

User Manual



eCASE ADR v3.0.0 User Manual

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1.1 Overview

eCASE Alternative Dispute Resolution (ADR) is an eCASE Application that assists ADR Case Managers with reaching an agreement between involved parties. This manual provides an overview of the Case Folder where work is performed, an example workflow including the major work phases (Information Gathering, Mediation, and ADR Closure), and the application configuration.

(!!) Note: The eCASE ADR User Manual uses an out of the box configuration, and may not represent the end users experience due to the configurability of the application.

1.2 Scope

This manual provides instructions for using ADR, including the following procedures:

- *Getting Started*: Using the ADR Dashboard, creating a new ADR case folder, the ADR Intake Folder sections, and Contact Management.
- ADR Intake Folder Interface: The ADR case folder tabs, and their respective interfaces/actions.
- Workflow Example: How the ADR Ad Hoc workflow progresses through the three workflow sections using the Next Action drop-down list.
- *eCASE ADR Configuration*: The ADR Configuration folder and how to complete the ADR Application to match your organizations specific workflow.

1.3 Accessing the Application

Access eCASE ADR from your preferred web browser. A link to the application is included in the email you received when your account was first created. You can also ask for assistance in accessing eCASE ADR from your system administrator.

1.3.1 Sign In

When you access the application link, the Sign In screen appears as shown below:

©CASE [®]	1
Username:	
Password:	
B	
	Г
Sign In	

Enter your (A) Username and (B) Password, then click (C) Sign In to access the application.

1.3.2 Sign Out

To sign out of the application, select the (A) User Drop-Down Menu then click (B) Sign Out:



1.4 Using eCASE

The following table describes the basic eCASE user interface, and the terminology is helpful for understanding the steps and directions in this document.

Term	Example
Home Screen: The interface displayed when you first log in. In the center Dashboard you'll find information relevant to your role, office or set preferences.	CASE: Section: Image: Section: </th
Launch Pad: Where you create cases, search, and access Administration. Access the Launch Pad from the left side of the ADR UI.	 CASE ALTERNATIVE DISPUTE RESOLUTION Main Menu M Inbox Contacts Reports Mass Mailing
Tabs: Tabs are located above the workspace within a case folder. Access different information on these folder tabs. See the ADR Intake Folder Interface section for more information.	Home / ADR Intake 2021047 [Open] Save Discussions Reports & Spelling & Back Intake Case At-a-Glance Involved Party Information Event Log Documents Notes Portal Messages Portal Forms

Term	Example					
<i>Top Menu Bar:</i> The <i>Top Menu Bar</i> is located above the tabs within a Case folder. You can perform actions on the Case folder from the <i>Top</i> <i>Menu Bar</i> .	Home / ADR Intake 2021047 [Open] Bave Logs • Q Discussions Image: Reports • Of Spelling Back Intake Case At-a-Glance Involved Party Information Event Log Documents Notes Portal Messages Portal Forms					
<i>Case Folder ID</i> : The Case Folder ID is the identifying number for each Case folder. The ID is located above the Top Menu Bar in a Case folder.	Home / ADR Intake 2021047 [Open]					
App Logo: Your application logo	CASE ALTERNATIVE DISPUTE RESOLUTION					
appears in the top-left corner of the screen. Click this at any time to return to the Home Screen	Main Menu MY O Inbox Statu					

Term	Example
Bread Crumbs: When in a case folder accessed via Folder Search Results, you can click on the breadcrumbs above the Top Menu Bar to return to the search results or the home screen. If you open a Case folder via the inbox, click the corresponding breadcrumb to return to the inbox.	Imme / Search Case / Case Search Result ADR Intake 2021329 [Open] Image: Save Permission: Digs: Digs: Discussion: Image: Discussion: Image: Discussion: Image: Discussion: Discussion: Discussion: Discussion: Search Case Act-ar-Glance Image: Discussion: Discussion: Search Case Act-ar-Glance Intake Case Summaries Case Act-ar-Glance Involved Party Information Settlement Terms Event Log Documents Note

This section includes procedures for creating and saving new ADR cases, as well as detailed descriptions of the various elements in the ADR Case Folder interface.

2.1 ADR Dashboard

After logging into eCASE ADR, the landing page is the *eCASE Home Screen*. The Home Screen contains widgets and inboxes relevant to the logged in user's role and group. In the example below, the *My Open Cases*, *Resolve Open Cases*, and *Unassigned Cases* inboxes are highlighted:

CAS BEOC Suite			te: ADR 300 **					Cases + Word Search + Q 🛓 -			. ?.			
B	Main Menu		MY OPEN CASES											E
	Inbox		Status Con	nplainant	Case C	Has Linked Cases		Settlement Official		Geographic Office		Neutral	Next Action	-
B	Contacts							No records to display.						
	Reports													_
\geq	Mass Mailing		RESOLVE OPEN CAS	ES										
Ŧ	Settings		Status	Complainant	Case No	Has Linked Cases	Settlement Official	Geographic Office	Neutral	Current Phase	Case Manager	Next Action		
			Overdue by 159 days	Chaz Holloway	2023002	No		Atlanta District Office		Information Gathering	Dispute Manager	Send email to custor	ner with scheduled intake	date
	A		In Process	Michael Yang	2023003	No		Philadelphia District Office	Michael Yang	Mediation	Amy Sui	Add Schedule Mediat	tion Date	
	-		Overdue by 151 days	Michael Yang	2023004	No		Philadelphia District Office		Information Gathering	Amy Sui	Send email to custon	ner requesting availability	
			Overdue by 330 days	Bruce Buffer	EEO 2023-COMP-00006-1	No		Savannah Local Office		Information Gathering	Complaint Manager	Send email to custon	ner requesting availability	
			Overdue by 330 days	Bruce Buffer	EEO 2023-COMP-00005-2	No		Savannah Local Office		Information Gathering	Amy Sui	Send email to custon	ner requesting availability	
			H 1 2 3	4 5 6 7 8	9 10 🕨 H								57 items in 1	2 pages
			UNASSIGNED CASE	s										
			Status	Complainant		Case No			Off	ice		Created 0	Date	
			Open	Georgia Goodwin		EEO IC-2023-00	026-1		OP	(HQ - Opexus HQ		07/24/20	23	
			Open	Max Goodwin		EEO IC-2023-00	029-1		OP	(HQ - Opexus HQ		07/26/20	23	
			⊖pen	max GOODWIN		EEO 2025-COM			OP.	k ng - Operus ng		10/24/20		

The annotations in the image above are described in the table below:

Ref	Inbox	Description
A	Launch Pad	Where you create cases, search, and access Administration. Access the <i>Launch Pad</i> from the left side of any eCASE page.
В	Logo	Your application logo (eCASE in this example) appears in the top- left corner of the screen. Click this at any time to return to the <i>Home Screen</i>

Ref	Inbox	Description
С	Inbox	Case Folders currently in the workflow process appear in the <i>Inbox</i> . You can also access the <i>Inbox</i> by clicking Inbox from the <i>Launch Pad</i> .
D	Quick Search Bar	You can configure and execute quick searches using this widget, from any page in the application.
E	User Name Drop-down and Help	Here you can access the <i>Help Menu</i> and the <i>User Name</i> drop-down list.

2.2 Create New ADR Intake Case Folder

The New ADR Intake Form captures information about the complainant and allows you to assign a Case Manager to handle the complaint. Follow the steps below to create a new ADR Intake Folder:

1. Using the Launch Pad, select Main Menu > New > ADR Intake.



2. The page refreshes to display a blank New ADR Intake form.

New ADR Intake								
Complainant and Phase Information								
Complainant: *	٩	Organizational Office: *						
District: *	~	Geographic Office: *	~					
Grade:	~	Steps:	~					
Cell Phone Number:		Hours of Work:						
Position:	~							
Primary Address								

- 3. Click the **Complainant** lookup. The *Search for Contact* pop up window appears. The Complainant can be a party (individual) or a group. Party and Group Complainants are further explained in the Party and Group Complainants subsection.
 - a. Enter the complainant contact information into the search fields and click **Search**.



b. The system returns search results matching the criteria. Click the desired **Complainant** from the search results and click **Select**.

