



Alternative Dispute Resolution System

ADR UBUNTU

TUTORIALS

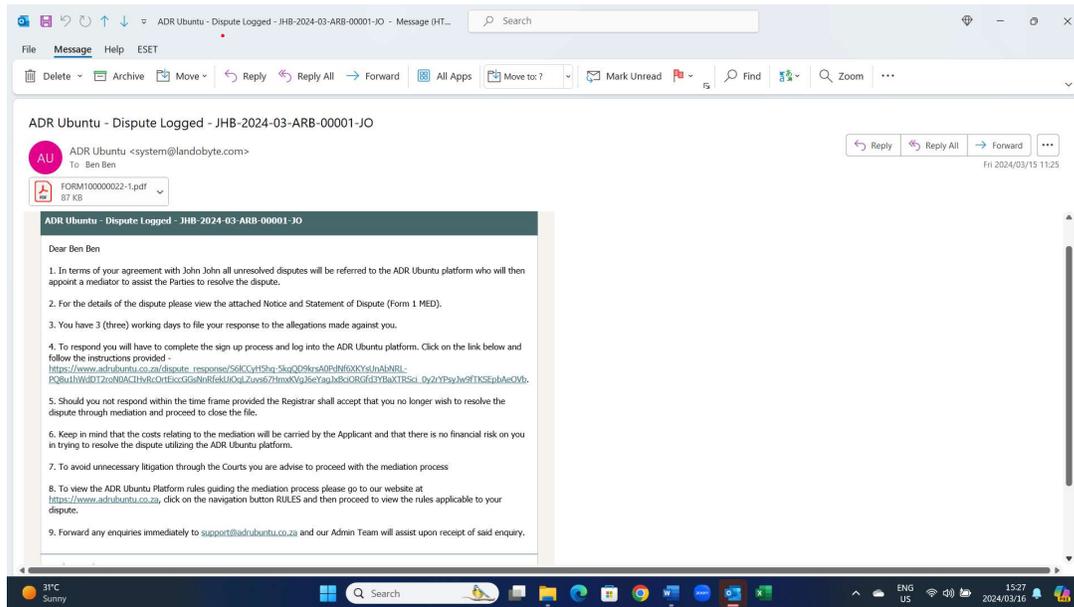
**HOW TO FILE A RESPONSE
(RESPONDENT)**

5 January 2024

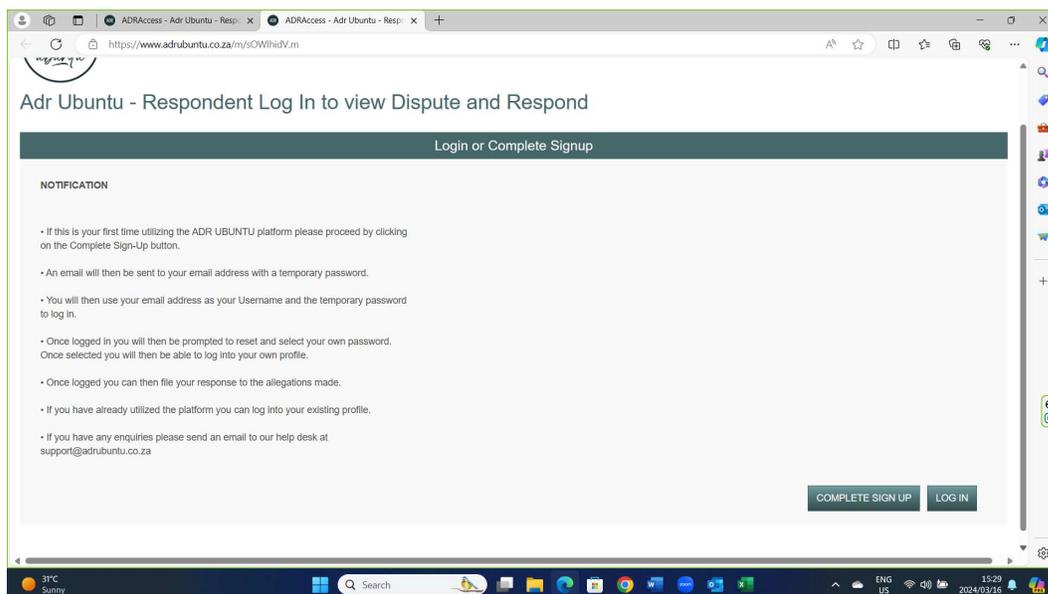
ADR UBUNTU/TUTORIALS/HOW TO FILE A RESPONSE (RESPONDENT)

