MSS RECORDS PORTAL

Sending Records to MSS

For solicitors and instructing parties · Version 1.2 · 2 November 2026 · MSS Records Portal 1.13 · **Download as PDF** · **Go to SEND RECORDS TO MSS** · **Guide for Solicitors and Instructing Parties**

> The screens shown are from an invented example firm (Example Law LLP) and invented clients. No real patient information appears.

In short: go to **https://portal.mssrecords.co.uk**, sign in with your work e-mail and the code we e-mail you, find your client, drag the records into the box and press **SEND TO MSS**. MSS does not need to set anything up for you first.

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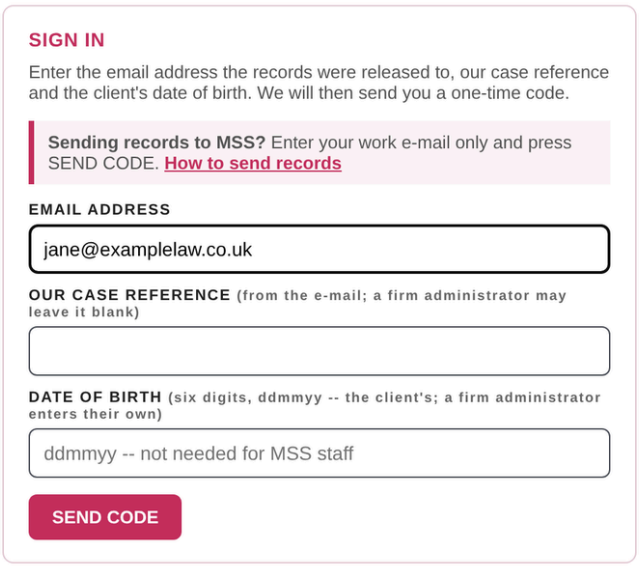
1 Who can use it

- Anyone at a firm that instructs MSS, using their **work e-mail address** (for example jane@yourfirm.co.uk).
- No release or invitation from MSS is needed to send records.
- You only ever see your own firm's cases.

2 Sign in with your e-mail

Go to **https://portal.mssrecords.co.uk**. Enter your work e-mail only. Leave **our case reference** and **date of birth** blank: those are only for viewing records MSS has released to you. Press **SEND CODE**. The sign-in box also says this, with a link to this guide.

If MSS has already released records to you, sign in as usual instead, with our case reference and the client's date of birth: **SEND RECORDS** is in the sidebar once you are in, for any client of your firm.



