

Overview

The Simple search Function has been designed with a dynamic search function which improves the quality of the search, produces quicker search results and reduces the need to request an extended search.

An ELTO search involves up to 6 stages as shown below:



1. **Stage 1: Enquirer details** – This stage requires information about the person making the enquiry.
2. **Stage 2: Simple Search** – This stage requires information to be entered in the following fields:
 - **Claimant details** – Enter information about the individual who has been injured following an accident or disease obtained in a place of work.
 - **Employer details** – Enter information about the Employer where the claimant suffered their accident or contracted their disease
3. **Stage 3: Edit employer list** – This stage allows the user to edit the list of potential employer names, where the injured party may or may not have worked.
4. **Stage 4: Policy details** – This stage allows a user to view the policy information associated with the name of the employers which they have searched for.
5. **Stage 5: Extended search request** - This stage allows a user to request an Extended search if they have been unable to locate the policy information for the named employer during the Simple Search function.
6. **Stage 6: Enquiry confirmation** – This stage provides the user with confirmation that an extended search has been requested.

The key points of interest for users are described throughout the remainder of this guide.

Claimant / Employer details

This screen allows the user to complete details of the claimant, employer and accident Claim type.

2: Information about the Claimant

Please enter information about the claimant. All fields need to be completed before you will be able to proceed.
Please enter the National Insurance number with upper case letters and with no spaces.
Dates can be entered utilising the calendar tool or by entering the date in the format dd/mm/yyyy.
You will not be able to continue until you have agreed to the Data Protection Act obligations by ticking the box at the top of the page.

Data Protection Act Obligations

By ticking this box, I confirm I have read, understood and agree to the [Terms of Use](#) of this website and the [Use of Collected Data](#)

Claimant Details

Title * Mrs

First name * Brenda

Surname * Cooper

National Insurance Number * NS112233A

Date of birth * 01/01/1975

Employer Details

Name of employer at the time of the accident/exposure * Cooks r Us

Employers nature of business * Other (please specify)

Other Catering

City/Town * London

Claim Type

Accident Disease

Accident Details

Please enter a brief summary of the accident and date that it occurred.
Both fields must be completed.

Accident * tripped

Date of accident * 01/01/2010

Key points:

- DPA** - Please tick the data protection act obligations check box to confirm that you agree to abide by the terms of use and use of collected data. The search cannot proceed if this box is not ticked.
- Name of employer** - The Employer Name that you enter here will not be used in the search but stored as your commitment of the original name to assign to the search reference associated to the claimant.
- Date(s): accident v disease** –
 - **Accident** - Claimant accident date entered here will be used in the search, so please check and ensure that the details are accurate and correct.
 - Please enter the date of the accident using either the calendar tool or in the format dd/mm/yyyy. Ensure the date is correct.
 - **Disease** - Claimant disease exposure period that you enter here will be used in the search, so please check and ensure that the details are accurate and correct.
 - Select the disease type from the dropdown menu.
 - If the disease type does not appear in the drop down menu, select other (please specify) option and enter the disease type in the new 'other' field.

Employer details

The simple search functionality has been designed to be a 'dynamic' search, which starts to list potential employer names as soon as the user starts typing information into either the Employer Reference Number or the Employer Name search Field.

3: Simple Search

Search Ref: 201501/00068

The search is for claimant: Miss a a

Date of accident 09/09/2011

Employer details

Name of employer at the time of the accident/exposure **mcb medical** City/Town **leeds**

A3.420 Enter the ERN, CHRN or Employer Name you are looking for. As you type, the results will appear. Continue typing to restrict to matching names. Names returned are grouped to display matching results including differences in punctuation and special characters. Select the policies you wish to view. Remove by selecting **Edit Employer List**. Each group displays the number of policies identified. Policies matching your search details in the City/Town column are **bold**. Returning to the previous screen will clear your selection.