HOW TO FILE A RESPONSE

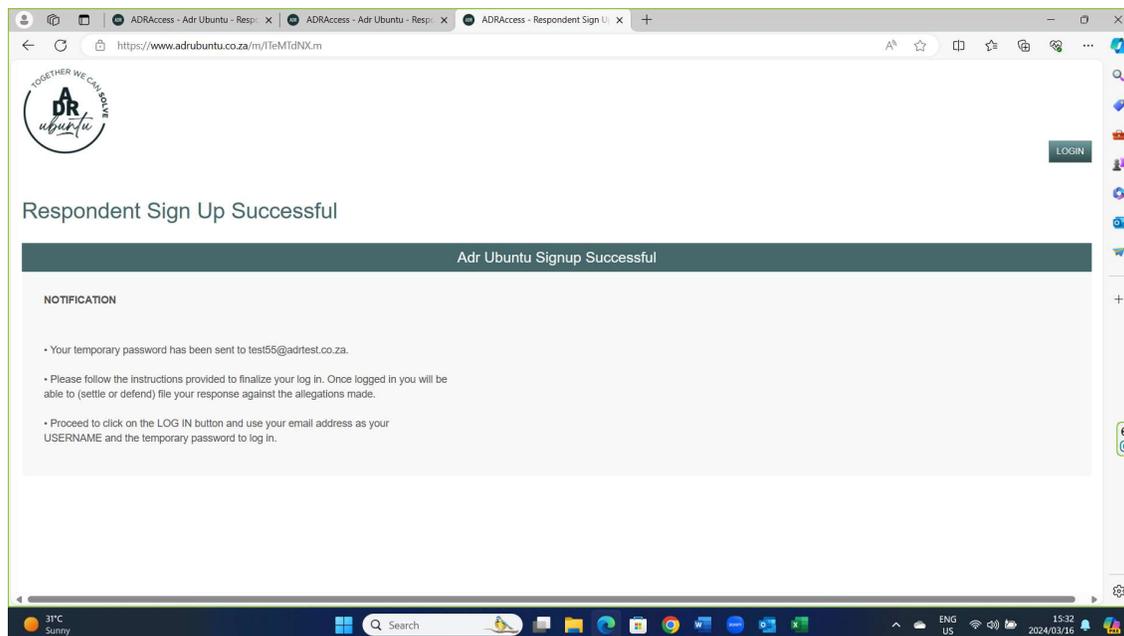
1. Once an Applicant has filed their case the Respondent will receive a SMS and below mentioned email informing them that a dispute has been lodged against them and that that the Applicant wishes to make use of the ADR UBUNTU mediation platform to resolve the dispute.



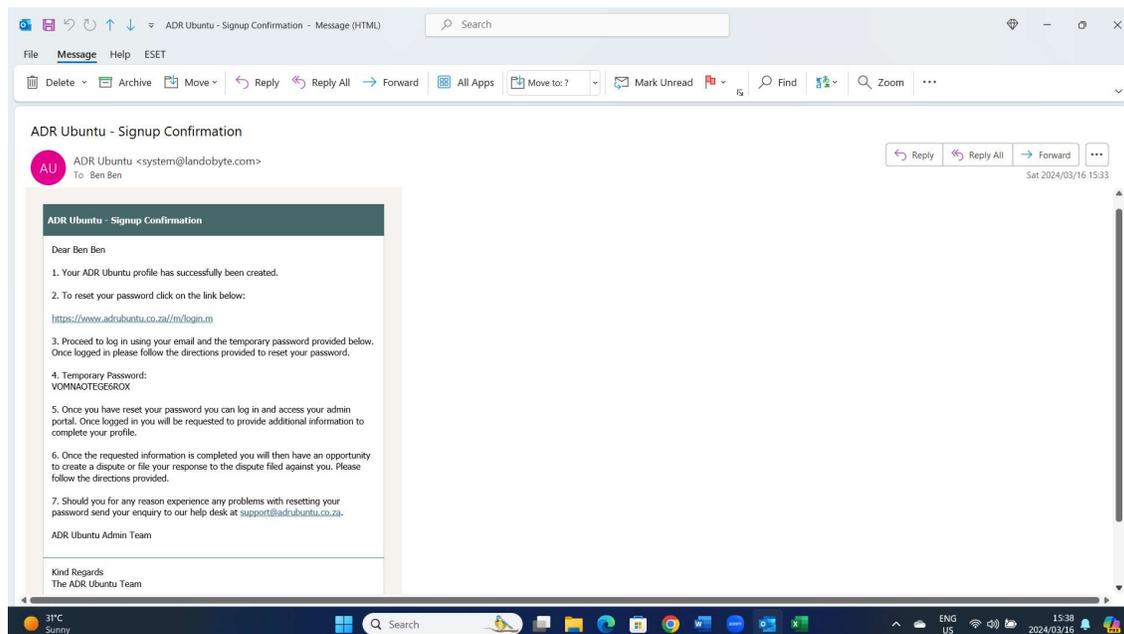
2. If the Respondent agrees to resolve the dispute via the ADR UBUNTU platform he then clicks on the link provides in the above mentioned email. The instructions set out below are clear. If the Respondent wishes to continue (and they don't already have a profile) they then click on the **COMPLETE SIGN UP** button.



