

Guide for Solicitors and Instructing Parties

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The screens shown are from an invented example case (Mr John Sample, Example Law LLP). No real patient information appears.

Contents

- | | |
|----------------------------|--|
| 1. About the portal | 7. Large records |
| 2. The release e-mail | 8. Scans and imaging |
| 3. Signing in | 9. ASK — questions about the records |
| 4. Your cases | 10. Sending files to MSS |
| 5. The case screen | 11. Firm administrators |
| 6. Opening and downloading | 12. Security, access period and records kept |
| | 13. Help |

1 About the portal

The MSS Records Portal is where Medical Services Solutions (MSS) gives you secure access to the medical records, imaging and reports for your matters. Nothing is sent as an e-mail attachment: you sign in, open or download what has been released to you, and every view and download is recorded.

What you can do on the portal:

- open and read prepared medical records, page-numbered and searchable
- download them, one at a time or all together
- view scans (X-ray, CT, MRI) in your browser, and download them for your own viewer
- ask questions about the records and get answers with page references
- send files back to MSS
- for a firm administrator: see all the firm's cases and give colleagues access

The portal address is <https://portal.mssrecords.co.uk>. It works in Microsoft Edge and Google Chrome; other browsers work, with small differences noted below.

2 The release e-mail

When MSS releases records to you, you receive an e-mail from codes@mssrecords.co.uk. Its subject starts with your own reference, then ours (for example "Your ref RW/AST1203 / our ref 314913").

The e-mail lists what has been released, numbered, and carries an **OPEN YOUR RECORDS** button. The button takes you to the sign-in for that case. On its own it opens nothing: you still need the client's date of

birth and a code (next section).

The e-mail never contains the records themselves, and never shows your e-mail address. If you were not expecting it, do not use it: contact MSS.

3 Signing in

Signing in takes three things: the link, the client's date of birth, and a 6-digit code e-mailed to you. Anyone who sees the e-mail but does not know the date of birth cannot get in.

1. Press **OPEN YOUR RECORDS** in the release e-mail.
2. Enter the **client's date of birth** as six digits, day-month-year: 14 March 1985 = **140385**.
3. A 6-digit **code** is e-mailed to the same address. Type it in.
4. The case opens.

SIGN IN

Case 900001 Mr John Sample — released to jane.smith@examplelaw.co.uk.

EMAIL ADDRESS

OUR CASE REFERENCE (from the e-mail; a firm administrator may leave it blank)

DATE OF BIRTH (six digits, ddmmyy -- the client's; a firm administrator enters their own)

SEND CODE

Step 2: the date of birth (ddmmyy)

ENTER YOUR CODE

If records have been released to jane.smith@examplelaw.co.uk and the details match, a 6-digit code has been sent. It is valid for 30 minutes.

CODE

SIGN IN [start again](#)

Step 3: the code from your e-mail

No link to hand? Go to <https://portal.mssrecords.co.uk> and enter the e-mail address the release was sent to, our case reference, and the client's date of birth.

Firm administrators enter their **own** date of birth, as recorded by MSS when they were named administrator, not a client's.

Wrong dates: after 5 wrong dates of birth within 30 minutes, that e-mail address is locked for 30 minutes. Every wrong attempt is recorded. If you are locked out and need access sooner, contact MSS.

4 Your cases

If more than one case has been released to you, you land on **YOUR CASES**: one line per case with our reference, the client's name and your reference. Click a case to open it.

YOUR CASES is always in the header, beside your e-mail address and **sign out**, and at the top of every case screen with the number of cases you hold. Use it to move between cases without signing in again.

Each case shows your reference under its heading ("YOUR REFERENCE: ...") when MSS holds one.

5 The case screen

Each case is laid out the same way: MSS's own documents at the top, then nine numbered sections. A section with nothing in it says so; sections marked *coming shortly* are not in use yet.

YOUR CASES 1 case released to you

CASE 900001 MR JOHN SAMPLE YOUR REFERENCE: JS/12345

Tick what you want, then **DOWNLOAD TICKED**: choose a folder once and every ticked file is saved into it, each as its own file (Edge and Chrome; other browsers save them one after another and may ask once to allow several downloads). Items you have not downloaded yet start ticked.