Employer Reference Number 577/HA44790

Companies House Registration Number

Employer Name Search emc services

Select	Source	Employer Name	City/Town	Policy Count
<input type="checkbox"/>	ERN	EMC MEDICAL SERVICES LTD	Didcot	1
<input type="checkbox"/>	Name	EMC SERVICES LTD	Solihull	1
<input type="checkbox"/>	Name	EMC SERVICES WALES LTD	UNKNOWN	1
<input type="checkbox"/>	Name	HURSLEY EMC SERVICES LTD	Eastleigh	1
<input type="checkbox"/>	Name	EMC MEDICAL SERVICES LTD	Didcot	1
<input type="checkbox"/>	Name	MR EAMON MCCRICKARD TRADING AS EMC BUILDING SERVICES	Newcastle	2

Showing 1 to 1 of 1 ERN matches
Showing 1 to 5 of 5 name matches

Previous Cancel

1 name(s) selected Edit Employer List

Request Extended Search View Policy Details

Key points:

- Employer Reference Number** - If an ERN is entered an ERN search will start immediately. **Exact matches only** will automatically be added to the 'Employer List'. **(Refer to the Edit Employer List section for further information regarding the Employment List).**
- Employer name** – This field performs a dynamic search. As you start to type in the Employer Name field, results will start to appear in the list below which include details of the information typed in. By continuing to type the results will be restricted to matching names only. Alternatively, if too much information has been entered a user can either delete the information and start again or delete additional words which have been included in the name. **(Copying and pasting is not allowed in this field).**
- Selecting / tickbox** - By ticking the check box(es) under the 'Select' heading, this will add the selected Employer Names to Employer List. A count of the number of selected names will be displayed in the 'names selected' box at the bottom of the page.
- Source column** – This column confirms where the Employer Name has been found. The three sources where an Employer Name is located from are CHRN, ERN or Name (Employer name typed into the search bar).
- Policy count** – This column confirms the amount of policies associated with the Employer Name selected / automatically added. If there is more than one policy for an Employer Name entered, these will be grouped together.
- Edit Employer list button** - This screen will allow a user to individually de select Employer Names added to list.

7. **View Policy Details button** – Once a user selects this button, a list of policies will be displayed for the employer names selected.
8. **Request Extended search button** – This button is initially disabled until an Employer Name search has been attempted. Once enabled, it allows the user to make an Extended Search Request. **(Please ensure that the dynamic search has been fully utilised before requesting an extended search.)**

Companies House Reference Number search

If a user has the CHRN for the Employer, then this field should be used as part of the simple search phase.

3: Simple Search Search Ref: 201411/10377

The search is for claimant: Mrs Brenda Cooper

Exposure Period Start 01/01/2010 End 31/12/2010

Employer details

Name of employer at the time of the accident/exposure: Cooks r Us City/Town: London

If you have the Employer Reference Number and/or the Companies House reference number, enter these below. Enter the Employer Name you are looking for in the box below. As you start to type, you will see the results in the list. By continuing to type, the result will be restricted to matching names.
 Note that you cannot copy and paste into the Employer Name search field.
 Select the names that you wish to view policies of. You can Edit the list if you have added names you are no longer interested in.
 If you return to the previous screen, your selection will be cleared.

Employer Reference Number: ERN Companies House Registration Number: 06964651

Employer Name:

Information about Companies House Registration Number: 06964651

Select	Source	Employer Name	City/Town	Policy Count
<input type="checkbox"/>	CHRN	EMPLOYERS LIABILITY TRACING OFFICE	UNKNOWN	0
<input type="checkbox"/>	CHRN	EMPLOYERS LIABILITY TRACING OFFICE LTD	UNKNOWN	0

Showing 1 to 2 of 2 CHRN matches

13 name(s) selected

Key points:

1. **CHRN field** – By entering a correct CHRN a search will be initiated with Companies House for the Employer Names associated with the CHRN supplied. This search may return a policy which is held on the ELD (Employers' Liability Database) with a different Employer Name to the one entered in the Employer Name search. **(To perform the search, enter the CHRN and then click anywhere on the screen).**
2. **Selecting / Tickbox** – By ticking the check box(es) under the 'Select' heading, this will add the selected Employer Names to the 'Employer List'. A count of the number of selected names will be displayed in the 'names selected' box.

Edit Employer list

This screen shows all of the policies which have been selected to be viewed further or automatically added (ERN searches) by a user. The screen allows a user to individually de select Employer Names added to list.