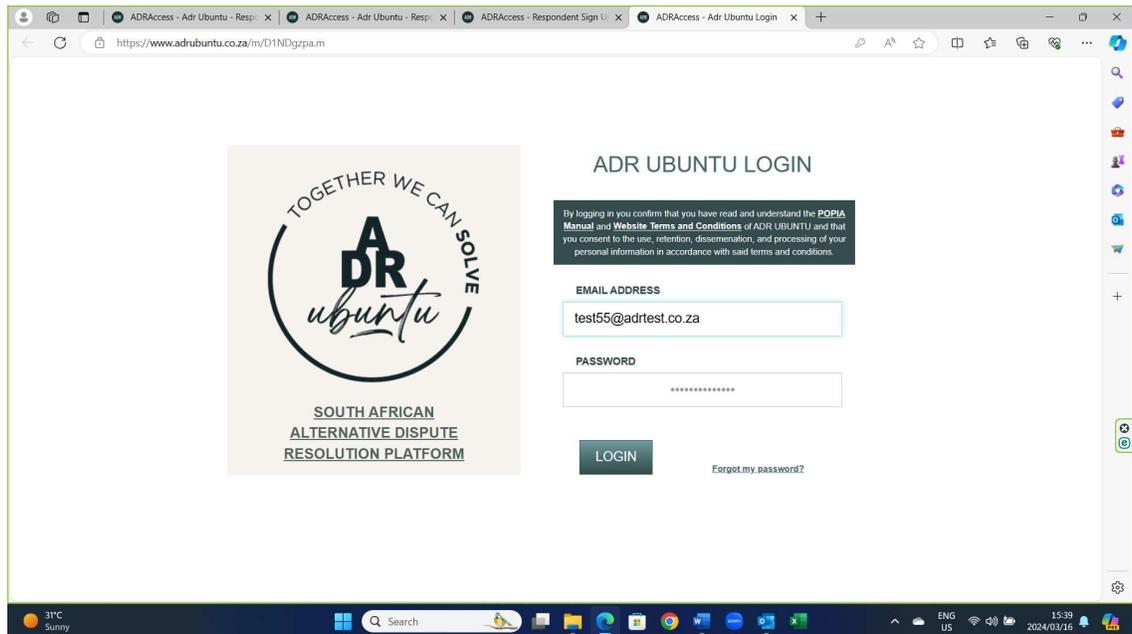
3. If The Respondent clicks on the COMPLETE SIGN UP button they will receive an on screen message informing them that they receive an email which will provide them the instructions to log in and create their profile before they will be positioned to file their response.



4. The Respondent will then now go to his email address and view below mentioned email address. The user must then copy the temporary password provided and click on the website link provided in point 2.



- The Respondent will be taken to the log in page where they will then provide their email address and paste (fill in) the temporary password provided in the email received.