+ New - 🕑 Actions - 🖉 Copy Contact to individua	al 🗸 🖉 Copy Contact to organization 🗸 🗸 Select	> View Cases • View Data Changes • Back	Close		
Full Name	Primary Address	Secondary Address	Created Date	Created By	Contact Type
Randall Hamm	123 Main Street, Gaithersburg MD 20879		04/20/2021	John Gatewood	Party
ATTORNEY FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Party
PERSONAL REPRESENTATIVE FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Party
UNION REPRESENTATIVE FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Party

(!) Note: You also have the option to create a new contact from the Lookup screen. See the Contact Management section for steps to create a new contact.

4. The contact's details populate on the form using information from their profile. The more information in their profile, the more detail will be added to this form.

(!!) Note: Group and Party complaints have slightly different fields available. The example below is a Party complaint.

New ADR Intake			
Complainant and Phase Information			
Is this a Coaching Case? Yes] No		
Complainant: *	Randall Hamm X	Organizational Office: *	
District: *	Atlanta District 🗸	Geographic Office: *	Atlanta District Office 🗸
Grade:	09 ~	Steps:	05 🗸
Cell Phone Number:	(555) 987-7654	Hours of Work:	40
Position:	Attorney (not Trial)		
Primary Address			
Address Line 1:	123 Main Street	Address Line 2:	
City:	Gaithersburg	State/Province:	Maryland
Country:	United States 🗸	ZIP:	20879
Phone Number:	(555) 987-7654	Fax Number:	

- 5. If a *Party* is selected as the complainant, the *Is this a Coaching Case*? field appears to determine if this is a Coaching case. Select **Yes** or **No**.
- (!!) Note: Coaching Cases enter a simplified coaching workflow.
- 6. You are required to enter the complainant's *District*, *Organizational Office*, and *Geographic Office*. If this information was not imported from the contact's profile, use the drop-downs to select these now.

(!!) Note: The selection in the District drop-down list features determines the set of values available in the Geographic Office drop-down list.

7. Scroll down to the *Date Information* section and use the **date picker** to select the *Date of Initial Contact*.

Date Information								
Date of Initial Contact: *	mn	n/dd/	уууу			\triangleright		
Scheduled Intake Date:	Apri	1 2021	÷			\uparrow	\downarrow	
	Su	Мо	Tu	We	Th	Fr	Sa	
Staff Assigned	28	29	30	31	1	2	3	
Care Manager 1	4	5	6	7	8	9	10	
Case Manager.	11	12	13	14	15	16	17	
1	18	19	20	21	22	23	24	
Issues	25	26	27	28	29	30	1	
leenee.	2	3	4	5	6	7	8	
						То	day	

8. Use the date picker to select the Referral Date.

(!!) Note: The Referral Date cannot be before the Date of Initial Contact.

- 9. Select the Case Manager from the drop-down list.
- 10. Click **Save**. The workspace refreshes to display the newly created ADR Intake case folder. See Section 3 for information about the ADR Intake Case Folder interface.



2.3 ADR Intake Form Details

The ADR Intake Form features additional fields to capture information beyond what is required to create the case folder. These sections are separated into the following subsections:

- Complainant and Phase Information
- Addresses
- Date Information
- Staff Assigned
- Issues

2.3.1 Complainant and Phase Information

The *Complainant and Phase Information* section is used to capture information about the complainant (Contact), office, and position.

(!!) Note: Selecting a complainant may autocomplete fields with information if that information was previously associated with the Contact entry.

New ADR Intake					
Complainant and Phase Information					
Complainant: *	Q	Organizational Office: *		~	
District: *	~	Geographic Office: *	~		
Grade:	~	Steps:	~		
Cell Phone Number:		Hours of Work:			
Position:	~				

The fields in this section of the form are described in the following table.

Field	Description
Complainant	The system contact named as the complainant in this dispute. This can be a party (individual) or a group. Use the <i>Lookup</i> field to open the <i>Search for</i> <i>Contact</i> pop up window and select a system contact as the complainant. You also have the option to create a new contact from the <i>Search for</i> <i>Contact</i> pop up window. See the Contact Management section for steps to create a new contact.
Organizational Office	The chief executive office with which the complainant is associated with. Use the drop-down list to select the office of the complainant.
District	The district that the complaint is associated with. Use the drop-down list to select the district of the complainant. This selection determines the selections available in <i>Geographic Office</i> drop-down list.
Geographic Office	The geographic office associated with the dispute resolution case folder. The selections available in this drop-down list are determined by the selection in the <i>District</i> drop-down list, and as such this cannot be selected until after a District has been selected.
Grade	The Grade associated with the complainant.
Steps	The Steps that correspond to the Grade of the complainant. This cannot be selected until a Grade has been selected.
Cell Phone Number	The cell phone number associated with the complainant.
Hours of Work	Enter the number of hours worked by the complainant on the dispute resolution.

Field	Description
Position	Use this drop-down list to select the position of the complainant.

2.3.2 Date Information & Staff Assigned

This section of the intake form includes fields to capture important dates for this dispute, as well as the Case Manager assigned to the dispute resolution.

Date Information				
Date of Initial Contact: *	mm/dd/yyyy	Referral Date: *	mm/dd/yyyy	
Scheduled Intake Date:	mm/dd/yyyy	Scheduled Discussion Date:	mm/dd/yyyy	
Staff Assigned				
Case Manager: *	~			

The fields in this section of the form are described in the following table.

Field	Description
Date of Initial Contact	The date that contact was first made in regards to the dispute resolution. Click the field to expand the date picker and select the initial contact date.
Referral Date	The date the referral was submitted. Click the field to expand the date picker and select the date the referral was received.
Scheduled Intake Date	The date the intake was scheduled. Click the field to expand the date picker and select the date the intake was scheduled.
Scheduled Discussion Date	The date the dispute resolution was scheduled to be discussed. Click the field to expand the date picker and select the date of the scheduled discussion.

Field	Description
Case Manager	The Case Manager assigned to the dispute resolution case folder. Use this drop-down list to select the Case Manager assigned to this dispute resolution case folder.

2.3.3 Issues

The *Issues* section of the Intake form includes fields to capture information surrounding the issue entering dispute resolution.

Issues				
Issues:				٩
			Bases	
Employment Discrimination	Race National Origin Genetic Information	Color Age	Sex Religion	EEO Activity Reprisal Disability
Reasonable Accommodations	Harassment			
Previous ADR Attempts?	O Yes O No			
EEO Complaint?	O Yes O No			
Reasonable Accommodation Request:	O Yes O No			
Negotiated Grievance?	🔿 Yes 🔿 No			
Harassment Complaint?	🔿 Yes 🔿 No			
Administrative Grievance?	🔿 Yes 🔿 No			
MSPB Case?	🔿 Yes 🔿 No			
Unfair Labor Practice Charge?	🔿 Yes 🔿 No			
Arbitration Case?	🔿 Yes 🔿 No			
Lawsuit?	🔿 Yes 🔿 No			
Referred From:		~		
Status:		~		

Field	Description			
lssues	The Issues that being settled via dispute resolution. Click the (A) loc field to select the (B) Issues relevant to the dispute resolution case, click (C) OK to add these to the <i>Issues</i> field:			
	Respondent	_	Add Respondent Select Item - Google Chrome - X	
	Issues	1	A Not secure 192.168.5.58/eCase/Scripts/UIPicker_Container.htm?v4	
	Issues:		Select Item	
	Employment Discrimination	Rac Nati	Filler By Name Q Appointment Description al	
	Reasonable Accommodations	Har	Assignment of Duties	
	Previous ADR Attempts?	⊖ Ye	Corper Ladder Compressed Work Schedule (CWS) Compressed Work Schedule (CWS)	
	EEO Complaint?	⊖ Ye	Constructive Retirement Demotion	
	Reasonable Accommodation Request:	O Ye	3 of 48 items selected.	
	Negotiated Grievance?	O Ye	Cancel	
	Harassment Complaint?	⊖ Ye		
Employment Discrimination	The potential b Employment D to the right. Sel	asis I scr i lect	of employment discrimination. Click the imination checkbox to enable the <i>Bases</i> checkboxes Bases that are relevant to the dispute resolution.	
Reasonable Accommodations	Select this checkbox to indicate that the dispute resolution is in regards to a Reasonable Accommodations request.			
Harassment	Select this check selected, addition was <i>Sexual</i> , <i>Nor</i>	ckbo iona 1-Sex	ox if this is a harassment-related complaint. If I checkboxes appear to determine if the harassment <i>xual</i> or both: Sexual Sexual Non-Sexual	

Field	Description
Previous ADR Attempts?	Use the Yes/No Radio buttons to indicate if there have been previous dispute resolution attempts. If (A) Yes is selected, fields appear to capture the (B) Date of the previous ADR, as well as any (C) Comments:
EEO Complaint?	Use the Yes/No Radio Buttons to indicate if the dispute resolution is in regards to an EEO Complaint. Selecting Yes prompts the tab to refresh and display additional <i>EEO Complaint Details</i> fields.
EEO Complaint Details	If this is designated as an EEO Complaint, use these fields to capture the complaint details. There are fields to capture the (A) <i>EEO Case Number</i> , (B) <i>Notice of Right to File</i> date, and if this is a (C) <i>Formal</i> complaint:
	EEO Complaint Details
	EEO Case Number:
	Notice of Right to File: mm/dd/yyyy
	Formal? O Yes O No
	If Yes is selected for <i>Formal</i> ? additional fields appear to capture the <i>Formal Complaint</i> details.

