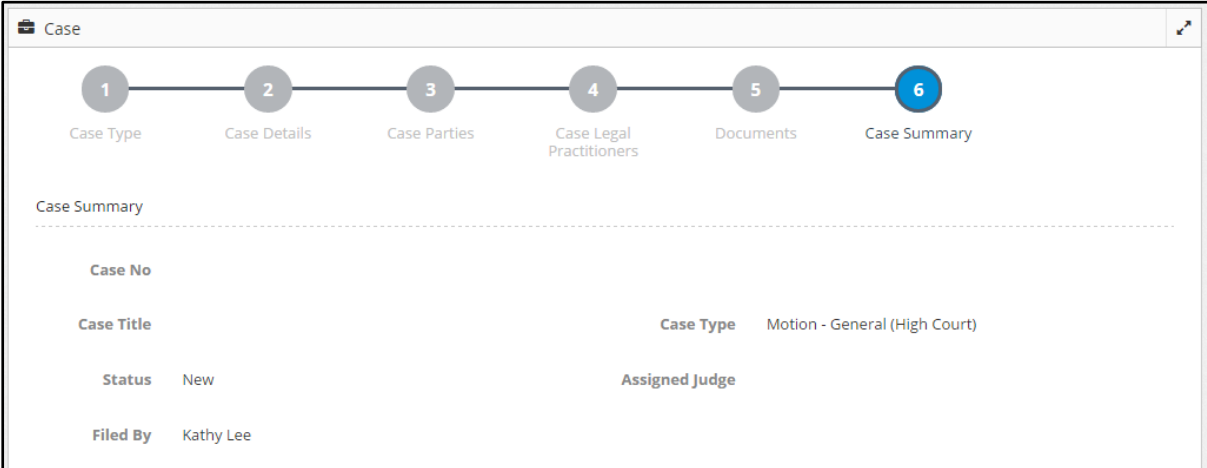
- To modify the document description, click  .
- To remove the document, click  .



The screenshot shows a 'Case' management interface with a progress bar at the top containing six steps: 1 Case Type, 2 Case Details, 3 Case Parties, 4 Case Legal Practitioners, 5 Documents (highlighted in blue), and 6 Case Summary. Below the progress bar is a 'Documents' section with a table of uploaded documents. The table has columns for Filename, Type, Description, Uploaded By, Serve On, and File On. One document is listed: 'Supporting\_Docum...' (Filename), 'Founding Affidavit' (Type), an empty field (Description), 'Kathy Lee' (Uploaded By), an empty field (Serve On), and '20/05/2016 11:23' (File On). Action icons for edit and delete are visible for this document. At the bottom of the interface, there are 'Previous', 'Cancel', and 'Next' buttons. The 'Next' button is highlighted with a red rectangular box.

### Uploaded Document

17. Click **Next** to view the **Case Summary**.



The screenshot shows the 'Case Summary' interface. At the top, the progress bar is the same as in the previous screenshot, but step 6 'Case Summary' is now highlighted in blue. Below the progress bar is the 'Case Summary' section, which contains the following details:

- Case No**
- Case Title**
- Case Type**: Motion - General (High Court)
- Status**: New
- Assigned Judge**
- Filed By**: Kathy Lee

### Case Summary

The case details are grouped into different sections as shown below.



The screenshot shows a sidebar menu with four items: 'Case Details', 'Case Parties', 'Legal Practitioners', and 'Documents'. Each item has a downward-pointing chevron icon on the right. At the top of the sidebar, there are two buttons: 'Expand All' (highlighted with a red box) and 'Collapse All'. At the bottom of the sidebar, there are two buttons: 'Expand All' and 'Collapse All' (highlighted with a red box).

### Case Summary

18. Click the individual section headings to view details in the respective sections.



Click **Expand All** or **Collapse All** to show or hide all the details.

After reviewing all the details, proceed to **Signature Pad** in the **Case Summary**.



The screenshot shows the 'Signature Pad' interface. It features a large grey area for signing with a handwritten signature. A red speech bubble points to the signature area with the text 'Applicant must sign here.'. Below the signature area are two buttons: 'Save' (highlighted with a red box) and 'Clear'. A red speech bubble points to the 'Save' button with the text 'Click to save the signature.'. Another red speech bubble points to the 'Clear' button with the text 'Click to clear the signature.'. At the bottom of the interface are three buttons: 'Previous', 'Cancel', and 'Submit' (highlighted with a red box).

### Signature Pad

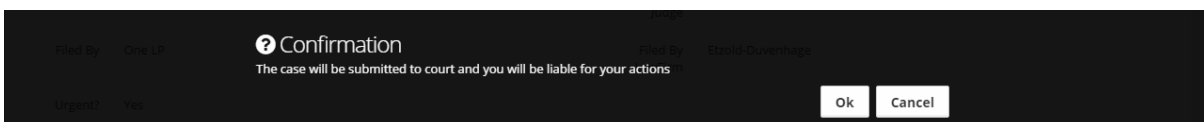
19. Applicant must sign in the **Signature** field.

20. Click **Save** to save the specimen signature.



Click **Clear** to delete the specimen signature.


21. Click **Submit**. You will be prompted to confirm the case submission.



The screenshot shows a 'Confirmation' dialog box with a question mark icon. The text inside reads: 'Confirmation' and 'The case will be submitted to court and you will be liable for your actions'. At the bottom right, there are two buttons: 'Ok' and 'Cancel'.

### Confirmation

22. Click **Ok**. Following success message is displayed.



The screenshot shows a green 'Success' message box. It contains a white checkmark icon, the word 'Success', and the text 'Case Info has been saved successfully.'.

### Success Message

Transaction Receipt is displayed.

Case Filing Receipt

**HIGH COURT OF NAMIBIA**  
MAIN DIVISION

Transaction Receipt

Office Reference Number : 43636  
Name of the Filer: Kathy Lee

Receipt No : RCPT-FILE-2016-000026  
Receipt Date : 20/05/2016 11:54

QTY	ITEM	DESCRIPTION	PRICE	SUBTOTAL
1	Filing Fee	eFiling for Case 'SK Industries vs JK Industries'	\$100.00	\$100.00
Total				\$100.00

Click to print the receipt.      Click to view case summary.      Click to file a new case.

Print    View Case    File new Case

### Transaction Receipt

23. Click **Print** to print the receipt.



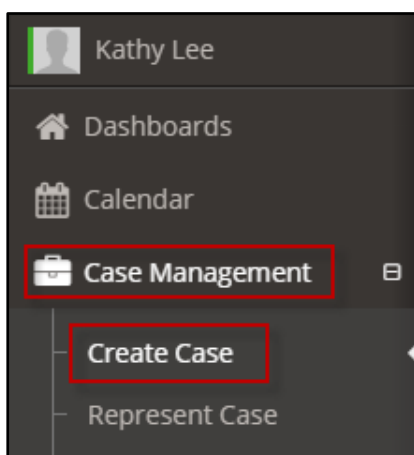
The registrar reviews the case for issuance.

## Create Action Case

As an example for filing or creating an action case, this document explains the procedure to create an action matrimonial case.

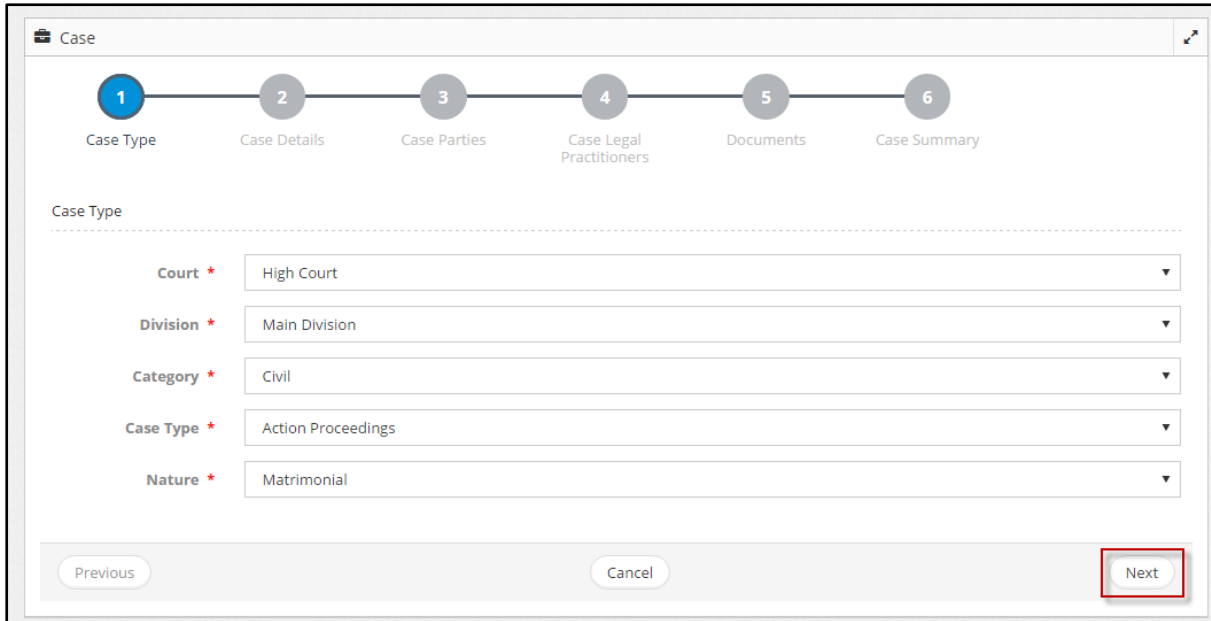
### To file an action case:

1. Click **Case Management** >> **Create Case**.



### Side Menu

The **Case Type** page is displayed.



Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Type

Court \* High Court

Division \* Main Division

Category \* Civil

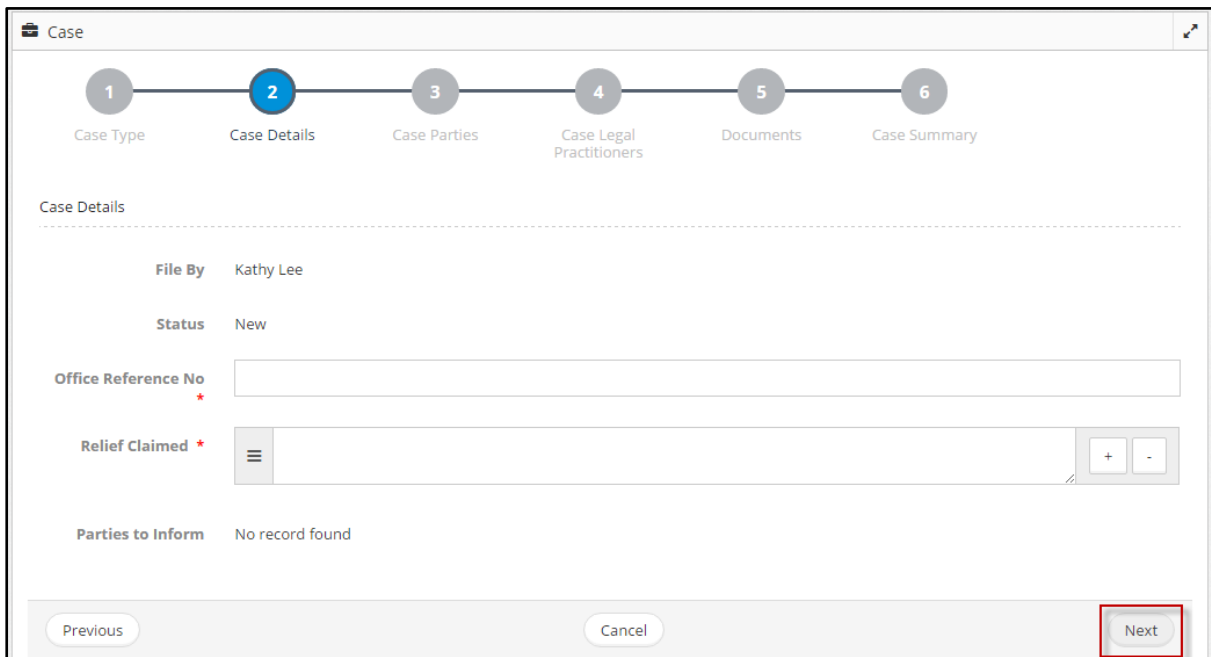
Case Type \* Action Proceedings

Nature \* Matrimonial

Previous Cancel Next

### Case Type

2. Specify the required **Case Type** details and click **Next**. The **Case Details** screen is displayed.



Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Details

File By Kathy Lee

Status New

Office Reference No \*

Relief Claimed \*

Parties to Inform No record found


Previous Cancel Next

### Case Details



3. Specify the case details such as **Office Reference No** and **Relief Claimed**.

## Namibia e-Justice User Guide for Service Bureau Case Management

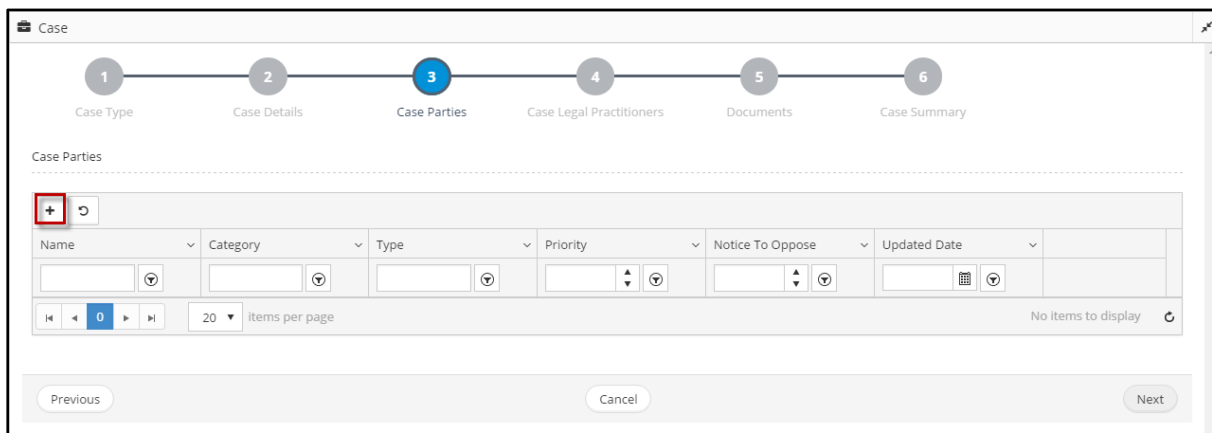
- There are fields to which more than one record can be specified. For example, you may

add more than one **Relief Claim**. Such fields are indicated by  beside them.




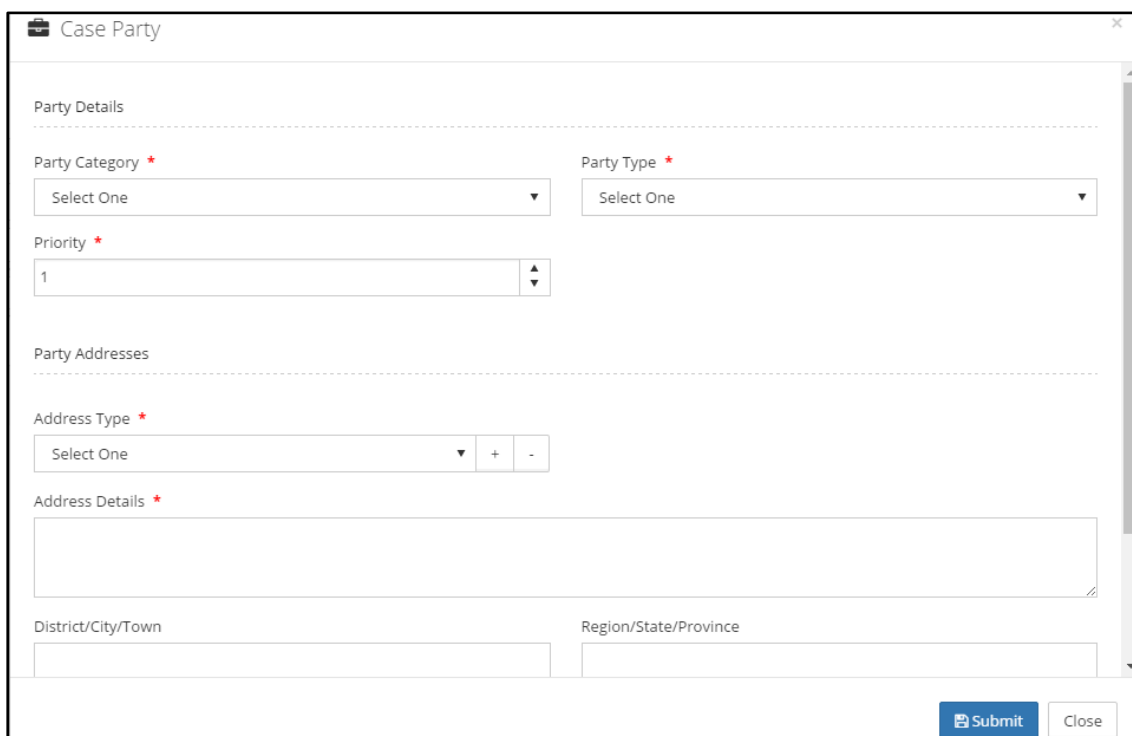
- To add more than one record in this field, click .
- To remove a record, click the  corresponding to the record.

4. Click **Next**. The **Case Parties** page is displayed.



### Case Parties

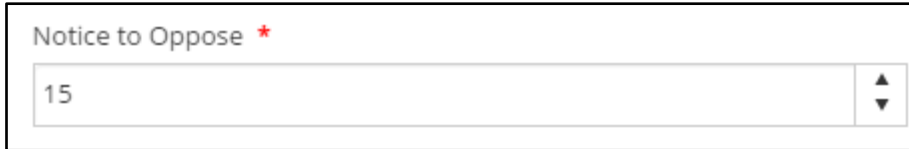
5. Click  to add party details.