Sign in: your work e-mail only

3 Enter the code

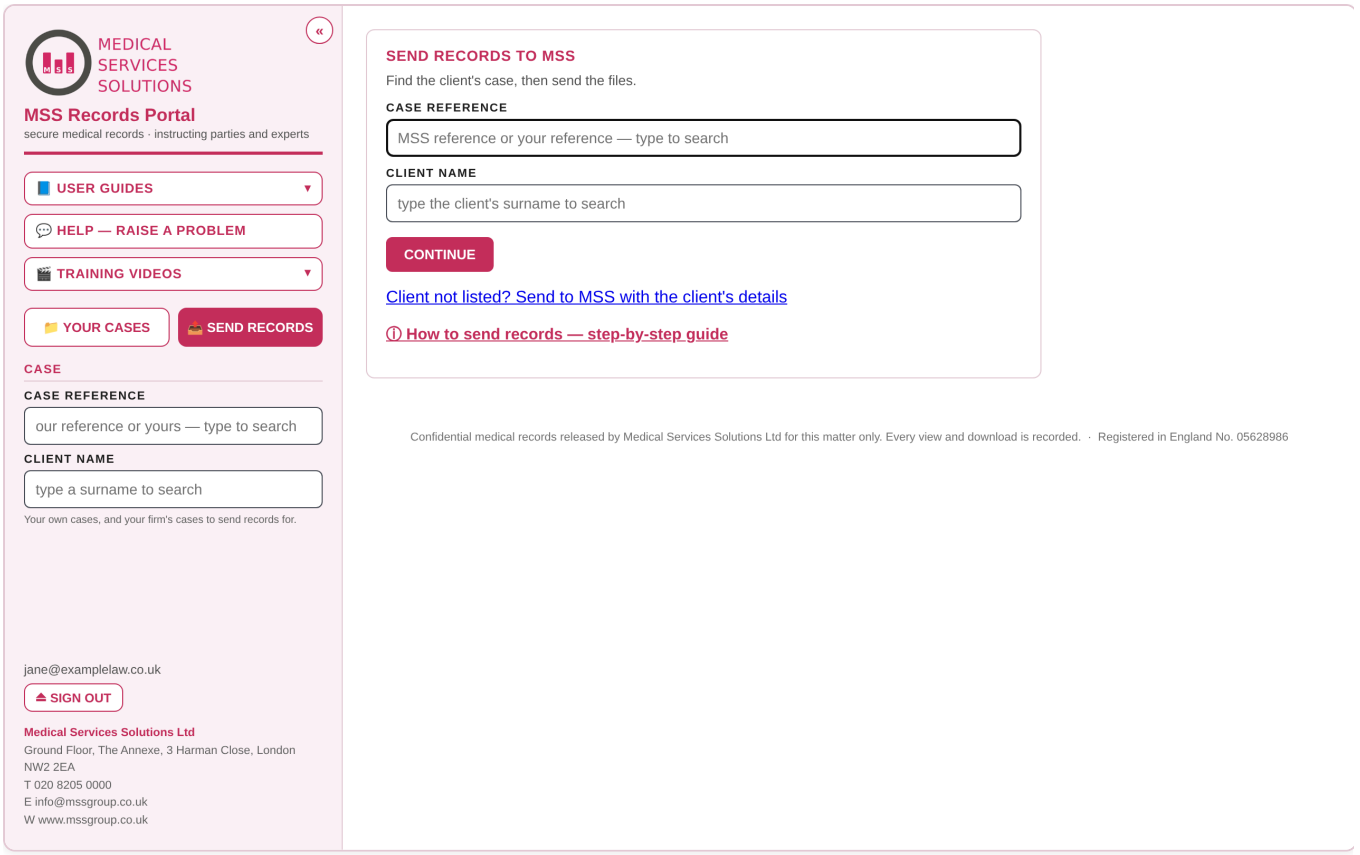
We e-mail you a 6-digit code within a minute (check junk / spam if it has not arrived). Type it in and press **SIGN IN**. MSS staff will never ask you for this code.



The 6-digit code from your e-mail

4 The SEND RECORDS TO MSS page

After signing in you arrive here. You can always get back to it with **SEND RECORDS** in the sidebar on the left. The sidebar also holds **USER GUIDES**, **HELP — RAISE A PROBLEM** and **TRAINING VIDEOS**.