Field	Description					
Formal Complaint	If this is designat the complaint de Complaint Filed d Hearing Requester	ed as a Formal complain tails. There are fields to ate, (B) ROI Issued date, d or (D) FAD Requested.	nt, use these fi o capture the (<i>1</i> , and whether t	elds to capture A) <i>Formal</i> :here was a (C)		
	Formal?	💽 Yes 🔿 No				
	Formal Complaint Filed:	mm/dd/yyyy	ROI Issued:	mm/dd/yyyy		
	Hearing Requested:	O Yes O No				
	FAD Requested: O Yes O No					
	If selecting Yes for appear to captur	or Hearing Requested or e these details	FAD Requested	l, additional fields		
Hearing Requested	Select Yes if the appear to captur there is a (B) <i>Hea</i>	complainant has reques e the (A) Hearing Reques pring Scheduled:	sted a hearing. st Date, and yo	If selected, fields u can indicate if		
	Hearing Requested:	Yes O No Hearing Re	equested Date: A mm/dd/yyyy			
	Hearing Scheduled?) Yes O No				
	If selecting Yes u capture the <i>Hear</i>	Inder Hearing Scheduled ing Scheduled Date:	? An additional	l field appears to		
	Hearing Scheduled?	Yes O No Hearing Sc	cheduled Date: mm/dd/yyyy			

Field	Description				
FAD Requested	Select Yes if the appear to captu there is a FAD I	e complainant has re ure the (A) FAD Requ ssued:	equested a F <i>I</i> ested Date, a	AD. If selected, nd you can indi	fields cate if
	FAD Requested:	💽 Yes 🔿 No	FAD Requested Date:	mm/dd/yyyy	
	FAD Issued:	O Yes O No			
	If selecting Yes the <i>Hearing Sch</i>	under FAD Issued? A eduled Date:	n additional	field appears to	o capture
	FAD Issued:	💽 Yes 🔿 No	FAD Issued Date:	mm/dd/yyyy	
Reasonable Accommodation Request	Use the Yes/No Reasonable Ace	Radio Buttons to inc commodation Reque	dicate if the o est.	dispute resolut	ion is a
Negotiated Grievance?	Use the Yes/No regards to a pro tab to refresh a list:	Radio Buttons to ind eviously negotiated g and display the <i>Negot</i>	dicate if the o grievance. Se iated Grievar	dispute resoluti electing Yes pro nce Status drop-	ion is in ompts the down
	Negotiated Grievance?	Yes O No	Negotiated Grievance Status:		~
Harassment Complaint	Use the Yes/No regards to a Ha	Radio Buttons to ind rassment Complaint	dicate if the o	dispute resolut	ion is in
Administrative Grievance?	Use the Yes/No regards to an A to refresh and o list:	Radio Buttons to ind dministrative Grieva display the Administr	dicate if the of ance. Selectin ative Grievar	dispute resolut ng Yes prompts <i>nce Status</i> drop-	ion is in s the tab down
	Administrative Grievance?	Yes O No	Administrative Grievance Status:		~

Field	Description
MSPB Case?	Use the Yes/No Radio Buttons to indicate if this is a Merit System Protections Board (MSPB) Case. Selecting Yes prompts the tab to refresh and display the MSPB Case Number field:
	MSPB Case? Ves O No MSPB Case Number:
Unfair Labor Practice Charge?	Use the Yes/No Radio Buttons to indicate if this is in relation to an Unfair Labor Practice Charge. Selecting Yes prompts the tab to refresh and display the FLRA Case Number field: $I_{\text{Unfair Labor Practice Charge?}} \circ Y_{\text{FLRA Case Number}} \in FLRA Case Number}$
Arbitration Case?	Use the Yes/No Radio Buttons to indicate if the dispute resolution is in regards to an Arbitration Case. Selecting Yes prompts the tab to refresh and display the Arbitration Case Number field:
Lawsuit?	Use the Yes/No Radio Buttons to indicate if the dispute resolution is in regards to a lawsuit. Selecting Yes prompts the tab to refresh and display the Lawsuit Case Number field:
Referred From	The source of referral for the administrative grievance. Select the source of the referral from the drop-down list.
Status	This drop-down list is inactive during form completion, but is populated as the case folder moves through the workflow.

2.4 Contact Management

2.4.1 Create New Party or Group (New ADR Intake Form)

You can create a new contact (Party) directly from the ADR Intake form:

1. Open a New ADR Intake form, and click the **Complainant** Lookup.

New ADR Intake	
Complainant and Phase Information	
Complainant: *	

2. The Search for Contact window appears. Select Party from the New drop-down list.



Contact Information

- 3. The pop-up window refreshes to display the *New Contact* screen. Enter the **Contacts First Name** in the field.
- 4. Enter the **Contacts Last Name** in the field.
- 5. Enter any additional information about the contact in the fields provided.

Contact Information		
First Name:*		Last Name:*
District:	~	Geographic Office:
Grade:	~	Steps:
Cell Phone Number:		Hours of Work:
Position:	~	
Unique Name:		
Primary Address		
Address Line 1:		Address Line 2:
City:		State/Province:
Country:	United States 🗸	ZIP:
Phone Number:		Fax Number:
E-mail Address:		
Secondary Address		
Address Line 1:		Address Line 2:
City:		State/Province:
Country:	United States 🗸	ZIP:
Phone Number:		Fax Number:
E-mail Address:		

6. Click Save.

\langle	🖹 Save 🗸 Select	🗷 Spelling	< Back	× Close	
	Contact Informatio				
	First Name:*	Tester			
	District:				~
	Grade:				~

7. A confirmation window appears, indicating that the contact was successfully created. Click OK.

192.168.5.58 says	
Contact 'Tester Testerson' created.	
	ок

8. The confirmation window closes, and the New Contact window refreshes. Click Close.

			Getting Started
🖺 Save	✓ Select	🗷 Spelling	K Back K Close
Contac	t Informati	on	
First Nar	ne:*	Tester	

9. The newly created contact can now be searched for and selected by clicking the *Complainant* lookup field and performing a search for the contact.

+ New - 🕑 Actions - 🖉 Copy Contact to individua	al 🗸 Copy Contact to organization 🗸 🖍 Select	♥ View Cases	Close
Full Name	Primary Address	Secondary Address	Create
Tester Testerson			04/22/
Randall Hamm	123 Main Street, Gaithersburg MD 20879	222 Second Street, Secondtown MD 98765	04/20/
ATTORNEY FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/
PERSONAL REPRESENTATIVE FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/

2.4.2 Create New Contact (Group, Neutral, Party, Respondent)

You can create a new contact (Group, Neutral, Party or Respondent) directly from the ADR Intake form:

1. Within the Launch Pad, click **Contacts > New**. Options appear to select a new Contact Type.



2. Select a new Contact Type to create, either **Group**, **Neutral**, **Party** or **Respondent**. In this example, we will create a new **Group**.

3. The New Contact screen appears. Some fields are required based on the selected contact type. In this example we are creating a new Group, and you are required to enter an Organization Name:

Home / New			
🖺 Save 🗹 Spelling			
Contact Information			
Organization Name:*		Unique Name:	
District:	· · · · · · · · · · · · · · · · · · ·	Geographic Office:	~
Primary Address			
Address Line 1:		Address Line 2:	
City:		State/Province:	~
Country:	United States 🗸	ZIP:	
Phone Number:		Fax Number:	
E-mail Address:			
[Note: To enter multiple recip	ients use a semi-colon as a separator with NO SPACES betw	ween email addresses]	
Secondary Address			
Address Line 1:		Address Line 2:	
City:		State/Province:	

4. Complete in all required fields on the form.

(!!) Note: Required fields are denoted with the red asterisk (*) in the form.