Selection

Select	Source	Employer Name	City/Town	Policy Count
	ERN	EMC MEDICAL SERVICES LTD	Didcot	1
<input type="checkbox"/>	Name	EMC MEDICAL SERVICES LTD	Didcot	1
<input type="checkbox"/>	Name	EMC SERVICES LTD	Solihull	1
<input type="checkbox"/>	Name	EMC SERVICES WALES LTD	UNKNOWN	1

Cancel
Remove Selected Items

Key points:

- ERN policies cannot be removed at this stage** – If an ERN search has been made, then this information cannot be de-selected from the Edit Employer List. To remove an ERN from the list, the ERN information entered in the appropriate search field needs to be removed.
- Selecting / Tickbox and button to Remove selected items** – If a user needs to remove an Employer Name that is not related to their search, then the tickbox needs to be highlighted for the individual Employer Name's which need to be removed followed by pressing the 'Remove Selected Items' button.
- Cancel button** – Returns to the user to the Simple Search screen once any changes have or have not been carried out.

Policy details

This screen will display a list of Employer Policy details selected from Simple search. The Names on the policies will be as supplied to the ELD, which may differ slightly from the grouped name in the search results. E.g. Results: S G GROVE, Policy Details: S.G - GROVE

4: Policy Details

Policy Details for the selected employer are shown here.
 Select the policy results you wish to email or print by ticking the box next to the relevant policy.

Search Reference: 201411/10377
 Company Name: -- Please Select --
 Company Address: -- Please Select --
 Sort Order: Default Sort Order A-Z

Update Results

Select	Type	Details
<input type="checkbox"/>	Parent	Current Insurer Name: Build 258 Insurer Original Insurer Name: - Employer Reference Number: ERN Employer Name: - Policy Holder Name: - Employer Address: Testers lane Cover start - Cover end: 01/03/1916 - 31/12/2013 Master Policy Number: buildxxx ref1 DA Reference Number: 24
<input type="checkbox"/>	Parent	Current Insurer Name: Build 258 Insurer Original Insurer Name: - Employer Reference Number: ERN Employer Name: - Policy Holder Name: - Employer Address: Testers lane Cover start - Cover end: 01/03/1916 - 31/12/2013 Master Policy Number: MPN01xxx DA Reference Number: -
<input type="checkbox"/>	Parent	Current Insurer Name: Build 258 Insurer Original Insurer Name: - Employer Reference Number: ERN Employer Name: - Policy Holder Name: - Employer Address: Testers lane Cover start - Cover end: 01/03/1916 - 31/12/2013 Master Policy Number: Build160 DA Reference Number: Test160

Select All
Print Selection
Email Selection

Cancel
Continue Search
Request Extended Search
New Search
New Search For Same Claimant
Finish

Key points:

1. **Filters** – Company Name/Company address:
2. **Sort Order** – This button will allow a user to sort the list of policies into one of the following options:
 - **Cover end date**
 - **Cover start date**
 - **Current Insurer name**
 - **Policy type**
 - **Default sort order** (By default the sort order carried forward from the Simple Search Results order of the ERN (if applicable) then Employer Name matches matching City / town, followed by Employer Name matches, Unknown, then City/Town. (A-Z))
3. **Selection: Print Selection/e-mail selection buttons** –
 - **Print selection** – This **button** will display the details of the search and the selected policy details to be printed.
 - **E-mail selection** – This **button** will email the selected policy details and the search criteria to the logged users email address.
4. **Cancel button** - Selecting the Cancel button will present a window with a series of cancel options.
 - **Cancel** – Cancel Search and return to home page
 - **New** – Start a new search for the same claimant
 - **Clear** – Start a new search – All fields will be cleared
 - **Back** – return to search
5. **Continue button** – This button only becomes enabled when the user has not attempted an Employer Name search and allows the user to return to the Simple Search screen.
6. **Requested an Extended Search button** – by selecting the 'Request an Extended Search' button, it will proceed to the next step in requesting an extended search for users that have attempted an Employer Name Search. (Users that have not attempted an Employer Name search will be allowed to return to Simple Search but not continue to Extended Search.)
7. **New Search button** – By selecting this button, a new search can be performed from the Enquirer Details screen. This will reset all of the information previously provided.
8. **New Search for Same claimant button** – By selecting this button, a new search from the Claimant Details screen can be performed. This option will use the previous Enquirer/claimant details entered as part of the original search. All other fields will have been reset.
9. **Finish button** – By selecting this button, it will navigate the user to their ELTO Home page.

Extended search request

This screen will display details of the information used in the Simple Search functionality and allows a user to enter details of the Employer which they would like to search for as part of an Extended search request.

5: Extended Search

A3.470 Extended Search requests are forwarded to insurers who will search for details that match your search criteria. Please ensure you have searched for all variations of the Employer Name. An Extended Search should only be requested where a full or partial period of cover was not found.