TICK ALL **UNTICK ALL** **DOWNLOAD TICKED**

MSS DOCUMENTS 1

DOCUMENT	SIZE	ACCESS	
☒ Imaging Summary - Mr John Sample (up to 10.03.2025)	1 pages	available until 25/04/2027	OPEN DOWNLOAD PDF

The top of a case: your reference, **DOWNLOAD TICKED** and MSS Documents

Section	What it holds
MSS Documents	The Case Brief, the Imaging Summary and other documents MSS has written about the case
1 · Forms of Authority	Coming shortly
2 · Record Reviews	Coming shortly
3 · Original Medical Records	The first set of records from each provider (GP, hospital, physiotherapy and so on), prepared by MSS
4 · Updated Medical Records	Later records from a provider already held, filed separately so you can see what is new
5 · Scans and Other Files	Scans (X-ray, CT, MRI), photographs and any file that is not a PDF
6 · Medical Reports	Expert reports released to you
7 · Addenda	Addenda and replies to questions
8 · Invoices	Coming shortly
9 · Statement of Account	Coming shortly

Each item shows its name, its size or number of pages, the date it is **available until**, and when you last downloaded it.

6 Opening and downloading

Every record has **OPEN** and **DOWNLOAD PDF** side by side.

- **OPEN** shows the record in a panel over the list. Scroll, search and read it there; **CLOSE** brings the list back.
- **DOWNLOAD PDF** saves that one record to your Downloads folder, like any download.

3 • ORIGINAL MEDICAL RECORDS (2)			
	DOCUMENT	SIZE	ACCESS
☒	Example General Hospital - Hospital Records - Mr John Sample (up to 20.03.2025)	2 pages	available until 25/04/2027
☒	Westfield Surgery - GP Records - Mr John Sample (up to 15.08.2025)	6 pages	available until 25/04/2027

Each record has a tick box, **OPEN** and **DOWNLOAD PDF**

× **CLOSE**
Westfield Surgery - GP Records - Mr John Sample (up to 15.08.2025)

Case 900001 — Westfield Surgery - GP Records - Mr John Sample (up to 15.08.2025)
◀
Page 1 of 6
▶
−
+
OPEN AS PDF
DOWNLOAD PDF

1

Westfield Surgery - consultation 12/03/2025

Patient: Mr John SAMPLE DOB 01/01/1980
Seen by Dr A Example.
History: fell from a ladder at home 10/03/2025, landed on right wrist. Pain and swelling since.
Examination: tender distal radius, reduced grip.
Plan: X-ray right wrist requested. Paracetamol. Review 1 week.

A record opened with **OPEN**: page controls, **OPEN AS PDF**, **DOWNLOAD PDF** and **CLOSE**

Several at once — DOWNLOAD TICKED. Every item has a tick box; items you have not downloaded yet start ticked. **TICK ALL** and **UNTICK ALL** sit beside the button.

1. Tick what you want and press **DOWNLOAD TICKED**.
2. Edge or Chrome asks for a folder. Open **Downloads**, click **New folder**, name it (for example the case reference), open it and press **Select Folder**.
3. Allow the browser to save to that folder if it asks.
4. Every ticked file is saved into the folder under its own name. The portal says how many were saved and names any that failed.

Do not pick Downloads, Desktop or Documents itself: the browser refuses those ("contains system files"). A new folder inside them is fine.

Other browsers (Firefox, Safari) save the files one after another instead. If only the first arrives, allow the site to download multiple files and press the button again.

After a download, each item shows **downloaded** with the date and time.

7 Large records

Very large record sets are made smaller for the portal so they download in reasonable time and fit within e-mail and system size limits. The original stays with MSS, unchanged.

- **Over 200 MB:** a lighter copy is released. Pictures inside the record (scanned pages, photographs) are stored in greyscale at a lower resolution; every page, the page numbers and the searchable text are kept.
- **Still over 250 MB:** the lighter copy is split into **volumes** of no more than 250 MB each, named "... – Volume 1 of 3 (pages 1–901)" and so on. Each volume keeps the page numbers of the whole set, so a page reference is the same whichever volume you open.

If you need the full-resolution original of a page or a set, contact MSS.

8 Scans and imaging

When scans are released you get two things: the **Imaging Summary** in MSS Documents, and the scans themselves in section 5.

The **Imaging Summary** is a PDF MSS makes from the scans: a cover listing every scan by provider, then for each provider its radiology report(s) and full-page images (every view of an X-ray; one image per series of a CT or MRI). Read it like any other record.

The scans (section 5) have three ways in:

5 • SCANS AND OTHER FILES ①

VIEW shows a scan here in the browser. Scans also download as a .zip that opens in any DICOM viewer; other files open in their own program. Every view and download is recorded.

FILE	SIZE	
☒  Scans - X-ray Right Wrist - Example General Hospital - Mr John Sample (10.03.2025).zip	1.0 MB	VIEW QUICK VIEW DOWNLOAD

Scans in section 5: VIEW, QUICK VIEW and DOWNLOAD

Button	What it does	Best for
VIEW	Opens the full scan viewer in a new tab: scroll through slices, adjust contrast, zoom, measure, view in other planes	Looking at the scans properly
QUICK VIEW	A simple page of the images	Slow connections, a quick look
DOWNLOAD	Saves the scans to your computer	Your own viewer, or passing to an expert

Two downloads are offered: **Scans with viewer** (a zip that opens in its own viewer on a Windows PC, no software needed) and **Dicom Files for Import** (the raw scan files, for importing into a hospital or radiology system).