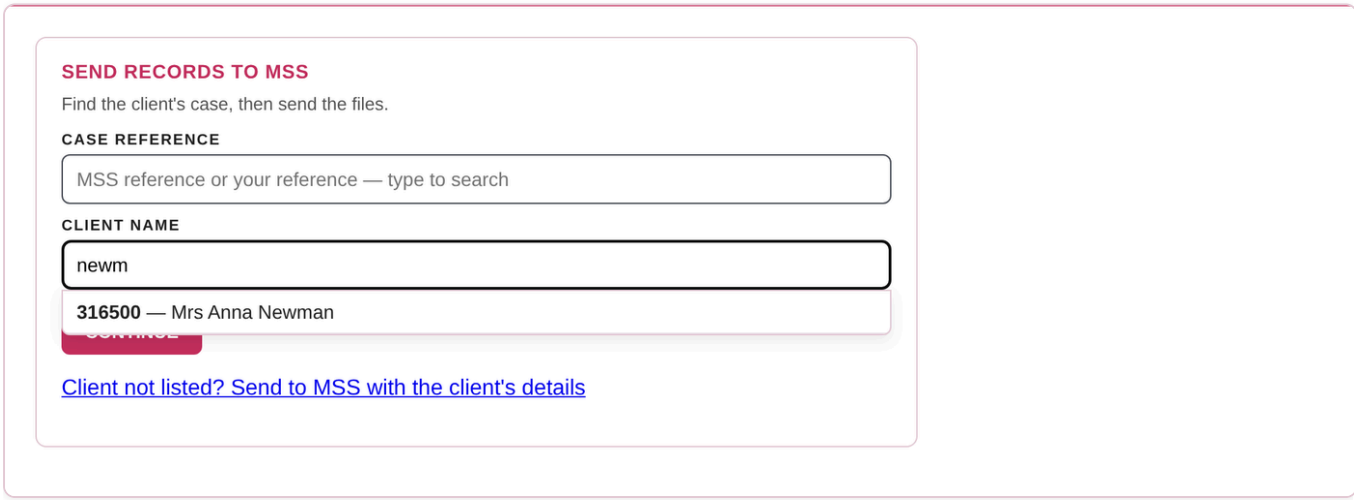


SEND RECORDS TO MSS

5 Find your client

Type in **CASE REFERENCE** (the MSS reference *or your own reference*), or type the client's surname in **CLIENT NAME**. After two characters a list appears; click the right client.

You can also search from the sidebar's **CASE** boxes on any page: a case released to you shows **OPEN**, any other case of your firm shows **SEND RECORDS** and goes straight to step 7.



Type a reference or surname, then pick from the list

6 Check and continue

Both boxes fill in. Check it is the right client and press **CONTINUE**.