ADR UBUNTU LOGIN

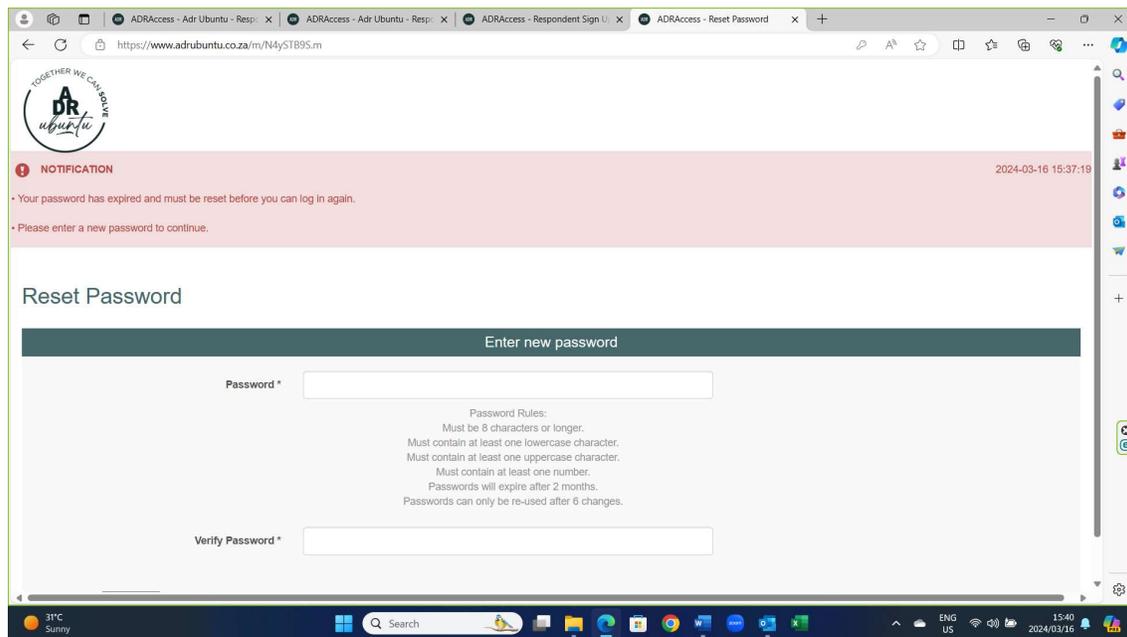
By logging in you confirm that you have read and understand the POPIA Manual and Website Terms and Conditions of ADR UBUNTU and that you consent to the use, retention, dissemination, and processing of your personal information in accordance with said terms and conditions.

EMAIL ADDRESS
test55@adrtest.co.za

PASSWORD

LOGIN [Forgot my password?](#)

- The Respondent will then be taken to a page where they will be given an opportunity to select their own unique password. Once selected they will then be in a position, to log into their profile with their new unique password. The new password must always be kept confidential.