Simple Search Details		Search Ref:	
Claimant	Miss a a	201501/00068	
N.I. Number	jk099000a	Date of Birth	12/09/1967
Name of employer at the time of the accident/exposure	mcb medical	City/Town	leeds
Employer's nature of business	Clerical		
Employer Reference Number	577/HA44790	Companies House Registration Number	
Accident	tisted ankle left leg	Date of Accident	09/09/2011

Extended Search Request

Enter the name of the company that employed the claimant.

Employer name * ?
 Company Designation *
 Employer Trading status * Ceased Trading / Dissolved / In Liquidation
 Still Trading / Active
 Unknown

Employer's Address:

Postcode
 Address line 1
 Address line 2
 Address line 3
 Address line 4
 City/Town *
 County
 Country

Insurer Information

Enter any additional details about the insurer that you are searching for which may help insurers complete your Extended Search.

Insurer Information entered here.

Other Information

Enter any other additional employer information which may help insurers complete your Extended Search. Please do not enter sensitive information, such as medical details, in these fields.

Other Information entered here.

Key points:

An extended search should only be requested if the dynamic simple search functionality has been fully utilised.

1. **Previous button** – By selecting the 'Previous button', the user will be returned to the policy details screen. **(This will remove an information which you have entered on this screen)**
2. **Cancel button** - By selecting the 'Cancel' button, the user is presented with a series of cancel options.
 - **Cancel** – Cancel Search and return to home page
 - **New** – Start a new search for the same claimant
 - **Clear** – Start a new search – All fields will be cleared
 - **Back** – return to search
3. **Next button** – By selecting the 'Next' button, user will proceed to the Enquiry Confirmation screen.

Enquiry confirmation

Following a successful Extended Search request, this screen will be displayed detailing the enquiry reference number (keep a note of this, as this is your reference to your extended search).

6: Enquiry Confirmation

A3.480 Please review the information below ensuring that it is accurate.

You must also tick the box to state you agree that the information you have supplied is accurate and complete before you can submit your query.

Once submitted we will email you confirmation that your query has been received.

Search Ref 201501/00068
Enquiry Status New

Information about the Enquirer

Title DR
First Name a
Surname a
Organisation
Relationship to Claimant Claimant
Reference
Email a@b.com
Contact phone 000000

Information about the Claimant

Title Miss
First Name a
Surname a
N.I. number jk099000a
Date of birth 12/09/1967
Claim type Accident

Information about the Claim

Accident tisted ankle left leg
Date of Accident 09/09/2011

Information about the Employer

Name medical services
CHRN
Trading Status Unknown
Company designation Limited
Ceased Trading
Post code MK14 6XT
Address line 1 Linford Wood House
Address line 2 6-12 Capital Drive
Address line 3 Linford Wood
Address line 4
City Milton Keynes
County
Country United Kingdom
Employer reference number 577/HA44790
Nature of business Clerical

Additional Information

Insurer information Insurer Information entered here.
Other information Other Information entered here.

I confirm all details are accurate and complete

[Edit Enquiry Information](#)

[Cancel](#)

[Submit](#)

[Print Confirmation](#)

Key points:

1. **Edit enquiry information button** – By selecting the Edit Enquiry Information button, it allows the user to edit enquirer information, some claimant information and the additional

information fields of the Extended Search Request page, before submitting the extended search. Fields which can be amended are:

- **Enquirer details screen** – Relationship to claimant and enquiry reference only
 - **Claimant details screen** – Title, First name, Surname, National Insurance Number and date of birth only.
 - **Extended search screen** – Employer name, Company Designation, Employer Trading status, Exposure period, Address, City/Town, Insurer Information, Other Information
2. **Cancel button** – By selecting the 'Cancel' button, the user is presented with a series of cancel options.
 - **Cancel** – Cancel Search and return to home page
 - **New** – Start a new search for the same claimant
 - **Clear** – Start a new search – **All fields will be cleared**
 - **Back** – return to search
 3. **Confirmation tickbox and Submit button** – By ticking the *"I confirm all details are accurate and complete"* box, this enables the 'Submit' button. After a user successfully submits an extended search request, an email will be received confirming the unique reference relating to the extended search requested and information about response timeframes
 4. **Print confirmation button** – By selecting the 'Print Confirmation' button, it allows the user to print the enquiry confirmation.
 5. **Time Frame** - All Extended search requests are sent to members of ELTO every Friday with a 4 week response target.