### Party Details

## 6. Specify the required **Party Details**.

- The details to be filled may vary based on the selected **Party Category**.
- If it is an action case, the available party types will be **Plaintiff** and **Defendant**.
- **Priority** cannot be duplicated for a **Part Type**. For example, you cannot have two defendants with the same priority.
- If you are specifying the defendant's details, you must also specify the number of court days within which the notice has to be opposed in the **Notice to Oppose** filed.



- Based on the selected party category, you may indicate if **Legal Aid** is applicable. If **Legal Aid** is selected, you must specify the related details.

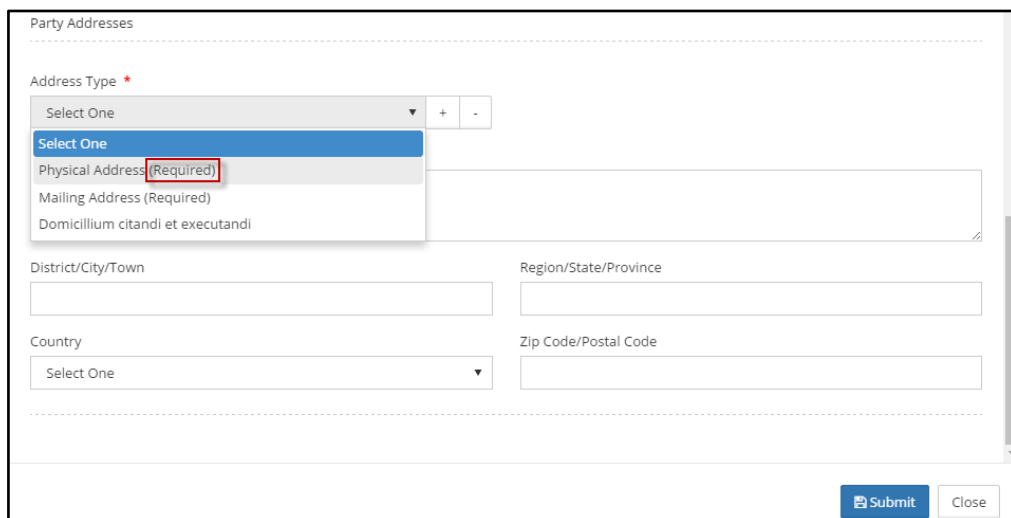


### Party Addresses

7. Specify the required **Party Addresses**. To add more than one address, click



icon displayed beside **Address Type**.



- In case of **Party Addresses**, only the addresses marked as (Required) are mandatory. However, it is recommended to specify all the available addresses.

## Namibia e-Justice User Guide for Service Bureau Case Management

- Upon specifying the required details of the party, click **Submit**. You will be redirected to **Case Parties** where the added party details will be listed.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Parties



Name	Category	Type	Priority	Days To Defend	Updated Date
Rubin Grant	Natural Person	Plaintiff	1		

20 items per page 1 - 1 of 1 items

Previous Cancel Next

### Added Case Parties



- To modify the party details click .
- To remove the party from the case, click .
- To add another party details repeat steps 5-8.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Case Parties

Name	Category	Type	Priority	Days To Defend	Updated Date
Rubin Grant	Natural Person	Plaintiff	1		
Rita Grant	Natural Person	Defendant	1	10	

20 items per page 1 - 2 of 2 items

Previous Cancel Next

### Case Parties

- Click **Next**. The **Case Legal Practitioners** page is displayed.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Legal Practitioners

Case Party	Legal Practitioner	Instructing	Updated Date
------------	--------------------	-------------	--------------

0 items per page No items to display

Previous Cancel Next

### Legal Practitioner Details

10. Click **Next**.

Case

1 Case Type 2 Case Details 3 Case Parties 4 Case Legal Practitioners 5 Documents 6 Case Summary

Documents

Filename	Type	Description	Uploaded By	Serve On	File On
----------	------	-------------	-------------	----------	---------

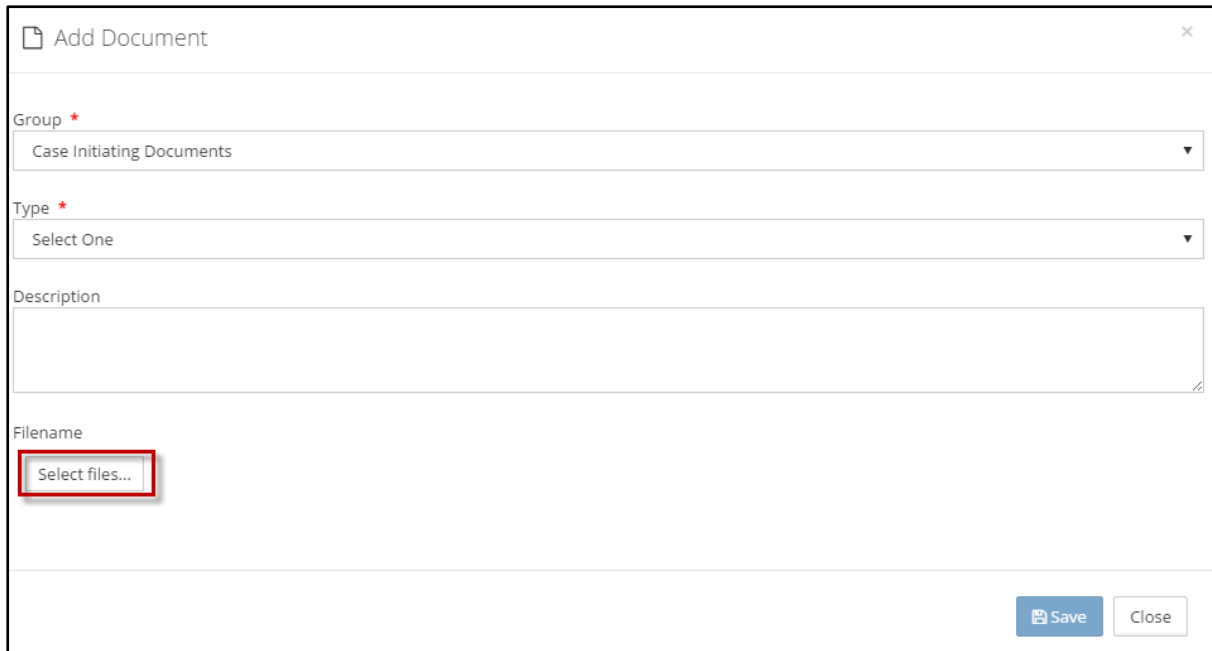
0 items per page No items to display

Previous Cancel Next

### Supporting Documents

11. Click  to attach a document.

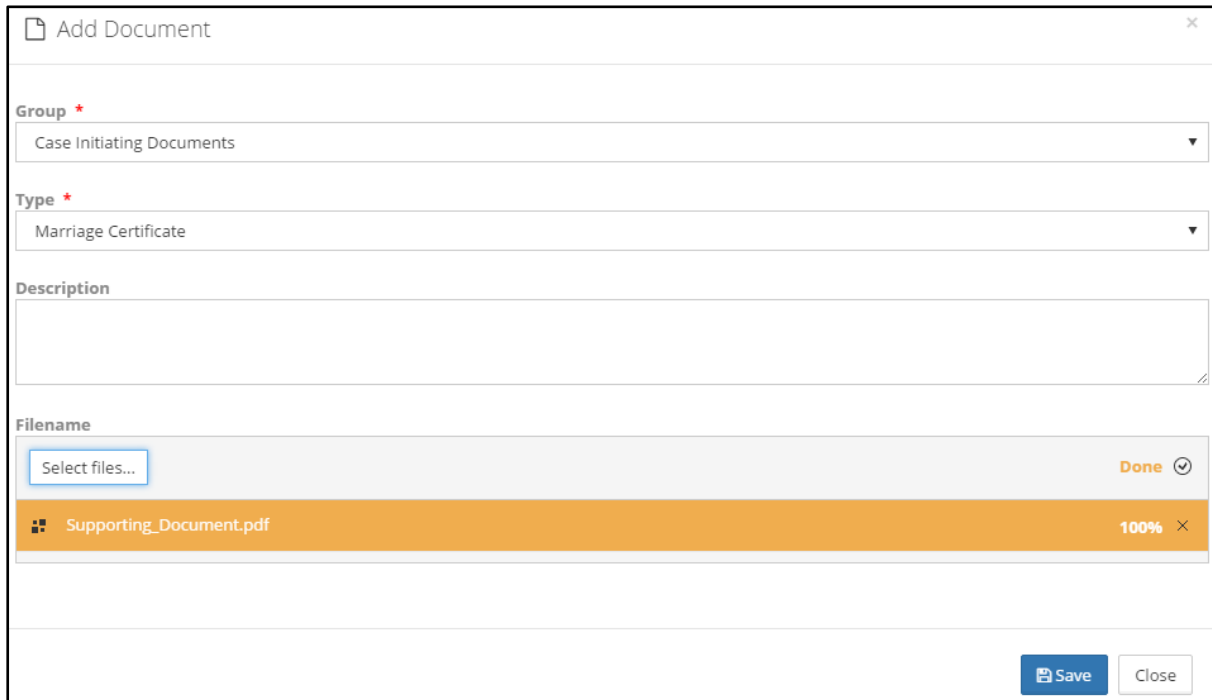
## Namibia e-Justice User Guide for Service Bureau Case Management



The screenshot shows a web form titled "Add Document". It contains several fields: "Group" with a dropdown menu set to "Case Initiating Documents", "Type" with a dropdown menu set to "Select One", and a "Description" text area. Below these is a "Filename" section with a "Select files..." button highlighted by a red rectangle. At the bottom right, there are "Save" and "Close" buttons.