Reset Password

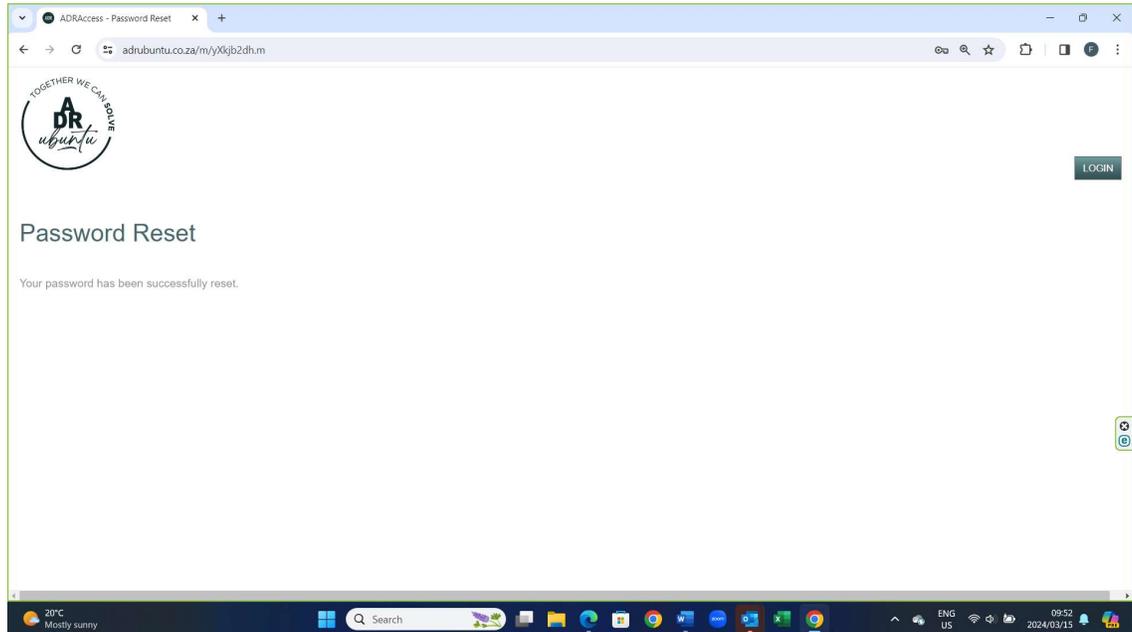
Enter new password

Password *

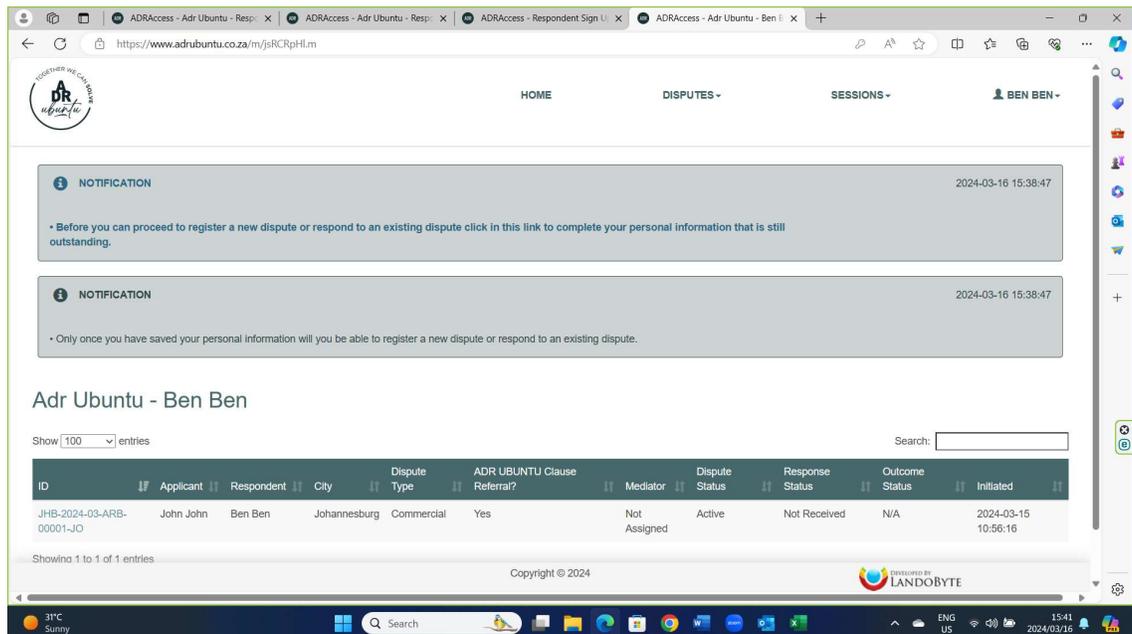
Verify Password *

Password Rules:
Must be 8 characters or longer.
Must contain at least one lowercase character.
Must contain at least one uppercase character.
Must contain at least one number.
Passwords will expire after 2 months.
Passwords can only be re-used after 6 changes.

7. Once reset the Respondent will receive the below mentioned on screen message. The user can then click on the Log In button and use the new details to log into their profile.



8. Once logged in the Respondent will be requested to complete the additional information required to finalize their profiles. The Respondent will click on the link provided in the NOTIFICATION tab.



9. Once the link is clicked on the Respondent will taken to below mentioned page, which shall indicate to them what information is still required to be completed. Once completed the Respondent will click in the SAVE button.