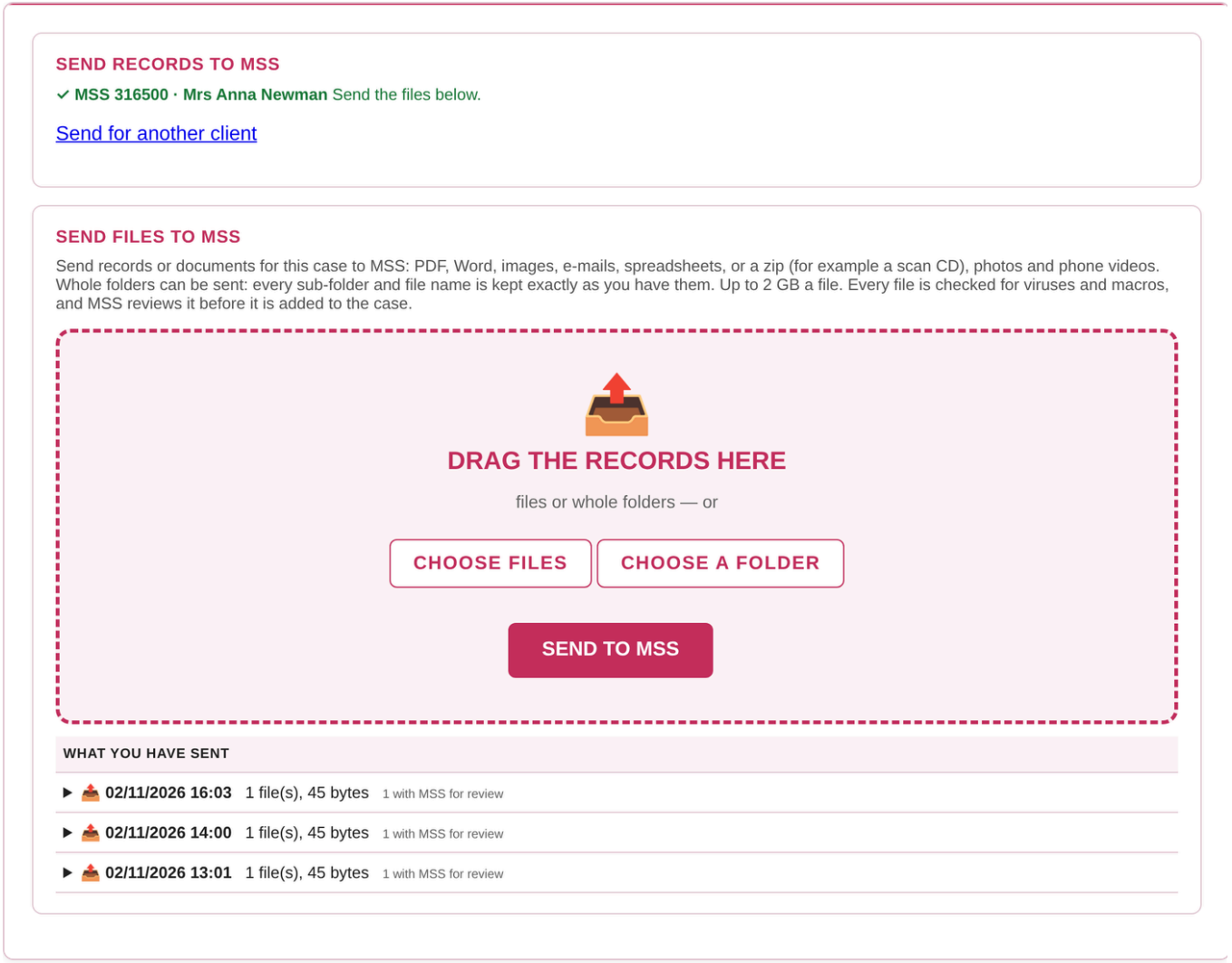


Both boxes filled in

7 Add the records

The client's name and MSS reference show at the top in green. Then either **drag** files or whole folders into the large pink box, or press **CHOOSE FILES** or **CHOOSE A FOLDER**.

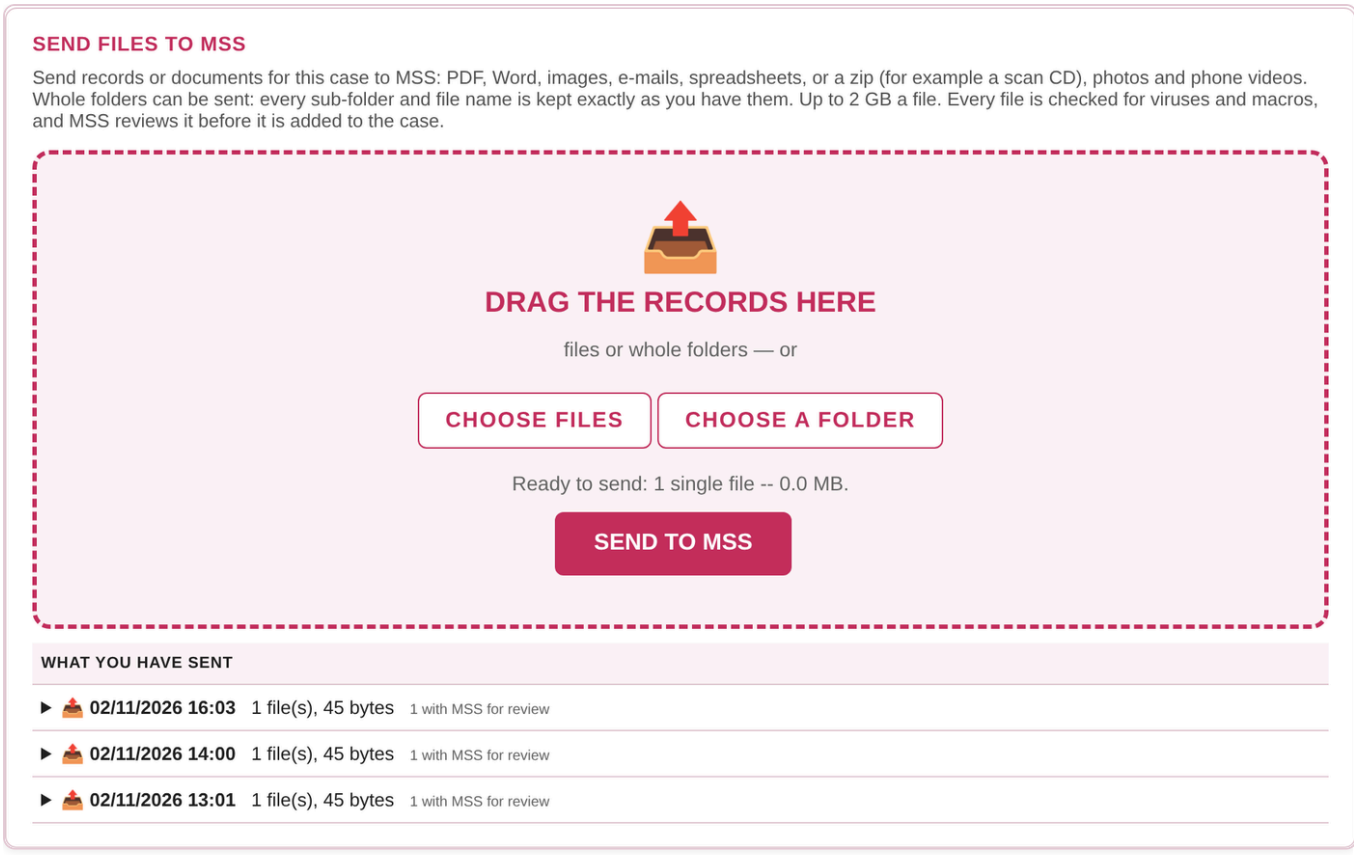
PDF, Word, images, e-mails, spreadsheets, zips (for example a scan CD), photos and phone videos are all accepted, up to 2 GB a file. Folder and file names are kept exactly as you have them.