- 5. Enter any additional information about the contact in the fields provided. Add as much information as possible, these details are automatically imported into relevant fields when this contact is used in dispute processing.
- 6. When you've added all details to the contact profile, click **Save**.

e / New				
🖹 Save 🗹 Spelling				
Contact Information				
Organization Name:*	Testing Group	Unique Name:		
District:	Atlanta District	✓ Geographic Office:	Atlanta District Office	
Primary Address				
Address Line 1:	123 Main Street	Address Line 2:		
City:	Gaithersburg	State/Province:	Georgia	
Country:	United States	ZIP:	98765	

7. A confirmation window appears, indicating that the new contact was successfully created. Click **OK**.

192.168.5.58 says Contact 'Testing Group' created.		
	ОК	

8. The confirmation window closes, and the *New Contact* window refreshes. The contact is now available for assignment in dispute processing.

3 ADR Intake Folder Interface

After an ADR Intake is created and saved, *Tabs* appear in the interface which allow you to work with the ADR case. Each of these tabs are detailed in the following subsections:

3.1 Intake Tab

After a new ADR Intake is created and saved, the Intake tab becomes the primary workspace for processing ADR cases. The sections below provide an overview of the Intake tab, and descriptions of all the actions you can take on this form.

3.1.1 Intake Tab Interface

An example Intake tab is shown below. This is an example of a Party (Individual) complaint:

Feature

- A. *Next Action*: This is the primary driver when processing disputes. This dropdown list provides a selection of possible actions you can take next to continue the workflow. Select an action from the menu and click the **Arrow** to take the *Next Action*
- B. Send Notification: This button opens a Send Attachment By Email window, which allows the user to configure and send a message from the case folder.
- C. Did Customer give permission to speak with management?: This checkbox appears only within Party Complaints, not Group Complaints.
- D. Add Other Complainant: Click this button to display the Other Complainant Role and Contact fields.
- E. *Stop Clock*: Click this button to display the Stop Clock options. Stopping the clock pauses the time tracking for milestones.
- F. Modify Case Manager: Click this button to replace the Case Manager assigned to the case folder.
- G. Add Respondent: Click this button to open the Add Respondent Official form, where you can add a contact as a Respondent to the case folder.
- H. *Issues*: This section features a set of *Yes /No* Radio Buttons, allowing you to record information about the issues entering dispute resolution. Many of these fields feature dependencies and prompt additional fields once a value is selected. The *Status* drop-down is dependent upon the selections within Issues section. The *Status* drop-down list is only related to the Issues section and not the case folder overall.

Reference



3.1.2 Party and Group Complaints

There are a few differences on the *Intake* tab depending on whether this is a *Party* or a *Group* compliant. As a rule, a Party is an individual complainant with whom the ADR is being adjudicated, where a Group is a collection of individuals engaged with the ADR. A group contact may be previously configured, but if it not, it can be created by clicking the **New** drop-down list within the *Search for Contacts* window.

The EEOC governs how Party and Group complaints are adjudicated, however, your organizations workflow and data capture may be different from our example workflow and application. If the Complainant selected is a group, then the case folder after creation will include several different features from a Party Complainant. In our sample application, once a group is selected, the *District* and *Geographic Office* fields are automatically populated with content previously associated with the group.



Party and group complainants are separate, and the specifics of the complainant types are dependent upon your organization's configuration. Some fields may or may not be available depending upon this configuration. Consult the screenshots below for an example of additional fields which may appear depending upon type of Complainant:

New ADR Intake										
Complainant and Phase Information										
Is this a Coaching Case? 🖸 Yes 🚺 No										
Complainant: *	Randall Hamm X	Q	Organizational Office: *	~						
District: *	Atlanta District	~	Geographic Office: *	Atlanta District Office 🗸						

The above screenshot depicts an additional field which appears when a Party is selected. The highlighted **Y/N** radio button field appears only for Party cases, and drives the workflow. The screenshot below depicts the same section when a Group is selected.

New ADR Intake				
Complainant and Phase Information				
Complainant: *	AINS X	÷ Q	Organizational Office: *	~
District: *	Headquarters	~	Geographic Office: *	Headquarters Office

3.1.3 Next Action

3.1.3.1 About the Next Action Menu

The Dispute Resolution is progressed through a workflow using the *Next Action* drop-down list. The *Next Action* drop-down list, located prominently at the top-right of the Intake tab workspace, is the primary driver for moving through your dispute resolution process. This menu lists all potential avenues of action, depending on where the dispute resolution is in your organization's configured workflow.

The selections present in the *Next Action* drop-down list are dependent upon your organization's configuration, however, Next Actions generally follow the same steps and the available selections are made active/inactive by completing work within the dispute resolution case folder. In the example below, the *Next Action* drop-down list is expanded and sufficient steps have been taken to make available a number of potential actions.

Next Action:	Send email to customer requesting availability 🗸 🍚									
	Send email to customer requesting availability Send a second email to customer requesting availability Send final email to customer requesting availability Send email to customer with scheduled intake date									
Organizational Office: *	Conduct intake with customer Track customer permission to speak with management Draft Intake summary of Customer Send Package to Customer									
Geographic Office: *										
Steps:	Send email to District Director or Department Head for availability Conduct discussion with District Director or Management Official Send first email to Mgmt to request availability Send second email to Mgmt to request availability Send email to Management with scheduled discussion date Conduct Discussion with Management									
Hours of Work:										
	Draft discussion summary of Management Schedule additional discussions Conduct additional discussion(s) with management and/or SME(s) Draft summary of additional discussions Determine Process for Case									

3.1.3.2 Sample Steps to Complete Next Action

This subsection provides sample steps for how to use the *Next Action* drop-down list. Next Action selections are made available by performing work within the case folder, and these selections drive the workflow. In the procedure below, we'll show an example next action: *Send email to Management with scheduled discussion date*.

To complete a next action:

- 1. Open the desired case folder, and complete any assigned updates.
- 2. Navigate to the Intake tab.
- 3. Select the desired Next Action from the Next Action drop-down list.

(!!) Note: In the example below Send email to Management with scheduled discussion date is highlighted.

Next Action:	Send email to customer requesting availability 🗸 🍚									
	Send email to customer requesting availability Send a second email to customer requesting availability Send final email to customer requesting availability	•								
onal Office: *	Send email to customer with scheduled intake date Conduct intake with customer									
o Office: *	Track customer permission to speak with management Draft Intake summary of Customer Send Package to Customer									
(Send email to District Director or Department Head for availability Conduct discussion with District Director or Management Official Send first email to Mgmt to request availability									
fork:	Send second email to Mgmt to request availibility Send email to Management with scheduled discussion date									
	Conduct Discussion with Management Draft discussion summary of Management Schedule additional discussions									
	Conduct additional discussion(s) with management and/or SME(s) Draft summary of additional discussions Determine Process for Case									

4. Click the **green arrow**. The screen refreshes and displays a confirmation window, asking if you want to save the changes. Click **Yes** to save the changes and perform the selected action.

Next Action:	Send email to Management with scheduled discussio	× ()

- 5. The workspace refreshes to display a log activity window. Complete the required fields and enter any relevant information in the *Event Note* field.
- 6. If required, click **Send Notification**. The Send Email Favorite window appears.

Send Email Favorite

Content	A	Attach	ment	5													
From*:	jmoyer@ains.com																
To*	To* jgatewood@ains.com																
_	[Note: To enter multiple recipients use a comma or semi-colon as a separator with NO SPACES between email addresses]													esses]			
Cc	Cc jmoyer@ains.com																
	[Note: To enter multiple recipients use a comma or semi-colon as a separator with NO SPACES between email addresses]																
Show Bo	C:)														
Email Ter	npla	ite:			2nd F	ollow-L	Jp Rem	ninder to	o Mgmt	t.	~	•					
Subject:					2nd Fo	llow-U	p Rem	inder to	Mgmt.								
Message	¢																
А - Т	1-	В	I	U	s	x ₂	x²	٥	* -	۹ -	≣	i≡	:=	-		66 -	
°₀ (-	k	_	2	₽	?	C	C								
Good n	norn	ing/af	ternoo	n/eve	ening <mark>N</mark> 4	AME,											
This en regardi availab so RESC	This email serves as an additional follow-up to the original email on DATE regarding scheduling time for a discussion regarding the matters that Randall Hamm brought forth. Please let me know some dates and times when you are available to speak. If you are experiencing some unusual circumstances regarding your schedule, please let me know so RESOLVE can assist with an appropriate solution.																
Return R	eceij	pt:															
Case Rep	ort:																
Attach	Fro	m Dis	sk	At	tach Fr	om	s	pell)						s	end	Close

- 7. Configure the email message and click **Send**. The *Send Email Favorite* window closes and the message is sent.
- 8. The *Log Activity* screen is displayed. Click the *Is Email sent?* checkbox. The workspace refreshes and the **OK** button is now activated.
(!!) Note: Any entries made within the Log Activity workspace are recorded in the Event Log tab, which is detailed in Section 3.6 Event Log tab. The Event Log provides you with a complete history of the case folder, and any workflow changes that have occurred.