The screenshot shows a web browser window with the URL <https://www.adrubuntu.co.za/m/h1b4GR3J.m>. The page header includes the ADR Ubuntu logo and navigation links for HOME, DISPUTES, SESSIONS, and a user profile for BEN BEN with a BACK button. The main content area features a section titled 'Outstanding Fields in Individuals' with a timestamp of 2024-03-16 15:39:13. Below this is a 'NOTIFICATION' box with the same timestamp, stating: 'To create or respond to a dispute, proceed to click on the BACK or DISPUTE button above.' The user's name 'Ben Ben' is displayed prominently. At the bottom, there is a 'Copyright © 2024' notice and a 'LANDOBYTE' logo.

10. Once saved the Respondent will receive the below mentioned screen message. The Respondents' profile has now been finalized and is now they will be positioned to lodge a response to the existing dispute by clicking on the BACK button provided.

The screenshot shows the same web browser window with the URL <https://www.adrubuntu.co.za/m/zhVfV8uE.m>. A green confirmation message at the top states: 'The Individual Information has been saved.' with a timestamp of 2024-03-16 15:40:51. Below it is a 'NOTIFICATION' box with the same timestamp, stating: 'To create or respond to a dispute, proceed to click on the BACK or DISPUTE button above.' The user's name 'Ben Ben' is displayed. Below the name, there are input fields for 'First Name' (containing 'Ben'), 'Surname' (containing 'Ben'), and 'ID Type *' (a dropdown menu showing 'ID Number'). At the bottom, there is a 'Copyright © 2024' notice and a 'LANDOBYTE' logo.

11. Once the Respondent clicks on the BACK button, he will be taken to his profile page where they will then be positioned to file their response to the disputed lodged against them. The Respondent must click on the case link provided to gain access to the case file. Important for Respondents to have all their supporting documentation available in PDF format before proceeding to file their response.

ADR Ubuntu - Ben Ben

Show 100 entries

Search:

ID	Applicant	Respondent	City	Dispute Type	ADR UBUNTU Clause Referral?	Mediator	Dispute Status	Response Status	Outcome Status	Initiated
JHB-2024-03-ARB-00001-JO	John John	Ben Ben	Johannesburg	Commercial	Yes	Not Assigned	Active	Not Received	N/A	2024-03-15 10:56:16

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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12. Once the case file is accessed the Respondent must then click on the STATE RESPONSE button provided.

JHB-2024-03-ARB-00001-JO

DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION DETAILS

JHB-2024-03-ARB-00001-JO

Applicant John John

Respondent Ben Ben

Dispute Type Commercial

ADR UBUNTU Clause Referral? Yes

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13. The screen below will then open and the Respondent will have an opportunity file their response to the dispute lodged against them. Once they have completed their response they must then click on the **NEXT** button.

The screenshot shows a web browser window with the URL <https://www.adrubuntu.co.za/m/RcNsNp0r.m>. The page title is "State Response" and the sub-header is "Capture the details of your response". The form contains the following information:

- Dispute:** JHB-2024-03-ARB-00001-JO
- Dispute Type:** Commercial
- Applicant:** John John
- Respondent:** Ben Ben
- Detailed Description:** A text input field with a placeholder: "Please provide detailed description of your case. It must be clear, concise and in chronological order. In 200 words and fewer."

At the bottom of the form, there are two buttons: "NEXT" on the left and "BACK TO DISPUTE" on the right. The footer of the page includes "Copyright © 2024" and the "LANDOBYTE" logo.

14. Once the Respondent clicks on the **NEXT** button they will then be taken to the screen below, where they can either upload their supporting documentation or continue sending their response by clicking on the **SEND RESPONSE TO APPLICANT** button.

The screenshot shows a web browser window with the URL <https://www.adrubuntu.co.za/m/7q3GLZ6.m>. The page title is "JHB-2024-03-ARB-00001-JO" and the sub-header is "State Response". The form contains the following information:

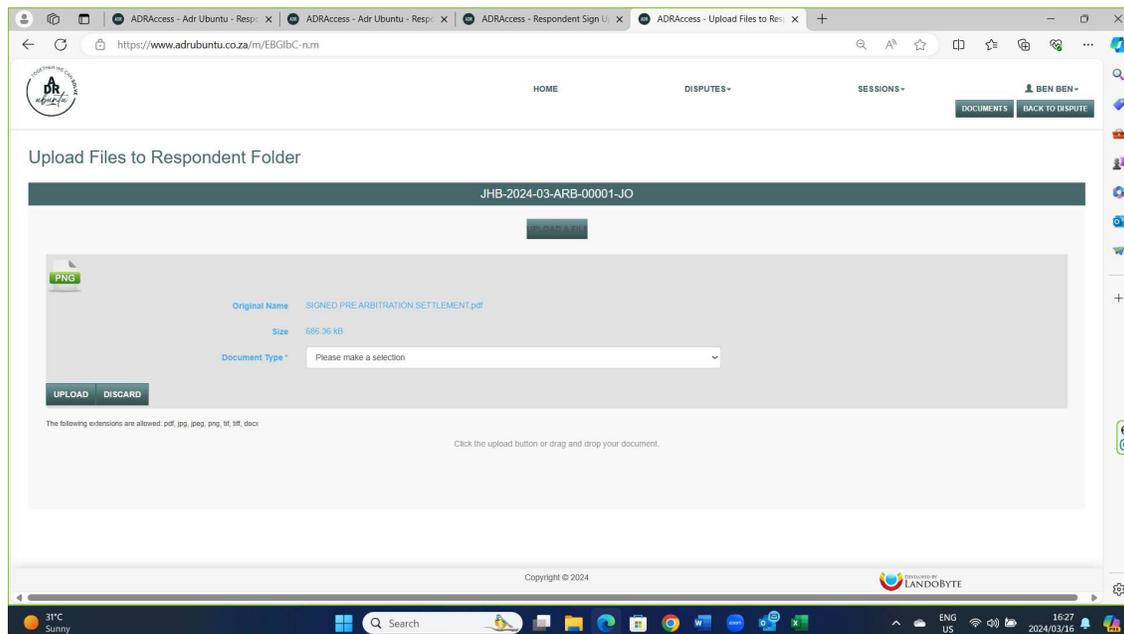
- Applicant:** John John
- Respondent:** Ben Ben
- Dispute Type:** Commercial
- ADR UBUNTU Clause Referral?** Yes

At the top of the page, there are three buttons: "SEND RESPONSE TO APPLICANT", "DOCUMENTS", and "MANAGE DISPUTE". The "SEND RESPONSE TO APPLICANT" button is highlighted. A notification box at the top left contains the following text:

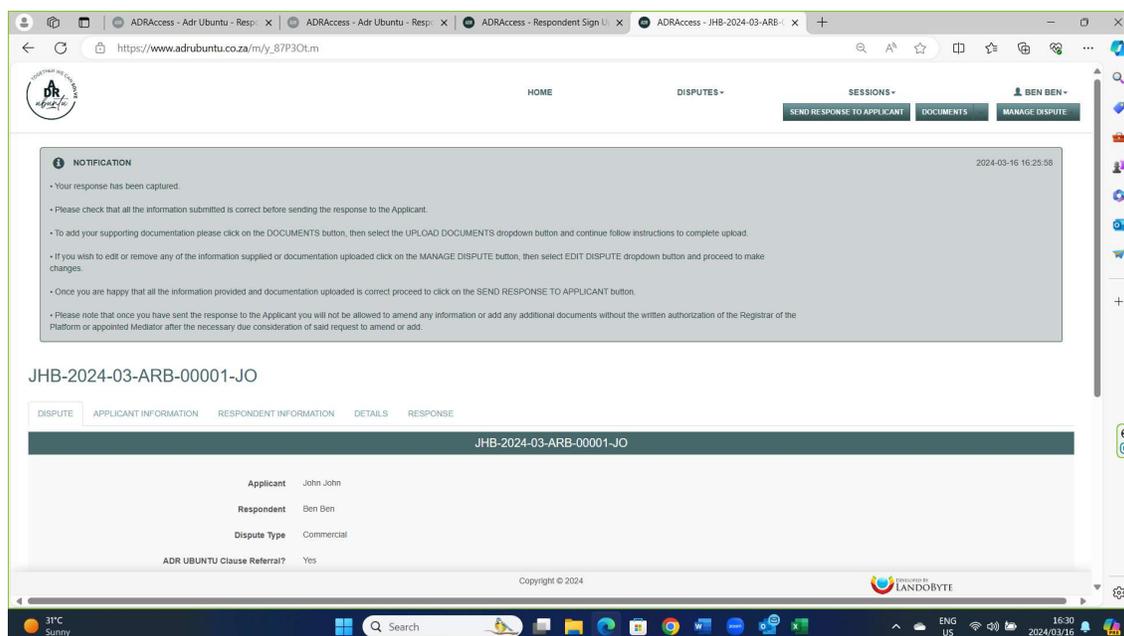
- Your response has been captured.
- Please check that all the information submitted is correct before sending the response to the Applicant.
- To add your supporting documentation please click on the DOCUMENTS button, then select the UPLOAD DOCUMENTS dropdown button and continue follow instructions to complete upload.
- If you wish to edit or remove any of the information supplied or documentation uploaded click on the MANAGE DISPUTE button, then select EDIT DISPUTE dropdown button and proceed to make changes.
- Once you are happy that all the information provided and documentation uploaded is correct proceed to click on the SEND RESPONSE TO APPLICANT button.
- Please note that once you have sent the response to the Applicant you will not be allowed to amend any information or add any additional documents without the written authorization of the Registrar of the Platform or appointed Mediator after the necessary due consideration of said request to amend or add.