### Add Document

12. Specify **Group** and **Type** of the document.
13. It is recommended to specify a **Description** for the document.
14. Click **Select files** to browse and upload the document. Uploaded document is listed as shown below.

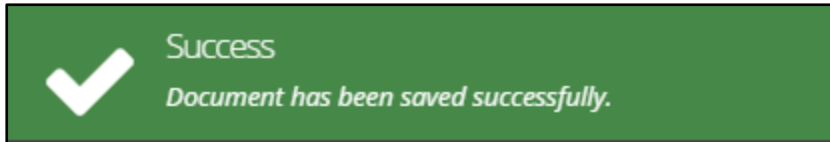


The screenshot shows the "Add Document" form after a file has been uploaded. The "Group" dropdown is still "Case Initiating Documents", but the "Type" dropdown is now set to "Marriage Certificate". The "Filename" section now displays a list of files. The first file is "Supporting\_Document.pdf", which is highlighted in orange and shows a "Done" status with a checkmark icon. Below the filename field, there is a "Select files..." button and a "Done" status indicator. At the bottom right, there are "Save" and "Close" buttons.

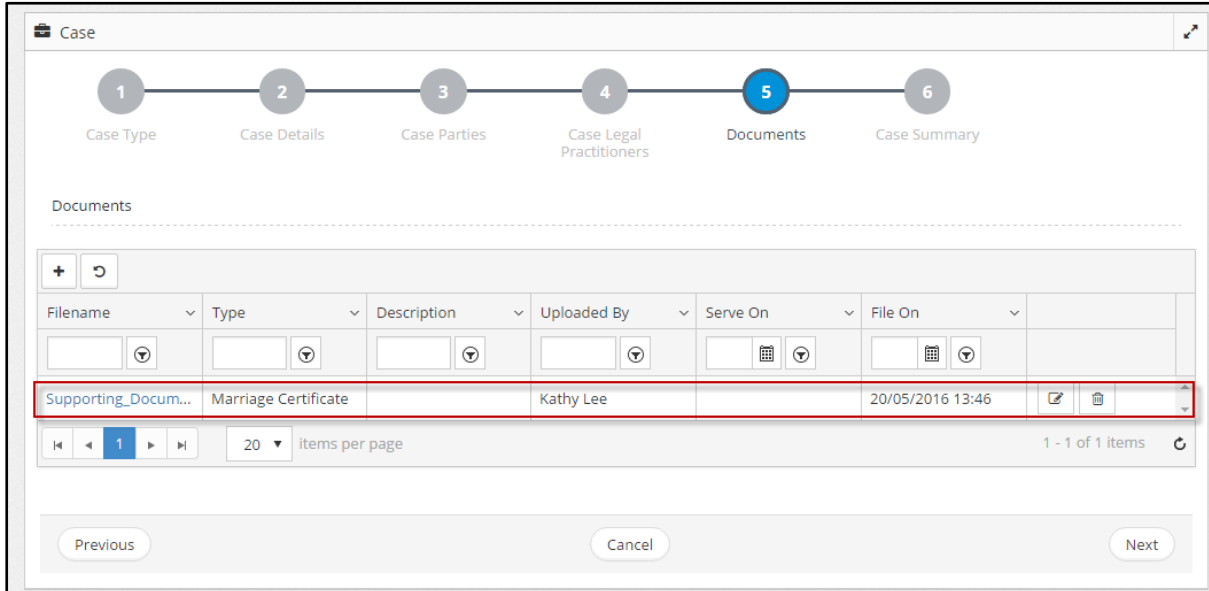
### Uploaded document

To remove the uploaded document, click  beside the document.

15. Click **Save**. The following success message is displayed and the attached document is listed as shown below.





**Success Message**

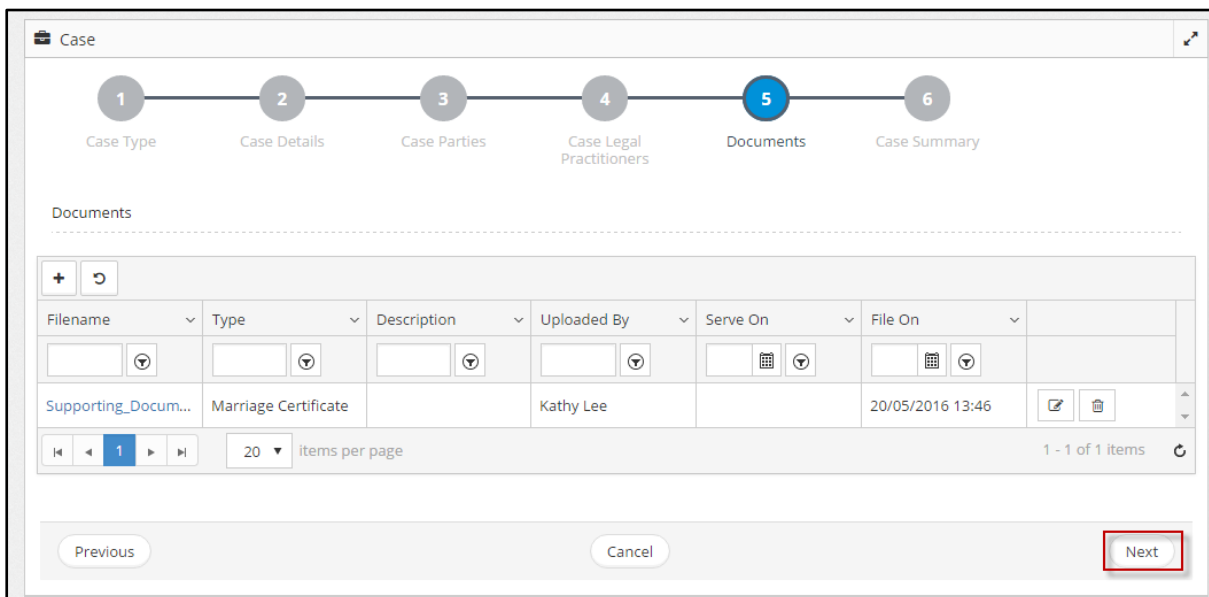


**Uploaded Document**

- To upload another document, repeat steps 11 -15.



- To modify the document description, click .
- To remove the document, click .



**Uploaded Document**

16. Click **Next** to view the **Case Summary**.

## Namibia e-Justice User Guide for Service Bureau Case Management

The screenshot shows a web application window titled "Case". At the top, there is a breadcrumb trail with six steps: 1 Case Type, 2 Case Details, 3 Case Parties, 4 Case Legal Practitioners, 5 Documents, and 6 Case Summary. The "Case Summary" step is highlighted with a blue circle. Below the breadcrumb trail, the "Case Summary" section is displayed. It contains the following information:

- Case No
- Case Title: Action - Matrimonial (High Court)
- Status: New
- Assigned Judge
- Filed By: Kathy Lee

### Case Summary

The case details are grouped into different sections as shown below.

The screenshot shows a section of the Case Summary interface. At the top, there are two buttons: "Expand All" (highlighted with a red box) and "Collapse All". Below these are four expandable sections: "Case Details", "Case Parties", "Legal Practitioners", and "Documents". Each section has a downward-pointing arrow on the right side. At the bottom of the section, there are two buttons: "Expand All" and "Collapse All" (highlighted with a red box).

### Case Summary

17. Click the individual section headings to view details in the respective sections.



Click **Expand All** or **Collapse All** to show or hide all the details.

After reviewing all the details, proceed to **Signature Pad** in the **Case Summary**.

The screenshot shows the "Signature Pad" interface. It features a "Signature" field with a red asterisk. A handwritten signature is visible in the field. A red callout bubble points to the signature with the text "Plaintiff must sign here." Below the signature field are two buttons: "Save" (highlighted with a red box) and "Clear". A red callout bubble points to the "Save" button with the text "Click to save the signature." Another red callout bubble points to the "Clear" button with the text "Click to clear the signature." At the bottom of the interface, there are three buttons: "Previous", "Cancel", and "Submit" (highlighted with a red box).

### Signature Pad

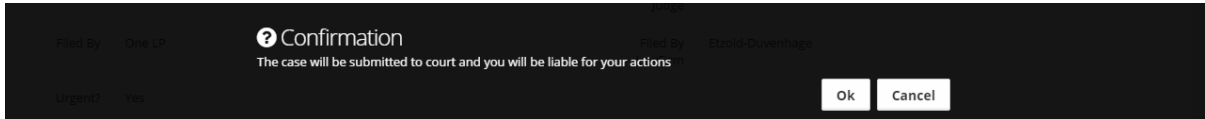
18. Plaintiff must sign in the **Signature** field.

19. Click **Save** to save the specimen signature.



Click **Clear** to delete the specimen signature.