2021041 (Randall Hamm) Log Activity Event Date: 04/22/2021 Event Type: v Send email to Management with scheduled discussion date Scheduled Discussion Date 04/23/2021 Event Note: Test Event Note Is Email sent?: ~ Send Notification ОК

9. Click OK.

10. A confirmation window appears. Click Yes.

Confirmation
Are you sure you would like to add an event? Once an event is added, it cannot be deleted.
N Yes

11. The workspace refreshes and displays the updated Case Folder. The *Next Action* drop-down list now automatically defaults to the next step in the workflow, which in the example application is *Conduct Discussion with Management*.



(!!) Note: For additional information on how to use the Next Action drop-down list to drive the workflow, please see the examples in the Workflow Example section.

3.1.4 Send Notification

You can send notifications using the **Send Notification** button on the *Intake* tab:

Current Phase:	Information Gathering 🗸	Current Phase Date:	04/22/2021
Case Type:	~		
Requested Relief:			
			Send Notification

Consult the following subsections for more information about the Notification interface, as well as steps to send a notification.

3.1.4.1 Notifications Interface

Click **Send Notification** to open the *Send Attachment by Email* screen. An example is shown below:



On this screen, there are areas to configure the **(A)** Sender and recipient information (some of the fields in this window may be prepopulated in your application). There is also space to select an **(B)** Email Template. Selecting an email template automatically populates the *Subject* and *Message* fields with the preconfigured email template information.

You can add attachments using the **(C)** Attach From Disk and Attach From buttons. Send the notification using the **(D)** Send button.

3.1.4.2 Steps to Send a Notification

Follow the steps below to send an email notification from the Intake tab.

1. Click **Send Notification** from the *Intake* tab. The *Send Attachment by Email* screen appears as shown below:

end At Content	tachment [Attachment	By Email ts								
From*:	jmoyer@ains.co	om								
To*	jgatewood@ains.com									
_	[Note: To enter n email addresses]	multiple recipients use a comma or semi-colon as a separator with NO SPACES betwee	n							
Cc	Cc imoyer@ains.com									
	[Note: To enter n email addresses]	multiple recipients use a comma or semi-colon as a separator with NO SPACES betwee]	n							
Show Bo	:c: 🗆									
Email Te	mplate:	[Select Email Template]								
C										
subject:										
Message	2:		_							
A • 1		<u>U</u> S x ₂ x ² ð ≫ ¶ • ≣ • ⋮ ≡ ≡								
ē (í -									
00	🖬 – k	Ø 2 ₽ ? ℃ C								
Type s	omething									
Attaci	TFIOM DISK	Allacit From Spell Send	Clos							

(!!) Note: The From and To fields automatically populate based on the configuration. In the example above, the logged in user appears in the From^{*} and Cc fields, and the previously selected Case Manager appears in the To^{*} field. You can change these fields manually, if desired.

- 2. Select an **Email Template** from the *Email Template* drop-down list. These templates are preconfigured with case data and highlighted information to update in the message body.
 - a. After selecting a template, the *Subject* and *Message* fields auto-populate with the selected template data, as shown below:

Email 1	Fempla	ate:		1st Fol	low-up	Remin	der to I	Mgn 🗸					
Subjec	t:			1st Follow-up Reminder to Mgmt									
Messa	ge:												
A •	Ti •	В	I	U	S	X 2	x ²	۵	% -	¶ -	≣	ļ,	≔
⊡		66 -											
ø		-	k	_	2	₽	?	C	C				
Good This discu knov	Good morning/afternoon/evening NAME, This email serves as a follow-up to the email on DATE regarding scheduling time for a discussion regarding the matters that Randall Hamm brought forth. Please let me know some dates and times when you are available to speak.												

- 3. The highlighted information in the template is meant to be updated manually. Make these changes in the *Message Editor* prior to sending the notification.
- 4. Select the **Return Receipt** or **Case Report** checkboxes to include these with the notification.

Return Receipt:	
Case Report:	

5. To add attachments to the message, click the **Attach from Disk** button to add an attachment from your local disk, or **Attach From** to add an attachment from the *Documents* tab of this ADR Intake case folder.



6. In this example, click **Attach From** to add an attachment from this case. The Attach From interface appears as shown below:

Select Attachments	AD- Dashboard Example2.mp4			
Note:				
1. Select the above Atta	chment(s) to Email.			
2. The Attachment(s) on	which the logged in user has no view/read			
permission will not be li	sted.			
permission will not be li	sted.			

7. Any attachments already uploaded to this case are listed in the *Select Attachments* field. Select an attachment and click **Select** to add it to the notification. Attachments on this notification are visible on the *Documents* tab.

Send	Send Attachment By Email									
Cont	tent	Attachments								
	Name			Size	Remove					
AD- Dashboard Example2.m			np4	89 MB	×					

- 8. When the notification is fully configured click **Send** to send the notification.
- 9. After clicking **Send** the *Intake* refreshes. You can view the sent email message within the *Event Log* tab as shown in the following example:

2021043 (Randall Hamm)									
Event Log									
Add Log Activity									
Event Type	Event Date	Event Note	Created Date	Created By					
Create Case for the Submitter	04/22/2021	System Generated: Case Created	04/22/2021	John Gatewood					
Email acknowledgement	04/23/2021	1st Follow-up Reminder to Mgmt	04/23/2021						

3.1.5 Add Other Complaint

During the course of the dispute resolution, it may become necessary to add another complainant to the Dispute Resolution case folder. To add other complainant to the case folder:

- 1. Within the desired case folder, navigate to the Other Complainant section of the Intake tab.
- 2. Click Add Other Complainant.

Did customer give permission to speak with management?	
Other Complainant	Add Other Complainant
Date Information	

3. The tab refreshes to display the *Add Other Complainant* workspace. Select the **role** from the *Other Complainant Role* drop-down list.

2021040 (Randall Hamm)	
Add Other Complainant	
Other Complainant Role:	✓
Other Complainant Contact:	٩
	Save Back

- 4. Click the **Other Complainant Contact** lookup. The *Search for Contact* pop up window appears.
- 5. Configure the search parameters and click **Search**.

🔍 Search 🕇 New 🗸 🖌 Select Criteria 🛛 🖺 Sa	ve Criteria	
Contact Type	Party ¥	
Contact Information		
First Name	Tester	
Last Name	Testerson	
Full Name		

6. The system executes the search and displays the search results. Select the desired contact and click **Select**.

+ New - 🖒 Actions - 🖒	Copy Contact to individual 🗸 🖉	Copy Contact to organization 🗸	Select 🤋 View Cases 🗿 View Data	Changes < Back	Close
Full Name	Primary Address	Secondary Address	Created Date	Created By	Contact Type
Tester Testerson			04/22/2021		Party

7. The selected contact appears in the *Other Complainant Contact* field. Click **Save**.

2021040 (Randall Hamm)		
Add Other Complainant		
Other Complainant Role:	Other Complainant	~
Other Complainant Contact:	Tester Testerson X	٩
	Save	Back

8. The tab refreshes and displays the selected complainant in the *Other Complainant* section. The case folder now features multiple complainants.

Other Complainant					Add Other Complainant	
	Contact	Role	Position	Geographic Office	Phone	
24	Tester Testerson	Other Complainant				×

3.1.6 Stop Clock

During the course of the case lifecycle, it may become necessary to stop tracking case milestones. This is called "Stopping the Clock". Follow the steps below to stop the clock:

1. Within the desired case folder, navigate to the *Date Information* section of the *Intake* tab.

2. Click Stop Clock.

Date Information				
Date of Initial Contact: *	04/20/2021	Referral Date: *	04/20/2021	
Scheduled Intake Date:	mm/dd/yyyy	Scheduled Discussion Date:	mm/dd/yyyy	
Clock Status:	Clock: 3 day(s)	Sto	ip Clock	

3. The tab refreshes to display the Stop Clock workspace.

Stop Clock			
Referral Date: *	04/20/2021		
Clock Stop Date: *	mm/dd/yyyy		
Comments:			
	Stop Clock Cancel		

- 4. Select the **Clock stop date** using the Date Picker.
- 5. Enter any relevant **comments** into the *Comments* field.
- 6. Click **Stop Clock**. The tab refreshes to display the full *Intake* tab of the case folder, and the clock has been stopped.