The footer of the page includes "Copyright © 2024" and the "LANDOBYTE" logo.

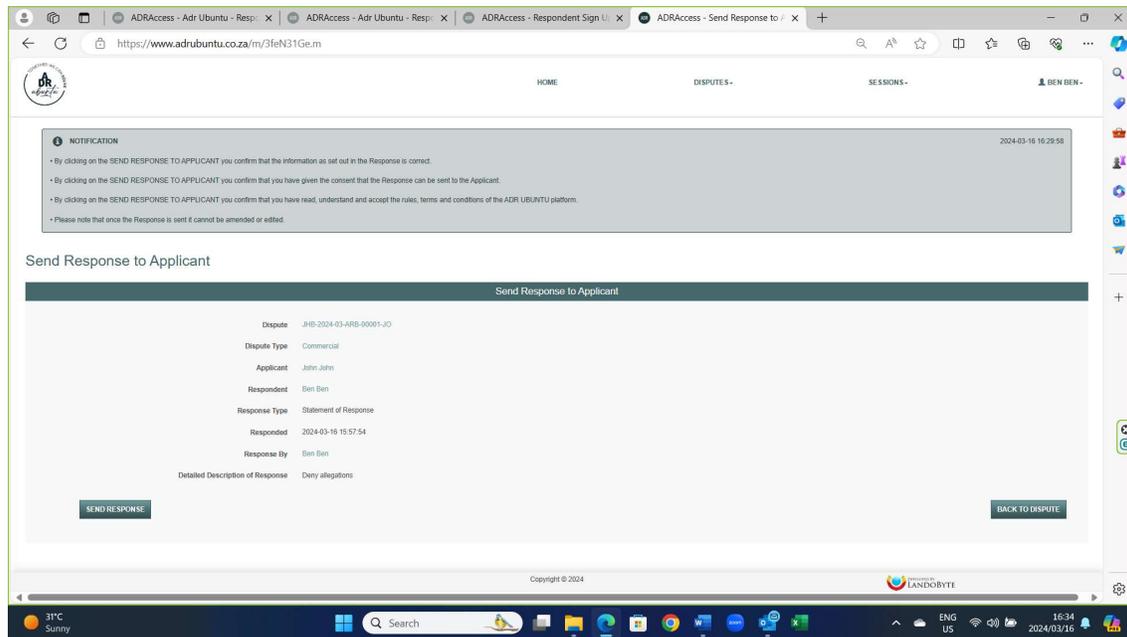
15. Once the Respondent clicks on the **UPLOAD DOCUMENT** they need to follow the directions provided by selecting the document and uploading it. Once uploaded the Respondent must click on the **BACK TO DISPUTE** button.



16. Once the Respondent returns to the screen below they shall then proceed filing their response by clicking in the **SEND TO RESPONSE TO APPLICANT** button.



17. The Respondent will then be requested to confirm the response they have filed. If happy they will then click in the **SEND RESPONSE** button. Once done the platform will send the Applicant a SMS and email informing them that the Respondent has filed their response to the dispute lodged.



18. Hereto below a copy of the email that will be sent to the Applicant. Once the response is filed by the Respondent the Registrar of the platform will appoint a Mediator. Once appointed the Registrar will allocate a time and date for the first online mediation session.