9 ASK — questions about the records

ASK answers questions about the records released to you on that case, and says which pages the answer comes from.

1. Type a question in the **ASK** box on the case screen, for example "When was the first GP visit after the accident?" or "Is there any previous back pain?".
2. The answer appears with page references, such as [GP Records p.14]. Click a reference to open that page.
3. Ask follow-up questions; ASK remembers the last few exchanges. There is a daily number of questions per person; the box shows how many are left today.

ASK THE RECORDS

Answers come only from the records released to you for this case. Each page reference is a link: click it to go to that page above. Always check the cited pages — this is a finding aid, not an interpretation.

When was the first GP visit after the accident?

The first GP visit after the accident was on 12 March 2025, two days after the fall from a ladder on 10 March 2025 [Westfield Surgery - GP Records - Mr John Sample (up to 15.08.2025) p.1]. The hospital X-ray showed an undisplaced fracture of the distal radius [Example General Hospital - Hospital Records - Mr John Sample (up to 20.03.2025) p.1].

29 question(s) left today

ASK THE RECORDS sits under an opened record; each page reference is a link

ASK reads only the records released to you on that case: nothing else, and nothing from the internet. It can miss things or be wrong, so check the pages it cites before relying on an answer.

Your question's wording is not kept; the portal records only that a question was asked.

10 Sending files to MSS

You can send files to MSS through the portal instead of by e-mail: further records, photographs, letters, or a whole folder (for example injury photographs sorted by date).

1. On the case screen, find the **Send files to MSS** box.
2. Choose files or a whole folder (or drag them onto the box), then press **SEND TO MSS**.
3. Every file is virus-checked on arrival. Programs and files with macros are refused.
4. MSS is told straight away, checks each file and then adds it to the case as received from you.

SEND FILES TO MSS

Send records or documents for this case to MSS: PDF, Word, images, e-mails, spreadsheets, or a zip (for example a scan CD), photos and phone videos. Whole folders can be sent: every sub-folder and file name is kept exactly as you have them. Up to 2 GB a file. Every file is checked for viruses and macros, and MSS reviews it before it is added to the case.

Drag files or folders here, or

The Send files to MSS box at the foot of each case

The limit is 2 GB per file. Folders keep their structure exactly as you sent them.

11 Firm administrators

A firm administrator sees every case of the firm that has something released on the portal, and decides which colleagues can see which case. MSS names the administrator(s) for each firm.

Employees see only the cases MSS released to them, plus any case an administrator gives them.

As administrator, on **YOUR CASES**:

- **WHO HOLDS WHAT** shows, for each case, which of your colleagues can see it.
- **ASSIGN** gives a colleague access to a case. They must have an address at the firm's own e-mail domain, or one MSS has approved. They are e-mailed to say the case is theirs.
- **WITHDRAW** takes that access away again.

Every assignment, withdrawal and administrator sign-in is recorded in the firm's log and on the case. A case with nothing released never appears, even to an administrator.

12 Security, access period and records kept

The records are confidential medical information released for your matter only.

- **Who can get in:** only the person the release was sent to, and colleagues their firm administrator assigns. Signing in always needs the client's date of birth and a fresh code sent to that person's e-mail.
- **How long:** each release shows **available until** with its date. After that it is no longer on the portal; ask MSS if you need it again.
- **What is recorded:** every sign-in, every record opened or downloaded, every scan viewed, every question asked (not its wording), and every file sent in.
- **Withdrawal:** MSS can withdraw a release at any time, for example if it was sent to the wrong person.

Please download only what you need, keep downloaded records secure, and do not forward the release e-mail: a colleague who needs access should be assigned by your administrator, or asked for from MSS.

13 Help

Problem	What to do
No code arrives	Check your junk folder for an e-mail from codes@mssrecords.co.uk, then ask for a new code
"Date of birth not recognised"	Enter it as six digits, day-month-year (140385). Firm administrators use their own
Locked out	Wait 30 minutes, or contact MSS
DOWNLOAD TICKED says "contains system files"	Make a new folder inside Downloads and choose that (see Opening and downloading)
Only one file downloaded	Allow the site to download multiple files, then try again
A scan will not open in VIEW	Try QUICK VIEW, or download "Scans with viewer"
A colleague needs access	Your firm administrator can assign the case, or contact MSS
Something released that should not have been	Do not open it further; contact MSS straight away

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Please quote our case reference when you contact us.