The large box: drag the records here

8 Send

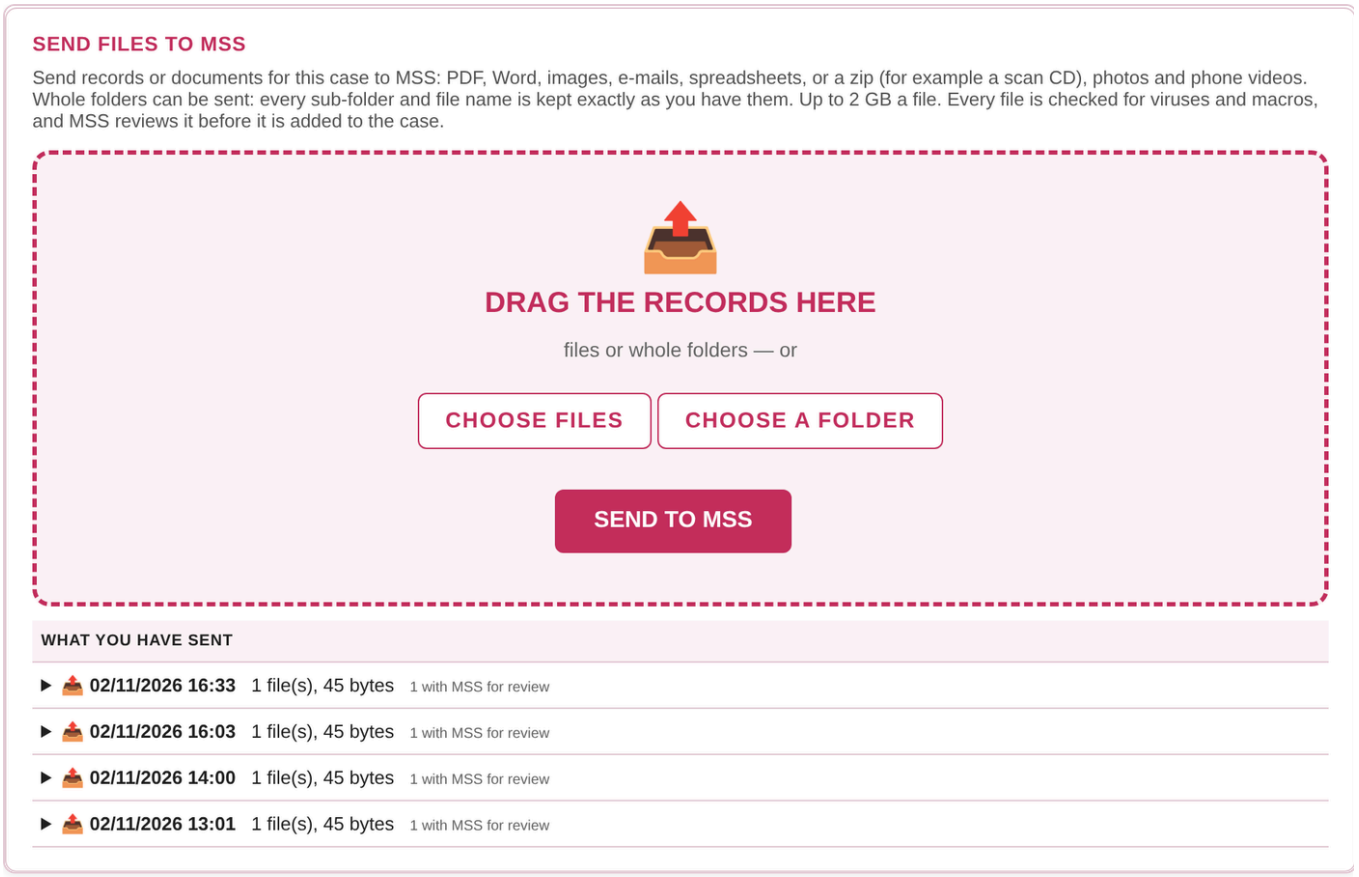
The box shows what is ready to send. Press **SEND TO MSS** and keep the page open until it finishes.