(!!) Note: The clock will not resume tracking case milestones until you return to the case folder and click Restart Clock.

Stop Clock	
Referral Date: *	04/20/2021
Clock Stop Date: *	04/23/2021
Comments:	Test Stop
	Stop Clock Cancel

3.1.7 Modify Case Manager

During the course of the case lifecycle, it may become necessary to change the case manager assigned to the case folder. After the case manager is modified, the newly selected case manager is responsible for moving the case folder through to completion. Follow the steps below to modify the case manager:

- 1. Within the desired case folder, navigate to the *Staff Assigned* section of the *Intake* tab.
- 2. Click Modify Case Manager.

Staff Assigned		
Case Manager: *	Josh Moyer	Modify Case Manager

3. A confirmation window appears. Click Yes.

Confirmation	
Are you sure you want to modify the Case Manager?	
	No Yes

4. The tab refreshes to display the *Modify Case Manager* workspace. Select the desired **user** from the *Case Manager* drop-down list and click **OK**.

Modify Case manager
Case Manager:
OK Back

5. The Intake tab refreshes to display the full *Intake* tab, and the newly selected user now occupies the *Case Manager* drop-down list.

3.1.8 Add Respondent

During the course of the case lifecycle, it may become necessary to add a Respondent to the case folder. During an arbitration proceeding, the respondent is a party who responds to an arbitration demand. The respondent is equivalent to a defendant in a lawsuit. In court, the respondent can also be a party against whom an appeal or a motion is filed. Respondents are captured in the case folder after communications with them have begun. It is recommended to add summaries after these discussions take place. Follow the steps below to add a respondent:

- 1. Within the desired case folder, navigate to the Respondent section of the Intake tab.
- 2. Click Add Respondent.



3. The *Intake* tab refreshes to display the *Add Respondent Official* workspace. Select the **Respondent Role** from the *Respondent Role* drop-down list.

2021040 (Randall Hamm)		
Add Respondent Official		
Respondent Role:	✓	
Respondent Contact:	Q	
Save Back		

- 4. Click the **Respondent Contact** lookup field. The Search for Contact pop up window appears.
- 5. Configure the search parameters and click **Search**.
- 6. The system executes the search and displays the search results. Select the desired contact and click **Select**.

+ New • Actions • Copy Contact to individu	ual 🗸 🖉 Copy Contact to organization 🗸 🗸 Select	♥ View Cases ♥ View Data Changes	O Close
Full Name	Primary Address	Secondary Address	Created Date
EXPERT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/01/2021
RESPONDENT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/01/2021

3.1.9 Issues Management

During the course of the case lifecycle, it will become necessary to add additional information regarding the dispute resolution to the case folder. Follow the steps below to complete Issues Management fields:

1. Within the desired case folder, navigate to the *Issues* section of the *Intake* tab.

(!!) Note: Due to the highly configurable nature of the application, your layout and application behavior will vary. The fields and behaviors captured below are intended to convey how your application may function.

2. Complete as many Issues fields as possible. Example fields within the *Issues* section are captured in the table below.

Field	Description			
lssues	The Issues that are being settled via dispute resolution. Click the lookup field to select the issues relevant to the dispute resolution.			
Employment Discrimination	The potential basis of employ the left column to enable the enabled, select only the chec resolution.	yment dis checkbox kboxes th	crimination. Click t xes in the right colu nat are relevant to t	the checkbox in umn. After the dispute
	Employment Discrimination Race National Origin Genetic Information	Color	Bases Sex Religion	EEO Activity Reprisal
Reasonable Accommodation s	Select this checkbox to indicate that the dispute resolution is in regards to a Reasonable Accommodations request.			
Harassment	Select this checkbox if this is selected, additional checkbo Sexual or Non-Sexual:	a harassn xes appea	nent-related comp ar to indicate if the	laint. If harassment was
	Harassment 🗌 Sex	kual	Non-Sexual	
Previous ADR Attempts?	Use the Y/N Radio Buttons to dispute resolution attempts. capture the date and informa	o indicate Selecting ation abou	if there have been Y es adds addition at the ADR attempt	previous al fields to t.
		Date:	mm/dd/yyyy	
	Yes No	Comments:		

Field	Description		
EEO Complaint?	Use the Y/N Radio Buttons to indicate regard to an EEO Complaint. Selecti and display additional <i>EEO Complain</i> date and case number of the previou EEO Complaint? EEO Complaint Details EEO Case Number: Notice of Right to File: Formal?	te if the dispute resolution is in ng Yes prompts the tab to refresh at Details fields, which capture the us EEO.	
Reasonable Accommodation Request	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to an EEO Complaint.		
Negotiated Grievance?	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to a previously negotiated grievance. Selecting Yes prompts th tab to refresh and display the <i>Negotiated Grievance Status</i> drop-down I		
Harassment Complaint	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to a Harassment Complaint.		

Field	Description							
Administrative Grievance?	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to an Administrative Grievance. Selecting Yes prompts the tab to refresh and display the <i>Administrative Grievance Status</i> drop-down list.							
	Administrative Grievance? No Administrative Grievance Status:							
MSPB Case?	Use the Y/N Radio Buttons to indicate if this is a MSPB Case. Selecting Yes prompts the tab to refresh and display the <i>MSPB Case Number</i> field.							
Unfair Labor Practice Charge?	Use the Y/N Radio Buttons to indicate if this is in relation to an Unfair Labor Practice Charge. Selecting Yes prompts the tab to refresh and display the <i>FLRA Case Number</i> field. Unfair Labor Practice Charge?							
Arbitration Case?	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to an Arbitration Case. Selecting Yes prompts the tab to refresh and display the Arbitration Case Number field.							
Lawsuit?	Use the Y/N Radio Buttons to indicate if the dispute resolution is in regard to a lawsuit. Selecting Yes prompts the tab to refresh and display the <i>Lawsuit Case Number</i> field.							
Preferred From	The source of referral for the administrative grievance. Select the source of the referral from the drop-down list.							

Field	Description
Status	Drop-down List, inactive in screen shot.

3. Click Save.

3.2 Case Summaries Tab

The *Case Summaries* tab allows you to add case summaries to the case folder after discussions are conducted with any Individuals/Groups/Management/Settlement Judges/etc. related to the case. The *Organizational Office* drop-down list contains the selection made when the case folder was created. Within the example below, you have options to: **(A)** select a different **Organizational Office**, **(B)** view/edit case summaries, and **(C)** Add Case Summary. Additionally, the example below has two case summaries added, displayed in the *View/Edit Case Summaries* workspace.

Intak	e Case Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents	Notes(1)	
	2021045 (Randall Hamm)							
C	Case Summaries			A				
C	Organizational Office: *	Executive Secreta	ariat (ES)	~				
[Date	Intake/Discussi	on Conducted With					
	04/29/2021	S RESPONDENT		Edit	8			
	04/30/2021	🏡 Randall Hamm		Edit	8			
1	Add Case Summary							

3.2.1 Add Case Summary

Follow the steps below to manually add a case summary to the Case Summaries tab.

1. Navigate to the *Case Summaries* tab. An example tab is shown below. Click **Add Case Summary**.

ke Ca	ase Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents	No
202104	0 (Randall Hamm)					
Case Su	mmaries						
Organiza	tional Office: *	Commissioner (C	CM)	~			
	Dete	Intake/Discuss	ion Conducted With				

2. The tab refreshes and the **Select Involved Party Contact** button appears. Click **Select Involved Party Contact**:

Case Summaries								
Organizational Office: *	Commissioner (CM)	~						
Date	Intake/Discussion Conducted With							
04/30/2021	Select Involved Party Contact	8						
Add Case Summary								

3. The *Involved Party Information* screen appears, as shown in the example below. Any contacts added to the *Involved Party Information* tab are listed here. There is the option to **Add Involved Party Information** to add a new involved party. See the Add Involved Party Information section for steps.

