

# INTEIRV

## INSTRUCTING PARTY PORTAL INITIAL SET UP GUIDE

Version 1

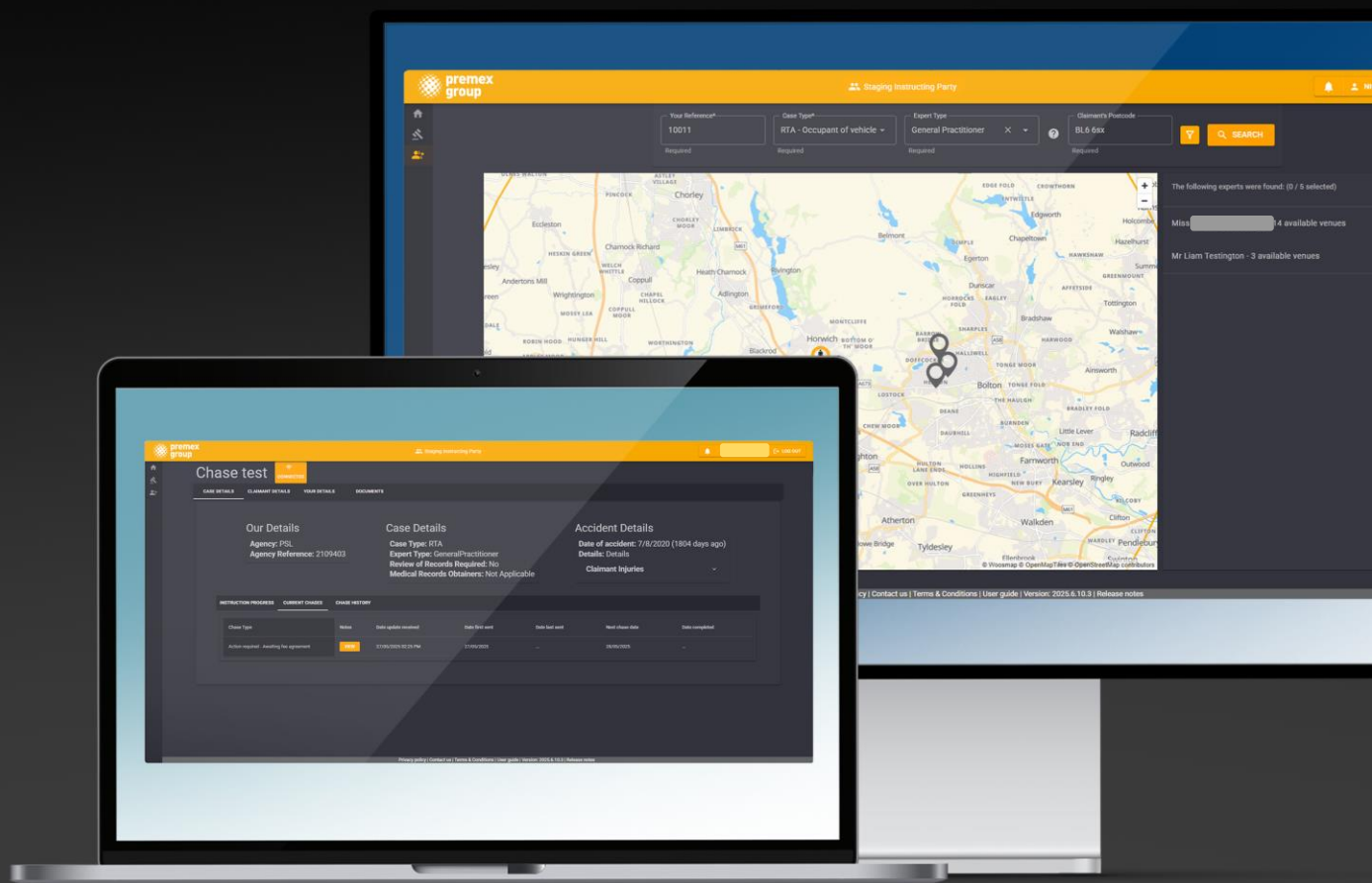


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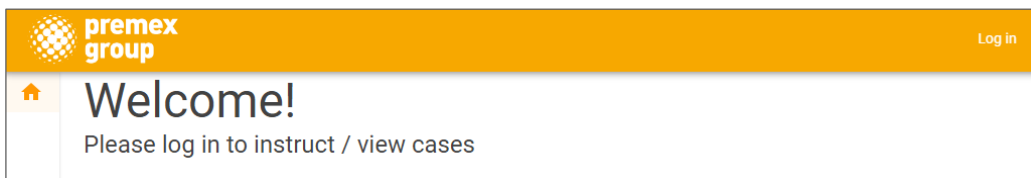
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## Initial Inteira Set Up

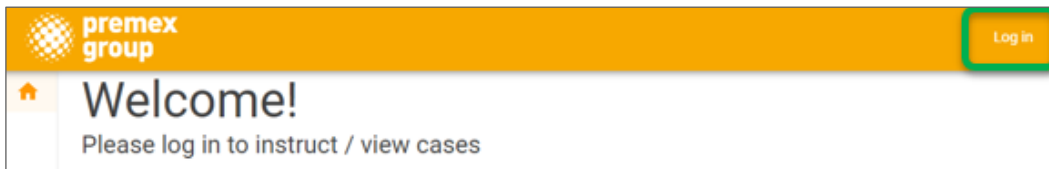
When you log onto Inteira for the first time, you will need to set up a password. To do so, please follow the steps below.