20. Click **Submit**. You will be prompted to confirm the case submission.



#### Confirmation

21. Click **Ok**. Following success message is displayed.



#### Success Message

**Transaction Receipt** is displayed.

QTY	ITEM	DESCRIPTION	PRICE	SUBTOTAL
1	Filing Fee	eFiling for Case 'Rubin Grant vs Rita Grant'	\$100.00	\$100.00
Total				<b>\$100.00</b>

#### Transaction Receipt

22. Click **Print** to print the receipt.



The registrar reviews the case for issuance.

## Represent Case

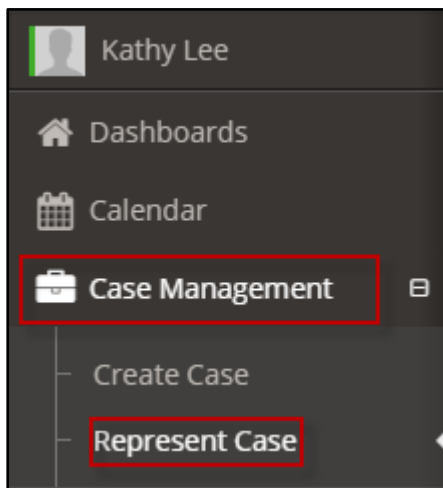
Service bureau may assist the case party who intends to self-represent a case.

### Prerequisites:

**Case Number** and **Authorize Code** to be provided by the case party.

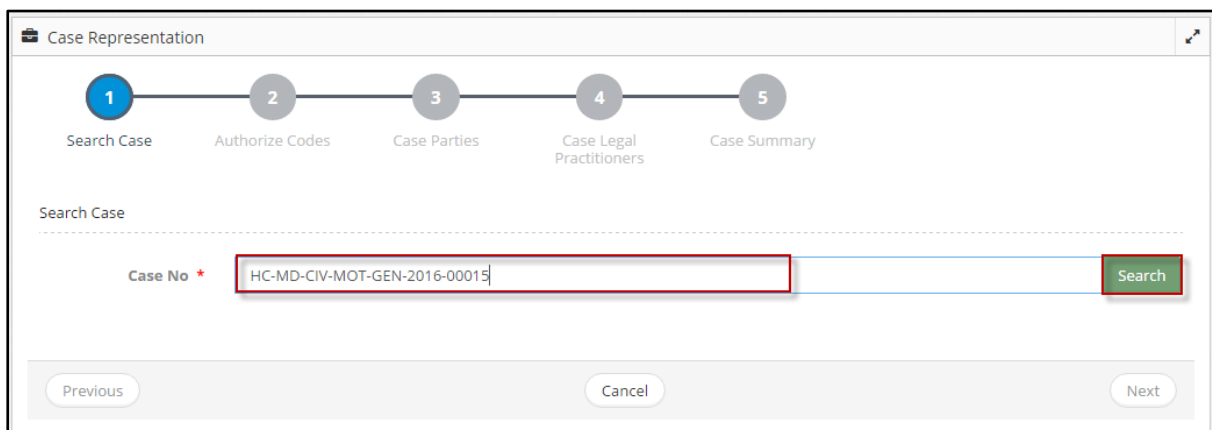
### To represent case:

1. Click **Case Management** >> **Represent Case**.



### Side Menu

The **Search Case** page is displayed.



### Search Case

2. Enter the **Case No** and click **Search**. **Case Information** is displayed.

Case Information

Case No HC-MD-CIV-MOT-GEN-2016-00015

Case Title SK Industries vs JK Industries Case Type Motion - General (High Court)

Status Issued Assigned Judge

Filed By Kathy Lee

**Applicants**

Party Name	Instructing LP
SK Industries	Self Represented

**Respondents**

Party Name	Instructing LP
JK Industries	Self Represented

Previous Cancel **Next**

**Case Information**

3. Click **Next**. The **Authorize Codes** page is displayed.

Case Representation

1 Search Case 2 Authorize Codes 3 Case Parties 4 Case Legal Practitioners 5 Case Summary

Authorize Codes

Validate Codes \*

JK Industries   Validate

SK Industries   Validate

Previous Cancel Next

**Authorize Codes**

4. Select the checkbox corresponding to the party who intends to self-represent the case.
5. Enter the **Authorize Code** for the party and click **Validate**. If the code is correct, it is indicated by a green tick mark.

Case Representation

1 Search Case 2 Authorize Codes 3 Case Parties 4 Case Legal Practitioners 5 Case Summary

Authorize Codes

Validate Codes \*

JK Industries  HwHy8e Validate ✓

SK Industries   Validate

Previous Cancel **Next**

**Authorize Codes**



If you are assisting more than one case party of the same type (applicant/plaintiff or respondent/defendant) to self-represent a case, repeat steps 4 and 5.

6. Click **Next**. The **Case Parties** are listed.

Name	Category	Type	Priority	Notice To Oppo...	Updated Date	
JK Industries	Government	Respondent	1	10	20/05/2016 11:54	
SK Industries	Government	Applicant	1		20/05/2016 11:54	

### Case Parties

7. Click  corresponding to the party who wants to self-represent the case.

Party Details

**Party Category**  
Government

**Party Type**  
Respondent

**Priority**  
1

**Notice to Oppose**  
10

**Entity Name \***  
JK Industries

**Submit** **Close**

### Case Party Details

8. View the details and if required you may modify the details.
9. Click **Submit** to update the details and redirect you to **Case Parties - Update Case Parties** page.

Case Representation

1 Search Case 2 Authorize Codes 3 Case Parties 4 Case Legal Practitioners 5 Case Summary

Update Case Parties

Name	Category	Type	Priority	Notice To Oppo...	Updated Date	
JK Industries	Government	Respondent	1	10	20/05/2016 11:54	
SK Industries	Government	Applicant	1		20/05/2016 11:54	

1 - 2 of 2 items

Previous Cancel Next

### Case Parties



If you are assisting more than one case party, repeat steps 7-9.

10. Click **Next**. The **Case Legal Practitioners** page is displayed.

Case Representation

1 Search Case 2 Authorize Codes 3 Case Parties 4 Case Legal Practitioners 5 Case Summary

Add Legal Practitioners

Case Party	Legal Practitioner	Instructing	Updated Date	
------------	--------------------	-------------	--------------	--

No items to display

Previous Cancel Next

### Case Legal Practitioners

11. Click **Next** to view the case summary.

## Namibia e-Justice User Guide for Service Bureau Case Management

**Case Representation**

1 — 2 — 3 — 4 — 5

Search Case    Authorize Codes    Case Parties    Case Legal Practitioners    **Case Summary**

---

**Case Summary**

**Case No**    HC-MD-CIV-MOT-GEN-2016-00015

**Case Title**    SK Industries vs JK Industries      **Case Type**    Motion - General (High Court)

**Status**    Issued      **Assigned Judge**

**Filed By**    Kathy Lee

Case Parties	Applicants	Respondents								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Party Name</th> <th>Instructing LP</th> </tr> </thead> <tbody> <tr> <td>SK Industries</td> <td>Self Represented</td> </tr> </tbody> </table>	Party Name	Instructing LP	SK Industries	Self Represented	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Party Name</th> <th>Instructing LP</th> </tr> </thead> <tbody> <tr> <td>JK Industries</td> <td>Self Represented</td> </tr> </tbody> </table>	Party Name	Instructing LP	JK Industries	Self Represented
Party Name	Instructing LP									
SK Industries	Self Represented									
Party Name	Instructing LP									
JK Industries	Self Represented									

### Case Summary

**Expand All** | Collapse All

Case Details ▾

Case Parties ▾

Legal Practitioners ▾

Case Judges ▾

Case Hearings ▾

Return of Services ▾

Case Histories ▾

Documents ▾

Expand All | Collapse All

Previous      Cancel      **Represent**

### Case Summary



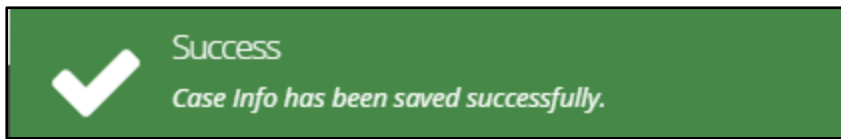
- To view the details in all the sections, click **Expand All**.
- To view the details of a particular section, click the section heading.

12. Review the details and click **Represent**. You will be prompted to confirm.

**Confirmation**  
The case will be submitted to court and you will be liable for your actions

### Confirmation

13. Click **Ok**. Following success message is displayed.



Success Message

## File Return of Service

---

The service bureau can help the applicant to file the return of service for an issued case.

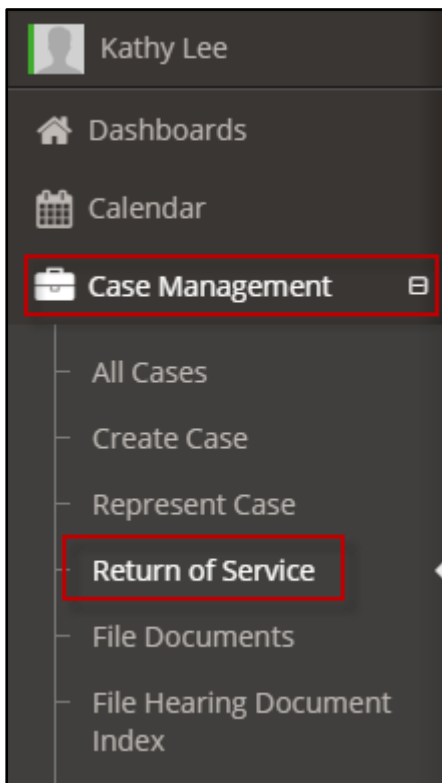
### Prerequisites:

- Case Number
- Authorize Codes

The applicant must provide a copy of the Notice of Motion to the service bureau which has the Case Number and the Authorize Codes.