Ready to send

9 Confirmation

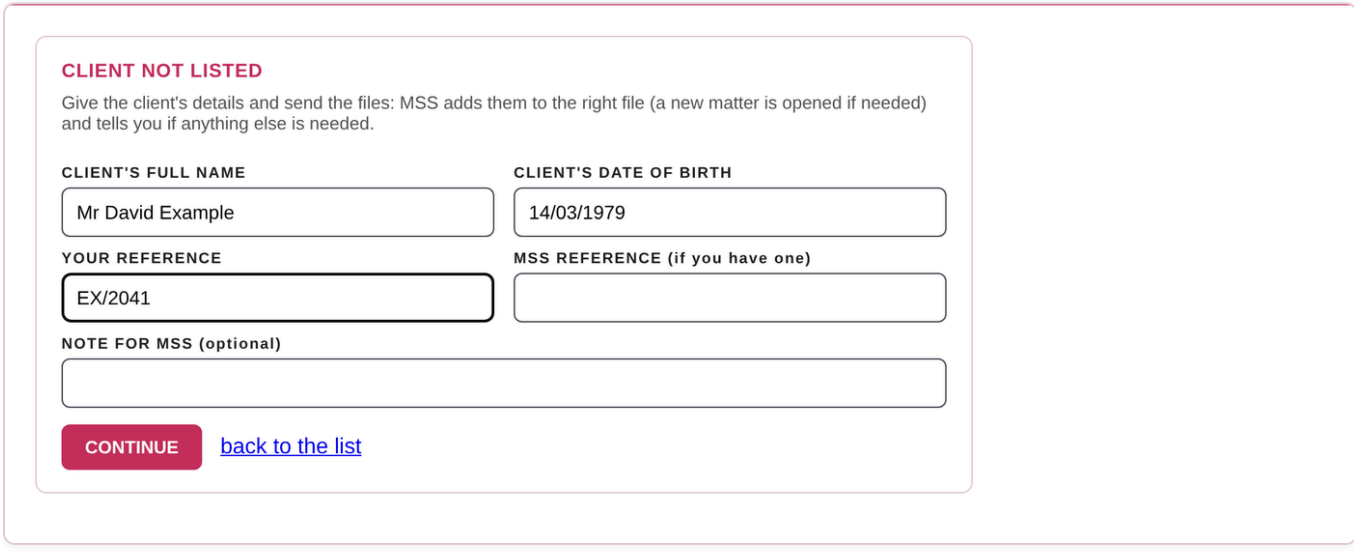
Your upload appears at the top of **WHAT YOU HAVE SENT** with the date and time. Click ▶ to see the files.



What you have sent

10 Client not listed

If you cannot find the client (for example a new instruction), click **Client not listed? Send to MSS with the client's details**. Give the client's full name, date of birth (the slashes are already in place: type the numbers only), your reference and the MSS reference if you have it. Press **CONTINUE** and send the files as in steps 7 to 9. MSS puts them on the right file.



Client not listed: the client's details

11 What happens next

- Every file is checked for viruses and macros.
- The MSS case handler is told straight away and reviews the files before adding them to the case.

Status	Meaning
with MSS for review	Received; MSS has not reviewed it yet.
accepted	Added to the client's case.
not accepted	Not added (for example a duplicate or the wrong client). MSS will contact you if anything else is needed.

12 Help

Press **HELP — RAISE A PROBLEM** in the sidebar, say what happened and press **GET HELP**. Not solved? Press **STILL STUCK — SEND TO MSS** and MSS replies by e-mail. You can use it before signing in (give your e-mail address so MSS can reply).

Or call **020 8205 0000** or e-mail **info@mssgroup.co.uk**.