Please note that the verification process needs to be completed twice, the first verification is to verify the email address, the second is to reset your password. All steps 1-12 will need to be followed to set up your account for the first time.

1. Log on to the portal via the URL <https://inteira.premex.com>
2. You will be presented with the following landing page

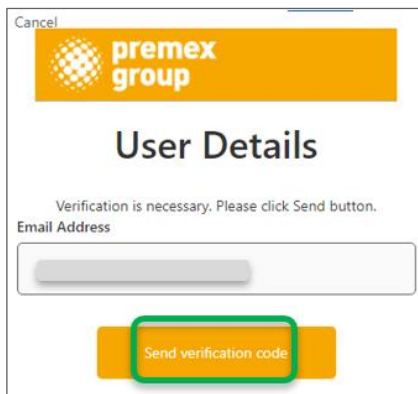


3. Select 'Log in'



4. Enter your email address and select 'Forgot your password'

5. Enter your email address and select 'Send verification code'



Cancel

**premex group**

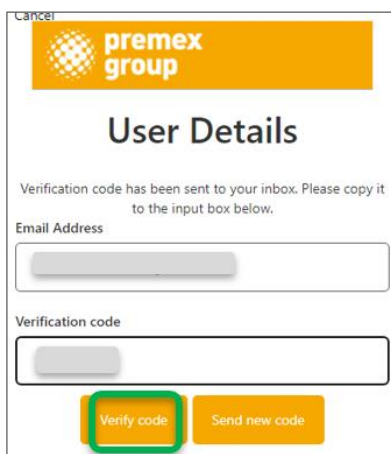
## User Details

Verification is necessary. Please click Send button.

Email Address

Send verification code

6. Enter the verification sent to you by email and select 'Verify code'



Cancel

**premex group**

## User Details

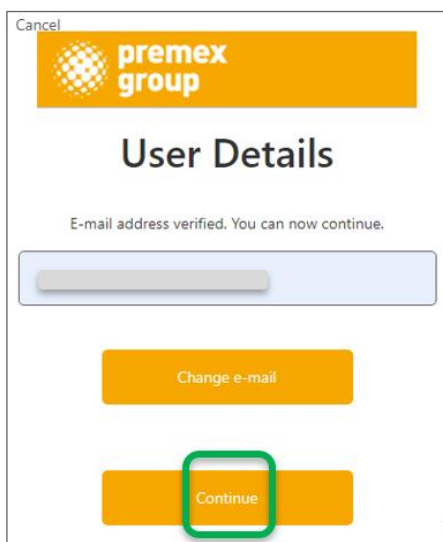
Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

Verify code Send new code

7. Select 'Continue'



Cancel

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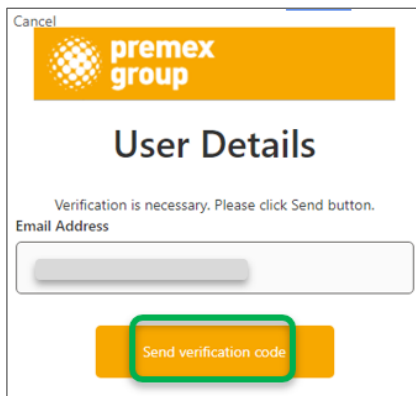
## User Details

E-mail address verified. You can now continue.

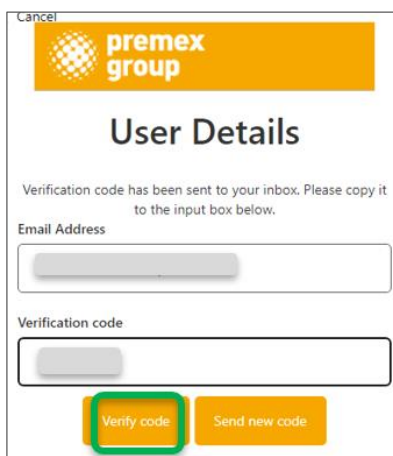
Change e-mail

Continue

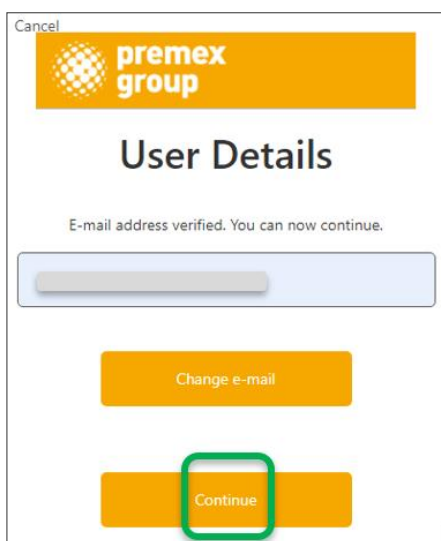
8. You will be required to complete the verification process again. Enter your email address and select 'Send verification code'