### To file return of service for a case:

1. Click **Case Management** >> **All Cases**.



Side Menu

The **Search Case** page is displayed.

## Namibia e-Justice User Guide for Service Bureau Case Management

Case Return of Service

1 — 2 — 3 — 4  
Search Case — Authorize Codes — Return of Service — Upload Documents

Search Case

Case No \*  Search

Previous Cancel Next

### Search Case

2. Enter **Case No** and click **Search** to view the **Case Information**.

Case Return of Service

1 — 2 — 3 — 4  
Search Case — Authorize Codes — Return of Service — Upload Documents

Search Case

Case No \*  Search

Case Information

Case No HC-MD-CIV-MOT-GEN-2016/00006

Case Title SK Industries vs JK Industries Case Type Motion - General (High Court)

Status Issued Assigned Judge

Filed By Kathy Lee

Applicants

Party Name	Instructing LP
SK Industries	Self Represented

Respondents

Party Name	Instructing LP
JK Industries	Self Represented

Previous Cancel **Next**

### Case Information

3. Click **Next**.

Case Return of Service

1 Search Case   2 Authorize Codes   3 Return of Service   4 Upload Documents

Authorize Codes

Validate Codes \*   JK Industries      Validate

Enter the Authorize Code.

Previous   Cancel   Next

**Authorize Codes**

4. Select the respondent or defendant and enter the respective authorize code.

Case Return of Service

1 Search Case   2 Authorize Codes   3 Return of Service   4 Upload Documents

Authorize Codes

Validate Codes \*   JK Industries      Validate ✓

Previous   Cancel   Next

**Validate Authorize Codes**

5. Click **Validate**. A green tick mark indicates the entered authorize code is valid.

Case Return of Service

1 Search Case   2 Authorize Codes   3 Return of Service   4 Upload Documents

Authorize Codes

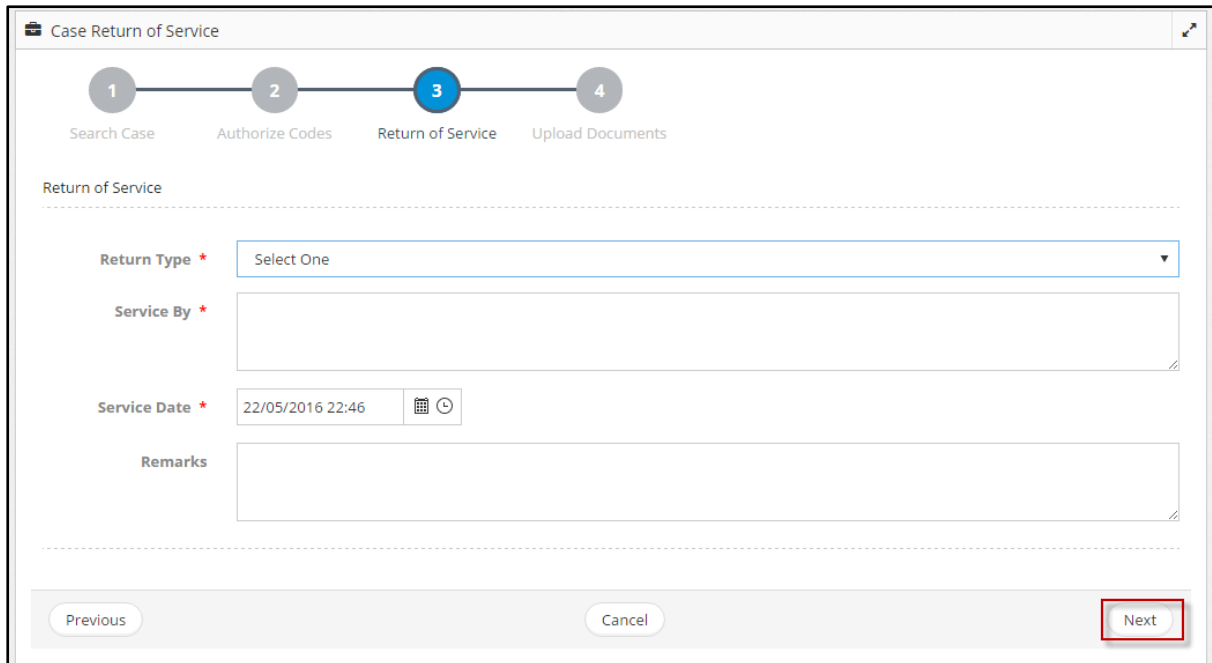
Validate Codes \*   JK Industries      Validate ✓

Previous   Cancel   Next

**Authorize Codes**

6. Click **Next** to specify the return of service details.

## Namibia e-Justice User Guide for Service Bureau Case Management



Case Return of Service

1 — 2 — 3 — 4  
Search Case    Authorize Codes    Return of Service    Upload Documents

Return of Service

Return Type \*

Service By \*

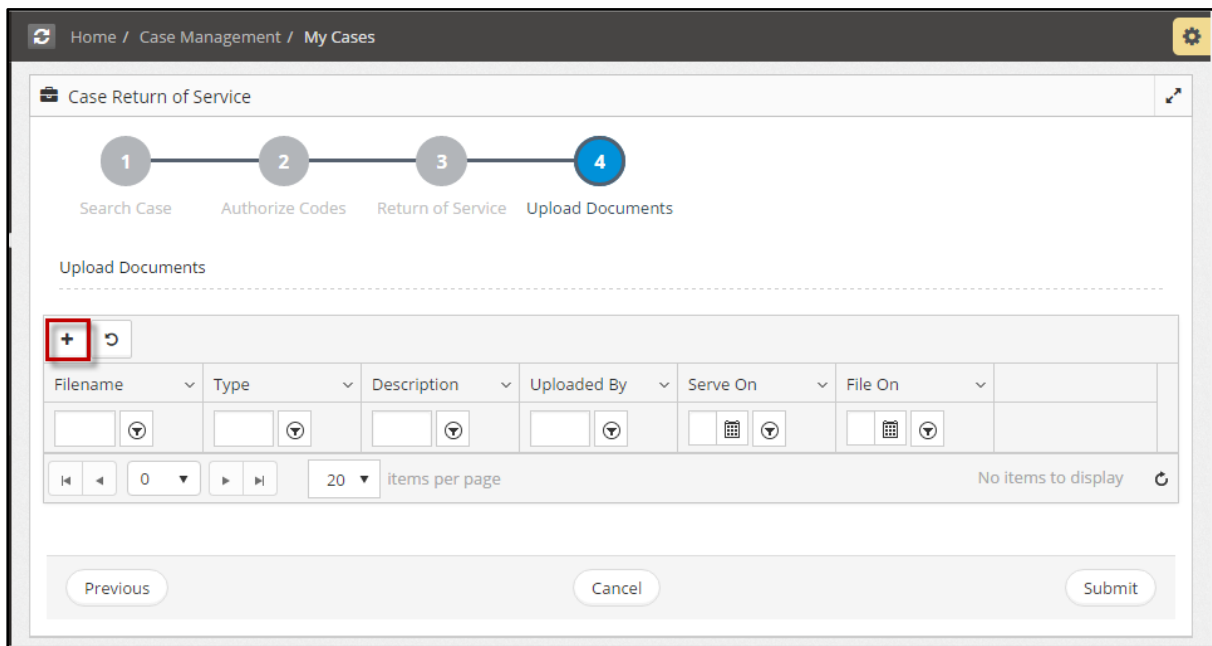
Service Date \* 22/05/2016 22:46

Remarks

Previous    Cancel    **Next**

### Return of Service

7. Specify the required details and click **Next**.



Home / Case Management / My Cases

Case Return of Service

1 — 2 — 3 — 4  
Search Case    Authorize Codes    Return of Service    Upload Documents

Upload Documents

**+**


Filename	Type	Description	Uploaded By	Serve On	File On
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

0 items per page    20 items per page    No items to display

Previous    Cancel    Submit

### Upload Documents

8. Click  to attach a document.

 Add Document ✕

---

**Group \***

Return of Service ▼

**Type \***

Select One ▼

**Description**

**Filename**

---

**Add Document**

9. Select the **Group** and **Type** of the supporting document.
10. If required, enter a **Description** for the document.
11. Click **Select files** to browse and upload the document. Uploaded document is listed as shown below.