2021(2021040 (Randall Hamm)									
Involv	Involved Party Information									
	Add Involved Party Information									
		Contact	Role	Position	Geographic Office	Phone				
	84	Randall Hamm	Complainant	Attorney (not Trial)	Atlanta District Office	(555) 987-6543				
	Select Back									

4. Select at least one *Involved Party* and click **Select** to continue.

2021	2021040 (Randall Hamm)										
Involved Party Information											
	Add Involved Party Information										
		Contact	Role	Position	Geographic Office	Phone					
	84	Randall Hamm	Complainant	Attorney (not Trial)	Atlanta District Office	(555) 987-6543					
	Select Back										

5. The *Case Summaries* tab refreshes to display an **Edit** button now present on the UI. Click **Save** to save the newly created summary.

e Case Summaries	Case At-a-Glance Involved Party Informat	ion Settlement Terms	Event Log
2021040 (Randall Hamm)			
Case Summaries			
Organizational Office: *	Commissioner (CM)	~	
Date	Intake/Discussion Conducted With		
04/30/2021	🕵 Randall Hamm	Edit	8

- 6. Click **Edit** to open the case summary.
- 7. The *Case Summary* pop up window appears. Click within the text editor and enter information about the case summary in the workspace.

Case Summary																
A• Ti•	в	I	U	S	x ₂	x²	٥	≣∙	1 3	i≡		<u>.</u>	Ē	00	-	k
<i>a</i> ?	C	C)	۲												
Case Numb Complainar Date: 04/29, Name of pe Role: Agend Position: RI Grade: 03 Step: 03 Geographic Organizatio Requested Don't chang	er: 202 nt: Rano 2021 rson wi cy Attorn ESPON : Office: nal Offi Relief: ge the t	1045 dall Han th who ley DENT : Dallas ice: Exc ext abo	nm m Intal District ecutive ove this	ke/Disc t Office Secreta	ussior ariat (E	n was c	onduc	ted: RES	SPOND	ENT R	OLE					59

8. After adding any text within the Text Editor, the **Save** button becomes enabled. Click **Save** to save the Case Summary.

A - Tl- B I U S x2 x2 o ≡ ≡ ≡ ≡ ∞ - ▶ Image: Case Number: 2021045 C Image: Case Number: 2021045 Image: Case Number: 2021045	Case Summary																	
Case Number: 2021045 Complainant: Randall Hamm Date: 04/29/2021 Name of person with whom Intake/Discussion was conducted: RESPONDENT ROLE Role: Agency Attorney Position: RESPONDENT Grade: 03 Step: 03 Geographic Office: Dallas District Office Organizational Office: Executive Secretariat (ES) Requested Relief:	A -	Ti -	в	I	U	S	x ₂	x²	٥	≣∗	ļ≡	≔		<u>.</u>	Ē	0 0	-	k
Case Number: 2021045 Complainant: Randall Hamm Date: 04/29/2021 Name of person with whom Intake/Discussion was conducted: RESPONDENT ROLE Role: Agency Attorney Position: RESPONDENT Grade: 03 Step: 03 Geographic Office: Dallas District Office Organizational Office: Executive Secretariat (ES) Requested Relief:	_	?	Ċ	C)	۲												
Don't change the text above this line.	Case Com Date Nam Role Posi Grad Step Geo Orga Req Don	e Numb nplainar :: 04/29/ ne of pe :: Agenc ition: RI de: 03 :: 03 graphic anizatio uested 't chang	er: 202 nt: Rand 2021 rson wi y Attorr ESPON Coffice nal Off Relief: ge the t	1045 dall Han ith who ney DENT : Dallas ice: Exe ext abo	nm m Intal District ecutive ove this	ke/Disc t Office Secreta	ariat (E	n was c S)	conduc	ted: RES	SPOND	ENT R	OLE					

9. After clicking **Save**, the pop-up window closes and the Case Summary is added to the case folder. Within the *Case Summaries* workspace, there are options to **(A) Edit** an existing Case Summary, and **(B) Delete** a Case Summary.

Intake	Case Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Document
202	21045 (Randall Hamm)					
Case	e Summaries					
Orga	anizational Office: *	Executive Secreta	ariat (ES)	~		
	Date	Intake/Discussi	on Conducted With	A		B
	04/29/2021		T ROLE	Edit	0	
A	dd Case Summary					

3.2.2 Edit Case Summary

Follow the steps below to edit an existing case summary:

1. Navigate to the *Case Summaries* tab. Any previously created Case Summaries appear within the *Case Summaries* workspace. Click **Edit** in the desired case summary row.

2021045 (Randali Hamm)			
Case Summaries			
Organizational Office: *	Executive Secretariat (ES)	~	
Date	Intake/Discussion Conducted With		
04/29/2021	S RESPONDENT ROLE	Edit	▶ ∘
Add Case Summary			

2. The *Case Summary* pop up window appears. Click within the text editor and enter any updates to the case summary.



3. After adding any text within the Text Editor, the **Save** button becomes enabled. Click **Save** to save changes to the case summary.



4. After clicking **Save**, the pop-up window closes and the changes to the case summary entry are recorded.



The Case at a Glance tab is where you can assign additional roles, Respondents, Other Complainants, etc.

ake	Case Summaries	Case At-a-Gl	ance Involved Party Informati	ion Sett	lement Terms	Event Lo	g Documents	Notes(1)		
202	21045 (Randall Hamm))								
Case	e At-a-Glance									
Com	iplainant: *		飸 Randall Hamm							
Orga	anizational Office: *		Executive Secretariat (ES)	✓ Geog	graphic Office: *		Atlanta Dis	strict Office	~	
Res	pondent:								Add Respond	lent
	Conta	ct	Role		Position		Geographic Off	fice	Phone	
8	RESPONDENT RO	DLE	Agency Attorney	RES	PONDENT		Dallas District Office	(67	6) 454-4542	×
8	EXPERT ROLE		Expert	Pers	onal Rep		El Paso Area Office	(90	9) 454-3423	×
8	DIRECTLY INVOLUTION	/ED MGMT	Expert	TES	Т		Atlanta District Office	e (12	1) 333-3589	×
Othe	er Complainant								Add Other Comp	lainant
	Conta	ct	Role		Position		Geographic Off	fice	Phone	
8	ATTORNEY FOR COMPLAINANT R	OLE	Group representative	Attor	ney (not Trial)		Oklahoma City Area	Office (12	1) 333-6523	×
8	Tester Testerson		Attorney for Complainant							×

3.3.1 Case At-a-Glance Tab Interface

The Case-At-A Glance tab features three separate areas in the workspace:

- (A) *Case-At-a-Glance* information: Displays Complainant, Organizational Office, and Geographic Office information.
- (B) *Respondent* information: Lists Respondent contacts, with options to add and remove respondents.
- (C) Other Complainant information: Lists Complainants, and includes options to add or remove complainants.

20210	145 (Randall Hamm)						
Case A	t-a-Glance		A				
Compla	ainant: *	🏡 Randall Hamm					
Organiz	zational Office: *	Executive Secretariat (ES)	Geographic Office: *	Atlanta District Offic	ce 🗸		
Respo	ndent:		B		Add Re	espondent	
	Contact	Role	Position	Geographic Office	Phon	e	
84	RESPONDENT ROLE	Agency Attorney	RESPONDENT	Dallas District Office	(676) 454-4542		×
Other (Complainant		С		Add Other	Complainant	
	Contact	Role	Position	Geographic Office	Phon	e	
84	Tester Testerson	Personal representative for Complainant					×

3.3.2 Add Respondent

While processing a Dispute Resolution, it may become necessary to add a respondent. To add a respondent:

1. Navigate to the *Case At-a-Glance* tab. Any previously added respondents are listed in the workspace. Click **Add Respondent**.

Respo	ondent:				Add Respondent		
	Contact	Role	Position	Geographic Office	Phone		
84	RESPONDENT ROLE	Agency Attorney	RESPONDENT	Dallas District Office	(676) 454-4542	×	

2. The tab displays the *Add Respondent* workspace, where the new respondent role and contact are selected. Select the **Role** from the drop-down list.

2021045 (Randall Hamm)	
Add Respondent	
Respondent Role:	✓
Respondent Contact:	Q
	Save Back

- 3. Click the **Respondent Contact** lookup. The *Search for Contact* pop up window appears.
- 4. Configure the search parameters and click **Search**.