9. Enter the verification sent to you by email and select 'Verify code'




10. Select 'Continue'



11. Enter your new password into the below fields and then select 'continue'

Cancel


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## User Details

New Password

Confirm New Password

Continue

12. Your credentials have now been successfully created on Inteira. You will be taken straight to the Case List and you can now start sending instructions.

Case list							
CONNECTED							TRANSFER CASES
							Only show my cases
My Reference	Agency	Agency Reference	Claimant Name	Expert Type	Request Type	Status	
Filter value	Filter value	Filter value	Filter value	Filter value	Filter value	Filter value	
123	PSL	N/A	Not specified	Consultant Orthopaedic Surgeon	Nomination	Expert CVs Received	VIEW
123	PSL	N/A	Not specified	Consultant Orthopaedic Surgeon	Nomination	Expert CVs Received	VIEW
123 Test	PSL	N/A	Not specified	Plastic Surgeons	Nomination	Expert CVs Received	VIEW
17.11.25.01	Rehab	CS0232862	Mr N Test	N/A	Rehab	Case Created	VIEW
17.11.25.02	PSL	3113474	Mr N Test	General Practitioner	Instruction	Case Created	VIEW
17.11.25.01	PSL	3113473	Mr N Test	General Practitioner	Instruction	Case Created	VIEW
12	PSL	N/A	Not specified	Not specified	Instruction	Saved, not Submitted	LOAD

For full details on how to use Inteira, please see the full user guide. The user guide can be found on the bottom ribbon on the home page of Inteira.

Step by step demos can also be found here: -

[Getting to know Inteira - Video Demos](#)

If you have any questions, please contact your account manager or email [inteira@premix.com](mailto:inteira@premix.com).

## FAQ

### Q1. The webpage is not loading.

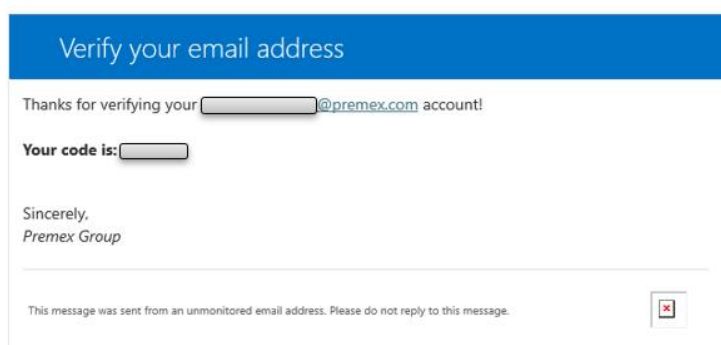
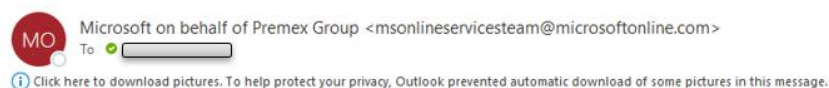
A1. The likely cause is the website is blocked. Please try the following: -

- Use a different browser (Edge and/or Chrome).
- Clear browser Cache.
- Contact your IT department to ensure the webpage and pop-ups are not blocked.

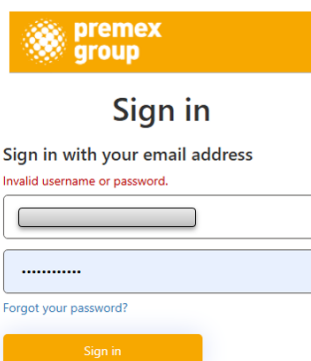
### Q2. I have not received the verification email.

A2. Please contact your IT department to ensure the email is not being blocked. They may require a copy of the screenshot below which confirms the domain.

#### Premex Group account email verification code



### Q3. I have received an error message “Invalid username or password”.



A3. Please ensure that the email address is spelt correctly and all steps 1-12 under [Initial Inteira Step Up](#) have been completed. You will be unable to log in for the first time until the password has been set. Please note that the verification process has to be completed twice.

**Q4. Unexpected browser/portal behaviour such as loading errors, dropdowns not appearing.**

**A4.** Please clear your cache and try a different browser (Edge and/or Chrome).

If you have any issues logging on after following all steps in this guide, please contact [inteira@premex.com](mailto:inteira@premex.com) detailing: -

- Actions taken before the issue occurs.
- Details of any error messages.
- Screenshot of the full screen.



Version number	Date	Update
1.0	21/11/2025	Version 1