**Add Document**

**Group \***  
Return of Service

**Type \***  
Return of Service

**Description**

**Filename**

Select files... Done ✓

Supporting\_Document.pdf 100% ✕

Save Close

**Add Document**

12. Click **Save**. The following success message is displayed and the attached document is listed as shown below.



**Success Message**

Case Return of Service

1 Search Case   2 Authorize Codes   3 Return of Service   4 Upload Documents

Upload Documents

Filename	Type	Description	Uploaded By	Serve On	File On	
Supporting_Docume...	Return of Service	Return of Service	Kathy Lee		22/05/2016 23:03	

20 items per page   1 - 1 of 1 items

Previous   Cancel   Submit

### Upload Documents



- To modify the document description, click .
- To remove the document, click .
- To add another document repeat steps 8 -12.

Case Return of Service

1 Search Case   2 Authorize Codes   3 Return of Service   4 Upload Documents

Upload Documents

Filename	Type	Description	Uploaded By	Serve On	File On	
Supporting_Docume...	Return of Service	Return of Service	Kathy Lee		22/05/2016 23:03	

20 items per page   1 - 1 of 1 items

Previous   Cancel   Submit

### Upload Documents

13. Click **Submit**. You will be prompted to confirm.

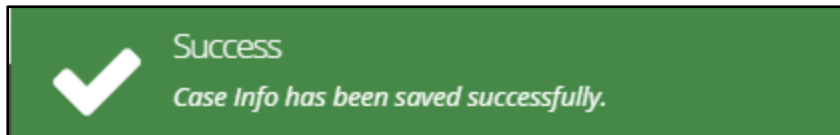
Confirmation

The case will be submitted to court and you will be liable for your actions

Ok   Cancel

### Confirmation

14. Click **Ok**. Following success message is displayed.



Success Message

## File Documents

---

Service bureau can help the case parties to do an ad-hoc document filing for a case.

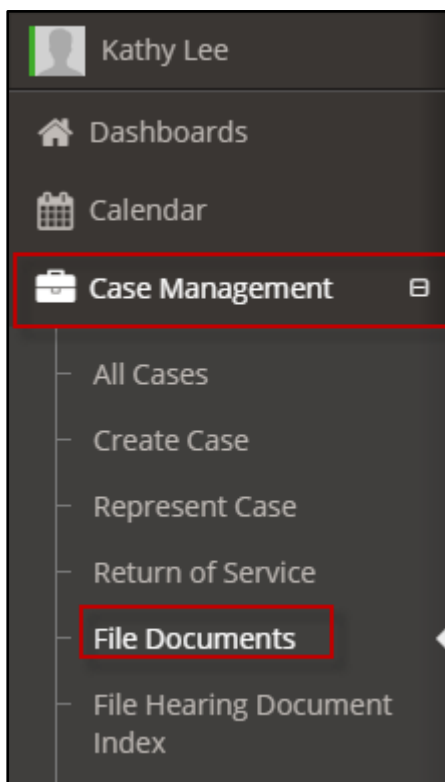
### Prerequisites:

- Case Number of the case for which the documents are to be filed.
- You must have the documents to be filed in the required format and size in your computer.

Case Party must provide the case number and the scanned copies of the documents to be filed.

### To file documents for a case:

1. Click **Case Management** >> **File Documents**.



Side Menu

**Search Case** page is displayed.

Case Ad-hoc Filing Form

1 — 2

Search Case Documents

Search Case

Case No \*  Search

Previous Cancel Next

**Search Case**

2. Enter **Case No** and click **Search** to view the **Case Information**.

Case Return of Service

1 — 2 — 3 — 4

Search Case Authorize Codes Return of Service Upload Documents

Search Case

Case No \*  Search

Case Information

Case No	HC-MD-CIV-MOT-GEN-2016/00006		
Case Title	SK Industries vs JK Industries	Case Type	Motion - General (High Court)
Status	Issued	Assigned Judge	
Filed By	Kathy Lee		

Applicants

Party Name	Instructing LP
SK Industries	Self Represented

Respondents

Party Name	Instructing LP
JK Industries	Self Represented

Previous Cancel **Next**

**Case Information**

3. Click **Next**.

## Namibia e-Justice User Guide for Service Bureau Case Management

The screenshot shows a web interface titled "Case Ad-hoc Filing Form". At the top, there are two steps: "1 Search Case" and "2 Documents", with "2" being the active step. Below this, the "Documents" section is visible. It features a table with columns: "Filename", "Type", "Description", "Uploaded By", "Serve On", and "File On". A red box highlights a "+" icon in the top left corner of the table area. Below the table, there are navigation controls including "Previous", "Cancel", and "Submit" buttons. The table currently displays "No items to display".

### Documents

4. Click  to attach a document.

The screenshot shows a form titled "Add Document". It has a close button (X) in the top right corner. The form contains the following fields:

- Group \***: A dropdown menu with "Ad-hoc Case Filing" selected.
- Type \***: A dropdown menu with "Select One" selected.
- Description**: A large text area for entering a description.
- Filename**: A button labeled "Select files..." for uploading a document.

At the bottom right, there are "Save" and "Close" buttons.

### Add Document

5. Select the **Group** and **Type** of the supporting document.

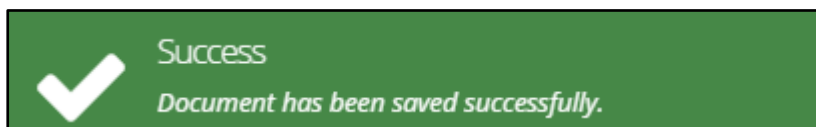
6. It is recommended to enter a **Description** for the document.
7. Click **Select files** to browse for the required file and upload it. Uploaded document is listed as shown below.

The screenshot shows a web form titled "Add Document". It includes the following elements:

- Group \***: A dropdown menu with "Ad-hoc Case Filing" selected.
- Type \***: A dropdown menu with "Annexure" selected.
- Description**: A large text input area.
- Filename**: A section containing a "Select files..." button, a "Done" button with a checkmark, and a list of files. The list shows one file: "Supporting\_Document.pdf" with a progress indicator of "100%" and a close button.
- Buttons**: "Save" and "Close" buttons at the bottom right.

**Add Document**

8. Click **Save**. Following success message is displayed and the attached document is listed as shown below.



**Success Message**

## Namibia e-Justice User Guide for Service Bureau Case Management

Case Ad-hoc Filing Form

1 Search Case 2 Documents

Documents

Filename	Type	Description	Uploaded By	Serve On	File On	
Supporting_Docume...	Affidavit Of Service		Kathy Lee		22/05/2016 23:31	

20 items per page 1 - 1 of 1 items

Previous Cancel Submit

### Documents



- To modify the document description, click .
- To remove the document, click .
- To add another document, repeat steps 4-8.

Case Ad-hoc Filing Form

1 Search Case 2 Documents

Documents

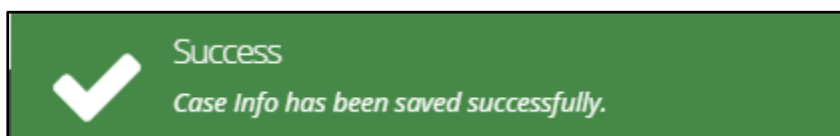
Filename	Type	Description	Uploaded By	Serve On	File On	
Supporting_Docume...	Affidavit Of Service		Kathy Lee		22/05/2016 23:31	

20 items per page 1 - 1 of 1 items

Previous Cancel Submit

### Documents

9. Click **Submit**. Following success message is displayed.



### Success Message

The filed documents are listed in the **Documents** section of the case summary.

## Create Hearing Document Index

---

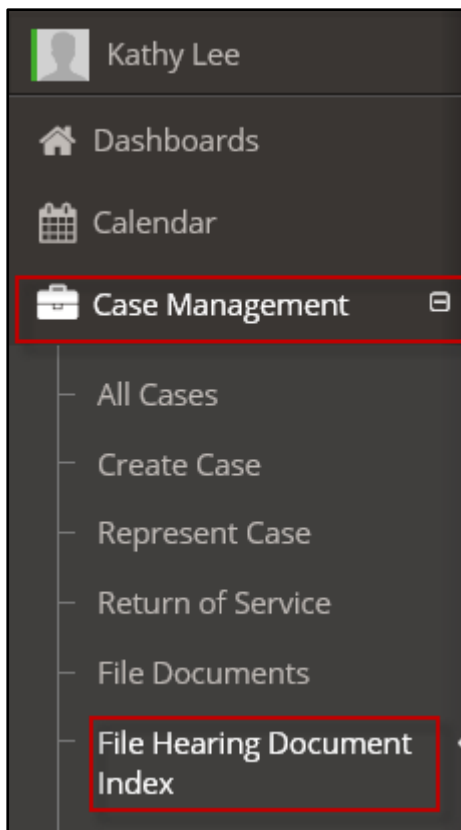
Once the registrar endorses a hearing scheduled by the managing judge, the self-representing case party can take the help of the service bureau to index the documents relevant to the hearing.

### Prerequisites:

- Case Number of the case for which the documents are to be indexed.
- Authorize Code of the case party.

### To create hearing index:

1. Click **Case Management** >> **File Hearing Document Index**.



Side Menu

**Search Case** page is displayed.

## Namibia e-Justice User Guide for Service Bureau Case Management

The screenshot shows the 'Case Hearing Document Index Form' with a progress indicator at the top. Step 1, 'Search Case', is highlighted in blue. Below the progress indicator, there is a 'Search Case' section with a text input field labeled 'Case No \*' and a green 'Search' button. At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Next'.

