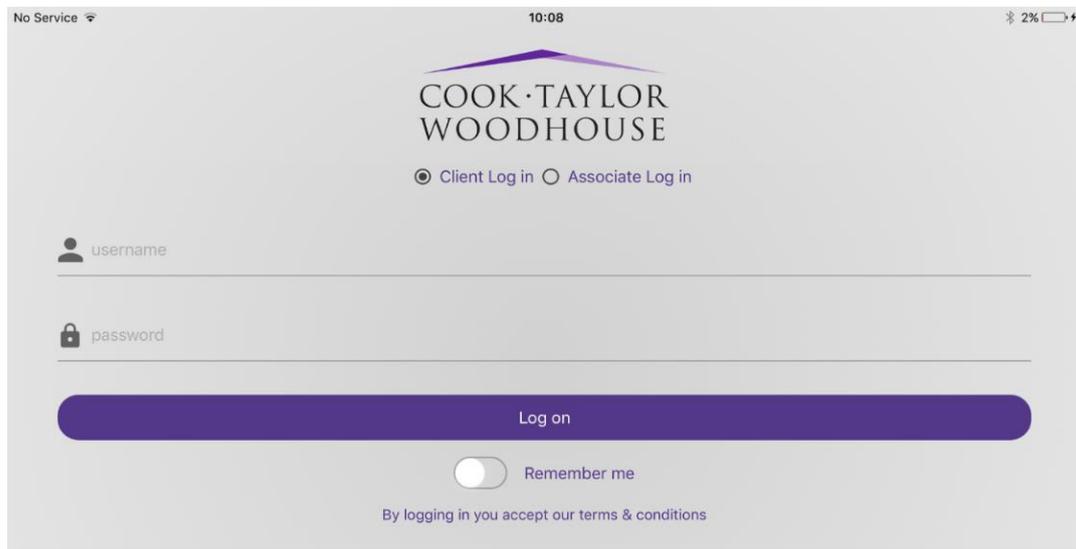## How to Use the CTW App

This guide will show you how to use the CTW App on your smartphone or tablet. The app can be downloaded from either the AppStore or the Google Play store. Simply search for 'CTW Portal'.
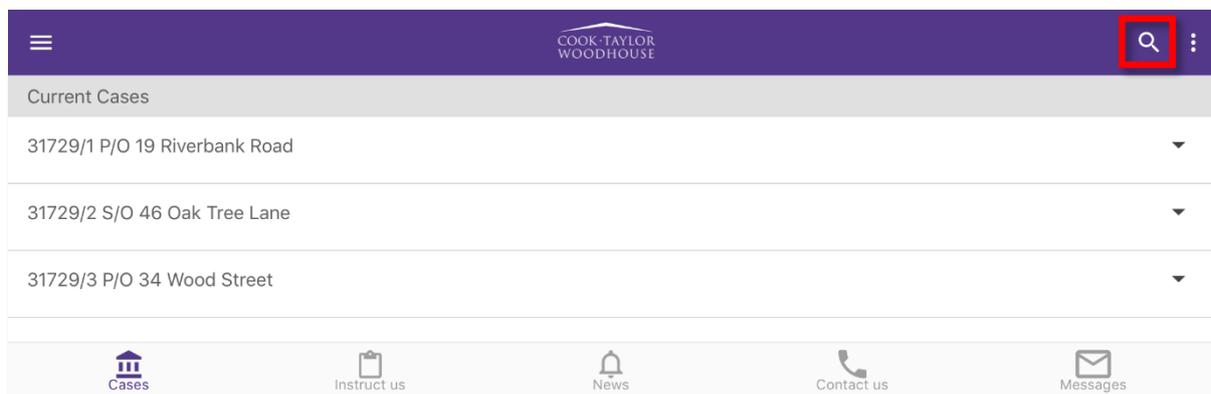
Once downloaded, you can then navigate to the CTW App icon and select it to access the login screen.
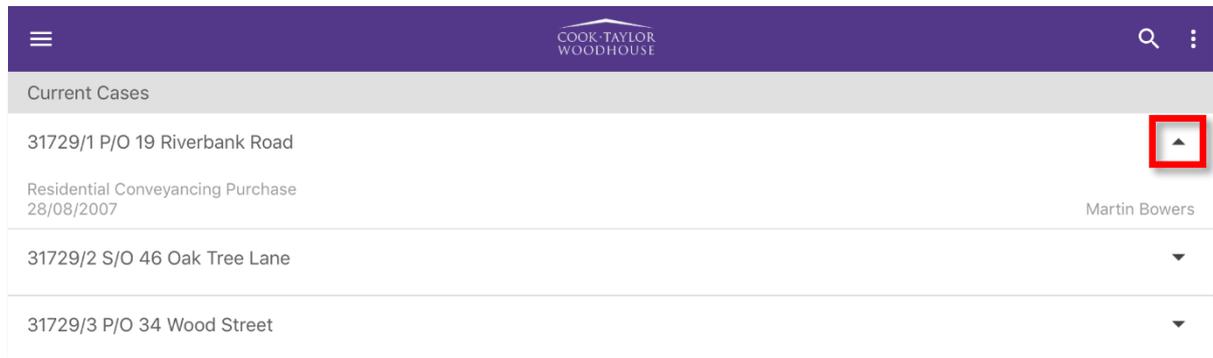
Enter your login details and click 'Log On'. You will now be taken to your home screen which will list any of your cases currently in progress.