### Search Case

2. Enter **Case No** and click **Search** to view case information.

The screenshot shows the 'Case Hearing Document Index Form' with the progress indicator. Step 1, 'Search Case', is now greyed out, and Step 2, 'Parties', is highlighted in blue. The 'Case No \*' field now contains the value 'HC-MD-CIV-MOT-GEN-2016/00004'. Below this, the 'Case Information' section is displayed, showing details for the case. At the bottom, the 'Next' button is highlighted with a red box.

**Case Information**

<b>Case No</b>	HC-MD-CIV-MOT-GEN-2016/00004		
<b>Case Title</b>	Helping Hand ORG vs Tom Marner	<b>Case Type</b>	Motion - General (High Court)
<b>Status</b>	Schedule Hearing	<b>Assigned Judge</b>	Li Zhuoyi
<b>Filed By</b>	James Bond		

**Applicants**

Party Name	Instructing LP
Helping Hand ORG	Self Represented

**Respondents**

Party Name	Instructing LP
Tom Marner	Self Represented

### Search Case - Case Information

3. Click **Next**.

Case Hearing Document Index Form

1 Search Case — 2 Parties — 3 Document Index

Parties

Validate Codes \*

Helping Hand ORG  Validate

Tom Marnier   Validate

Enter the **Authorize Code** of the party

Previous Cancel Next

**Parties**

4. Select the party for which you intend to create the hearing document index and enter the authorize code of the party.
5. Click **Validate**. A green tick mark indicates the code is valid.

Case Hearing Document Index Form

1 Search Case — 2 Parties — 3 Document Index

Parties

Validate Codes \*

Helping Hand ORG  Validate

Tom Marnier  N5UdQH Validate ✓

Previous Cancel Next

**Parties**

6. Click **Next**. The **Document Index** page is displayed.

## Namibia e-Justice User Guide for Service Bureau Case Management

The screenshot shows the 'Case Hearing Document Index Form' with a progress indicator at the top showing three steps: 1. Search Case, 2. Parties, and 3. Document Index. The 'Document Index' section contains the following fields:

- Index Name \***: Index 1
- Hearing \***: Case Management Conference
- Reference Index \***: A table with two columns: 'All Files' and 'Selected Files'. The 'All Files' column contains a list of document names, with the first one, 'Notice Of Motion (Notice Of Motion (Helping Hand ORG vs Tom Marner)(Motion - General (High Court)).pdf)', highlighted with a red box and a red arrow pointing to the 'Selected Files' column.

At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Create Index'.

### Document Index

7. Enter **Index Name** and select the **Hearing** type.
8. In **Reference Index**, click the document name from **All Files** to select it, hold down the mouse, drag it into **Select Files** and release the mouse button.



Repeat step 8 to add another document.

Case Hearing Document Index Form

1 Search Case 2 Parties 3 Document Index

Document Index

Index Name \* Index 1

Hearing \* Case Management Conference

Reference Index \*

All Files	Selected Files
Notice Of Motion (Notice Of Motion (Helping Hand ORG vs Tom Marner)(Motion - General (High Court)).pdf)	Founding Affidavit (Supporting_Document).pdf
Particulars Of Litigants (Particulars Of Litigants (Helping Hand ORG)(Motion - General (High Court)).pdf)	Case File Receipt (Case File Receipt (1)).pdf
Notice Of Motion (Notice Of Motion (Helping Hand ORG vs Tom Marner)(Motion - General (High Court)) (approved with seal).pdf)	
Particulars Of Litigants (Particulars Of Litigants (Tom Marner) (Motion - General (High Court)).pdf)	
Notice Of Intention To Oppose (Notice Of Intention To Oppose (James Bond)(Motion - General (High Court)).pdf)	
Case Management Conference Notice (Case Management Conference Notice(Motion - General (High Court)).pdf)	

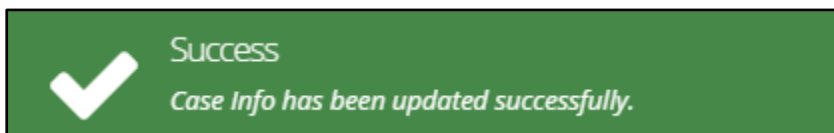
Previous Cancel Create Index

### Document Index



- You may arrange the documents in the required order by moving the document up or down in the **Selected Files**.
- To remove a document from the **Selected Files**, click the document from the **Selected Files**, drag and drop the document into **All Files**.

9. Click **Create Index**. Following success message is displayed.



### Success Message

# Notification Messages

If you are a service bureau staff who has assisted a case party to file a case, you will be [notified](#) once the case is approved and issued by the registrar.

## View Notification Messages

---

To view notification messages:

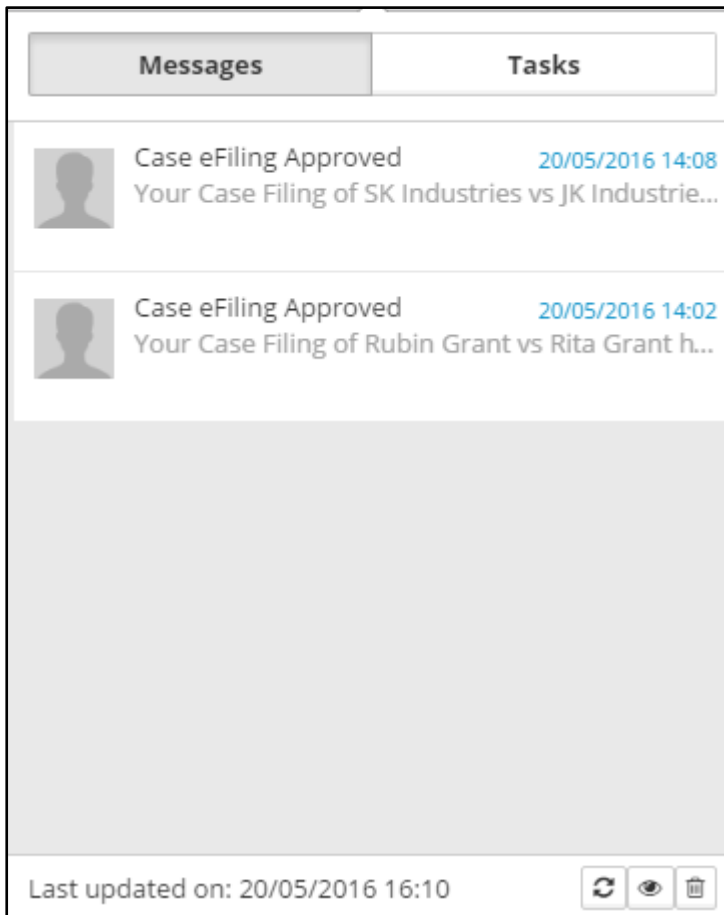


1. Click the notification icon at the top of the page. List of notification messages will be listed.



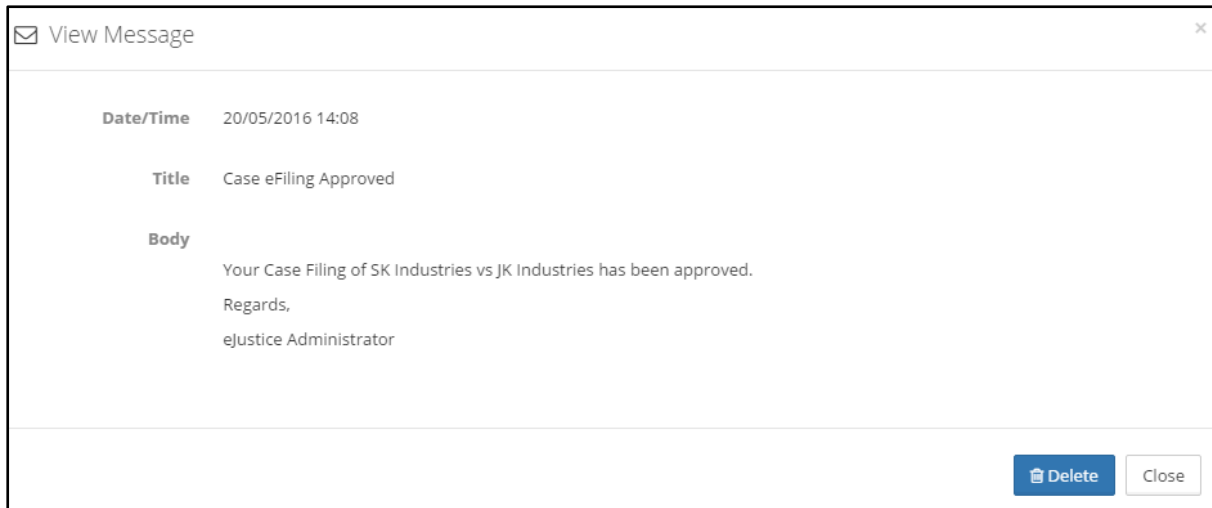
The number above the notification icon indicates the number of unread messages.

---



### Notification Messages

2. Click the required message to view its contents.



**Notification for approving a case**

3. Click **Close** to close the message.