You also have a search icon available in the top left corner. Click on it and simply enter the text you wish to search for, then click the 'Return' button.
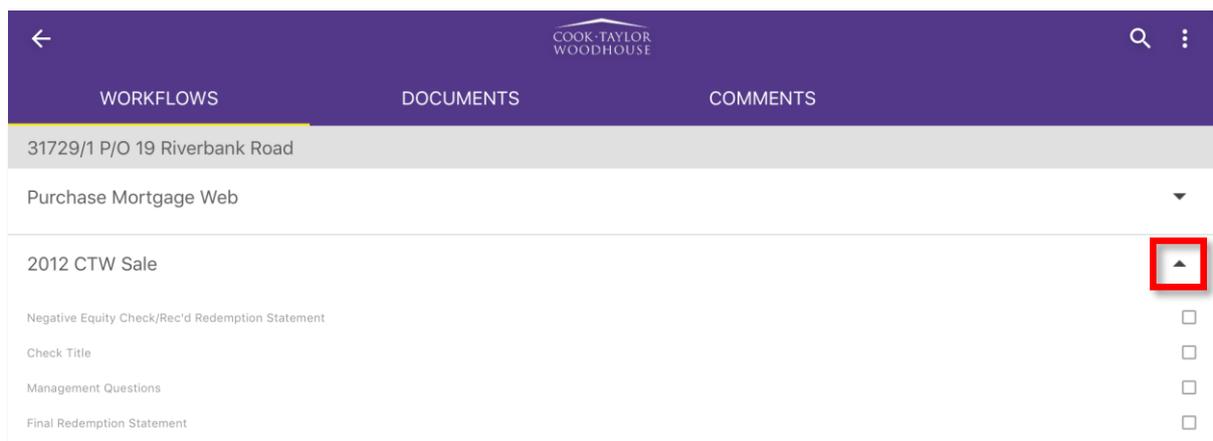
There is a drop-down arrow on the right-hand side of each case, you can use this to view a little more information about each particular case.
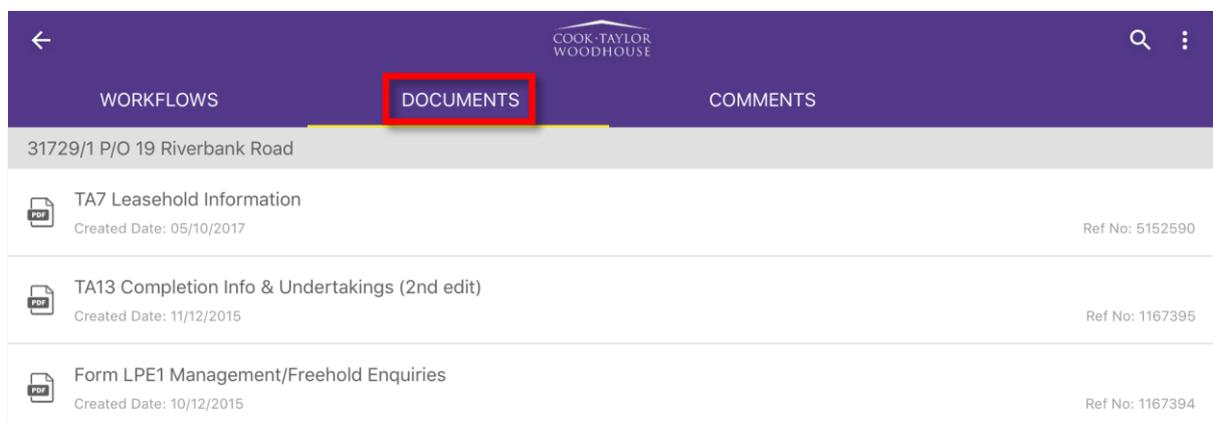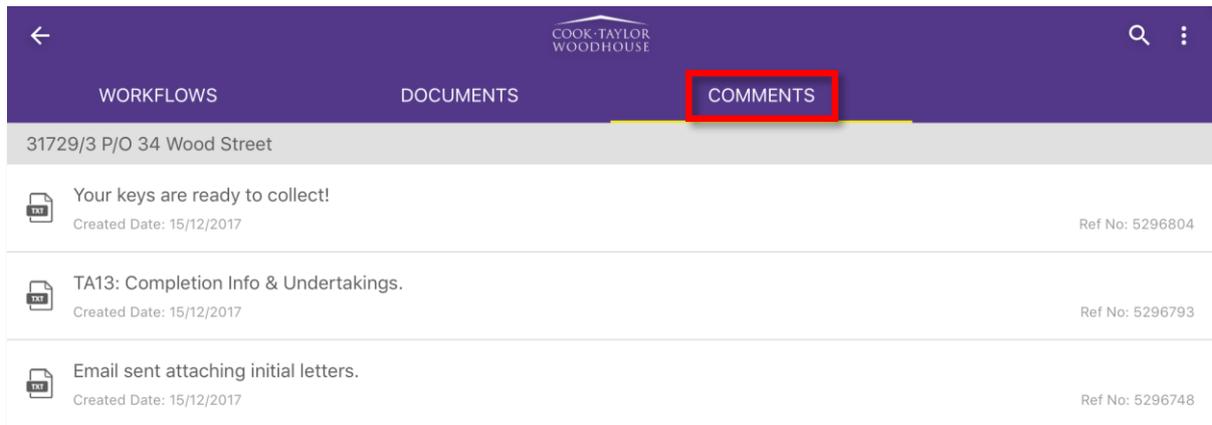

Tap on a case to access the case overview.

The first page will display the workflows. Click on the drop-down arrow to expand the workflow. As the case progresses your Fee Earner will tick off each stage.
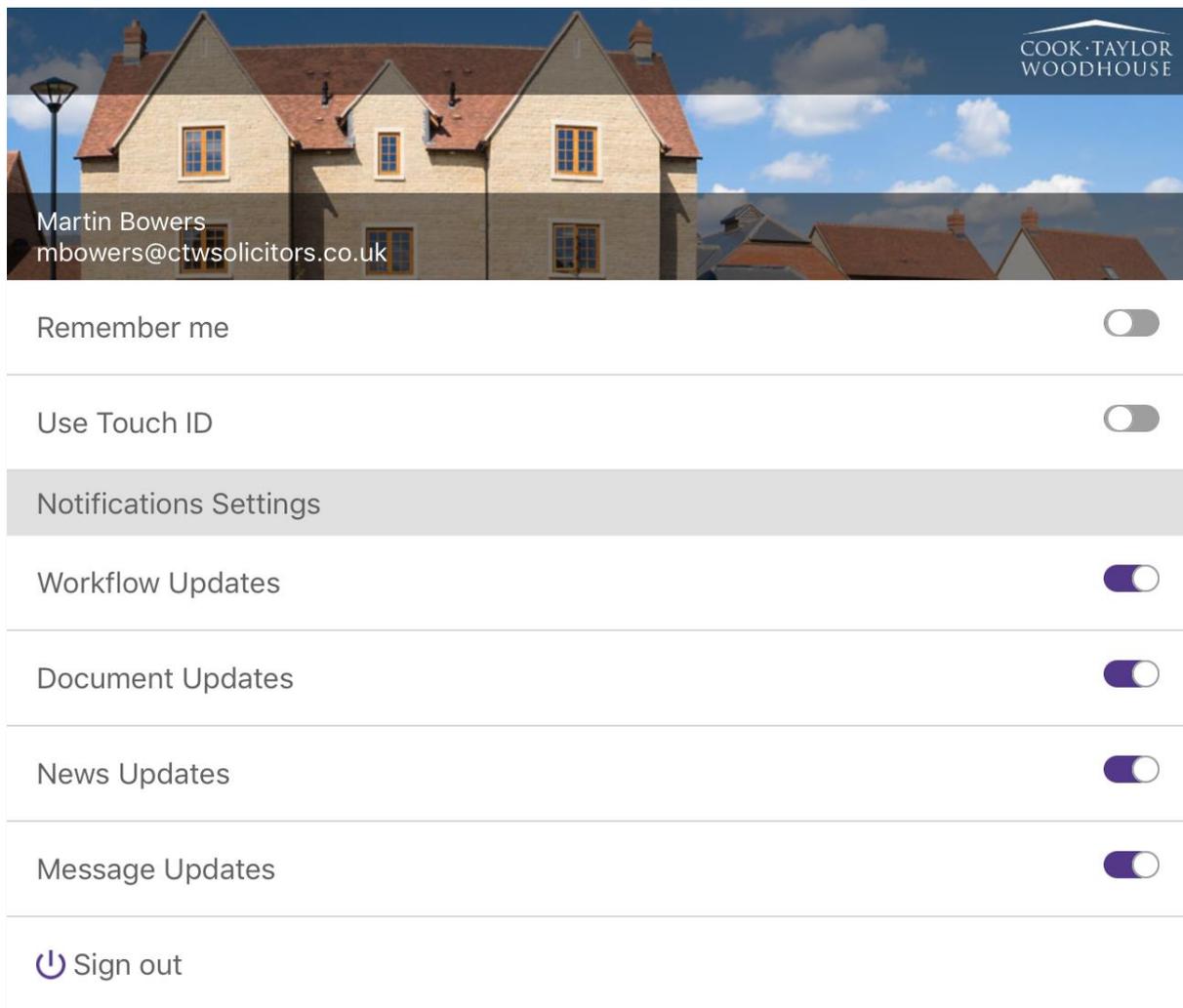

The 'Documents' tab will display all of your documents. Simply click the relevant document to open it.

Selecting the 'Comments' tab will allow you to see any comments from your Fee Earner which are relevant to your case.

Select the 'Menu' button in the top left to access further options for your app.

You can turn on 'Touch ID', which will allow you to use your fingerprint to access the app.

You can update your notification settings here as well.

At the bottom of your home screen, you have several icons:

Messages
Any messages sent or received through the app will be available here. Simply select the 'Inbox' or 'Sent' tab as required. Wherever you see the pen icon, this will allow you to compose a message to be sent to the Fee Earner dealing with your case.

Contact Us
The 'Contact Us' area will display the contact information for CTW. You will be able to see the telephone number and email address, as well as directions to your nearest office by clicking on the relevant 'Directions' button.

News
Selecting the 'News' icon will show you any news alerts posted by CTW.