Jearch Thew	✓ Select Criteria	🖺 Save Criteria		
Contact Type			Respondent	~
Contact Information				
First Name			Tester	
Last Name			Testerson	
Full Name				
Work Address				
Address1			123 Selection St	
Address2				
Address2 City			Portland	
Address2 City State/Region(US)			Portland	
Address2 City State/Region(US) Other State			Portland Maine	

A		F		

5. eCASE returns a list of search results which meet the search parameters. Select the desired contact and click **Select**.

+ New - 👌 Actions - 🖉 Copy Contact to i	ndividual 🗸 🖉 Copy Contact to organization 🗸	Select 🔊 View Cases 🛈 View Data Cl	hanges 🕻 Back	Close	
Full Name	Primary Address	Secondary Address	Created Date	Created By	Contact Type
EXPERT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/01/2021	Deepika Patel	Respondent
RESPONDENT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/01/2021	Deepika Patel	Respondent
DIRECTLY INVOLVED MGMT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Respondent

6. The pop-up window closes, and the workspace refreshes to display the selected contact in the *Respondent Contact* field. Click **Save**.

2021045 (Randall Hamm)		
Add Respondent		
Respondent Role:	Expert	~
Respondent Contact:	EXPERT ROLE X	Q
	Save	Back

7. The full Case *At-a-Glance* tab reappears, and the selected Respondent now appears in the *Respondent* workspace.

20210	145 (Randall Hamm)						
Case A	t-a-Glance						
Compla	ainant: *	🏡 Randall Hamm					
Organi	zational Office: *	Executive Secretariat (ES)	Geographic Office: *	Atlanta District Office	ce 🗸		
Respo	ndent:				Add Respondent		
	Contact	Role	Position	Geographic Office	Phone		Ē
84	RESPONDENT ROLE	Agency Attorney		Dallas District Office	(676) 454-4542	×	
84	EXPERT ROLE	Expert	Personal Rep	El Paso Area Office	(909) 454-3423	×	

3.3.3 Add Other Complainant

While processing a Dispute Resolution case folder, it may become necessary to add a complainant. To add a complainant:

1. Navigate to the Case *At-a-Glance* tab. Any previously added respondents are listed in the workspace. Click **Add Other Complainant**.

Other	Complainant				Add Other Complainant	
	Contact	Role	Position	Geographic Office	Phone	
84	Tester Testerson	Personal representative for Complainant				×

2. The tab refreshes to display the *Add Other Complainant* workspace. This is where the new complainant role and contact are selected. Select the **Role** from the *Other Complainant Role* drop-down list.

2021045 (Randall Hamm)	
Add Other Complainant	
Other Complainant Role:	✓
Other Complainant Contact:	Q
	Save Back

- 3. Click the **Other Complainant Contact** lookup. The *Search for Contact* pop up window appears.
- 4. Configure the search parameters and click **Search**.

Contact Type	Respondent	~
Contact Information		
First Name	Tester	
Last Name	Testerson	
Full Name		
Work Address		
Address1	123 Selection St	
Address1 Address2	123 Selection St	
Address1 Address2 City	123 Selection St Portland	
Address1 Address2 City State/Region(US)	123 Selection St Portland Maine	~
Address1 Address2 City State/Region(US) Other State	123 Selection St Portland Maine	~

- Autor Autor A .
- 5. eCASE returns a list of search results which meet the search parameters. Select the desired contact and click **Select**.

+ New - 👌 Actions - 🖉 Copy Contact to individ	dual 🗕 🖉 Copy Contact to organization 🗸	Select 🥲 View Cases 🕕 View Data Ch	anges 🕻 Back	Close	
Full Name	Primary Address	Secondary Address	Created Date	Created By	Contact Type
Tester Testerson			04/22/2021	Josh Moyer	Party
Randall Hamm	123 Main Street, Gaithersburg MD 20879	222 Second Street, Secondtown MD 98765	04/20/2021	John Gatewood	Party
ATTORNEY FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Party
PERSONAL REPRESENTATIVE FOR COMPLAINANT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Party

6. The pop-up window closes, and the workspace refreshes to display the selected contact in the *Other Complainant Contact* field. Click **Save**.

2021045 (Randall Hamm)		
Add Other Complainant		
Other Complainant Role:	Attorney for Complainant	~
Other Complainant Contact:	Tester Testerson X	Q
	Save) Back

7. The full Case *At-a-Glance* tab reappears, and the selected Respondent now appears in the *Respondent* workspace.

Othe	Complainant			Add Other Complainant		
	Contact	Role	Position	Geographic Office	Phone	
2	ATTORNEY FOR COMPLAINANT ROLE	Group representative	Attorney (not Trial)	Oklahoma City Area Office	(121) 333-6523	×
2,	Tester Testerson	Attorney for Complainant				×

3.4 Involved Party Information Tab

The *Involved Party Information* tab automatically grows as contacts are added to the Case At-a-Glance tab, but you can also manually expand/record entries, if desired.

3.4.1 Involved Party Information Tab Interface

An example *Involved Party Information* tab is displayed below. You can manually add an entry to the tab by clicking **(A)** Add Involved Party Information, and all existing Involved Party Entries are displayed in the **(B)** *workspace*. Additionally, entries in the workspace can be deleted by clicking the red **X** in the desired *Party* row.

Intake	take Case Summaries Case At		Involved Party Inform	nation Settlemen	Settlement Terms Event Log		Documents	Notes(1)	
20	2021045 (Randall Hamm)		-						
Inv	olved Party Informatio	n 🗛							
	Add Involved Party Ir	nformation		B					
	Contact		Role	Position	Geogra	phic Office	Pho	one	
8	Randall Hamm	ndall Hamm Complainant		Attorney (not Trial) Atlar		Atlanta District Office (555) 987		-6543	
8	RESPONDENT RO	LE Agency At	torney	RESPONDENT	Dallas Di	Dallas District Office		1542	×
8	EXPERT ROLE	EXPERT ROLE Expert		Personal Rep El Paso Area		rea Office	(909) 454-3	3423	×
8	Sa Tester Testerson At		Attorney for Complainant						×
3	ATTORNEY FOR COMPLAINANT ROLE Group representative		resentative	Attorney (not Trial)	not Trial) Oklahoma City Area Office		(121) 333-6523		×
2	DIRECTLY INVOLVED MGMT ROLE E>			TEST	Atlanta D	istrict Office	(121) 333-3	3589	×

3.4.2 Add Involved Party Information

To manually add involved party information:

1. Navigate to the *Involved Party Information* tab. Any previously added respondents are listed in the workspace. Click **Add Involved Party Information**.

2021	2021045 (Randall Hamm)									
Invol	Involved Party Information									
	Add Involved Party Information									
	Contact	Role	Position	Geographic Office	Phone					
2	Randall Hamm	Complainant	Attorney (not Trial)	Atlanta District Office	(555) 987-6543					
2	RESPONDENT ROLE	Agency Attorney	RESPONDENT	Dallas District Office	(676) 454-4542	×				

2. The workspace refreshes and displays a blank *Add Involved Party* form. Select the **role** from the *Involved Party Role* drop-down list. Selecting in this drop-down list activates the *Involved Party Contact* lookup field.

2021045 (Randall Hamm)	
Add Involved Party	
Involved Party Role:	~
Involved Party Contact:	
	Save Cancel Back

- 3. Click the Involved Party Contact lookup. The Search for Contact window appears.
- 4. Configure the search parameters and click **Search**.

Contact Type	Respondent	~
Contact Information		
First Name	Tester	
Last Name	Testerson	
Full Name		
Work Address		
Work Address Address1	123 Selection St	
Nork Address Address1 Address2	123 Selection St	
Work Address Address1 Address2 City	123 Selection St Portland	
Work Address Address1 Address2 City State/Region(US)	123 Selection St Portland Maine	
Work Address Address1 Address2 City State/Region(US) Other State	123 Selection St Portland Maine	

- 5. eCASE returns a list of search results which meet the search parameters. Select the desired contact and click **Select**.

+ New - 👌 Actions - 🖉 Copy Contact to	individual - 🖉 Copy Contact to organization -	Select 3 View Cases View Data C	hanges < Back	Close	
Full Name	Primary Address	Se , dary Address	Created Date	Created By	Contact Type
EXPERT ROLE	222 Address 1, 222 Address 2, City MD 20921	22 Address 1, 222 Address 2, City MD 20921	04/01/2021	Deepika Patel	Respondent
RESPONDENT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/01/2021	Deepika Patel	Respondent
DIRECTLY INVOLVED MGMT ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Respondent
RMO ROLE	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Respondent

6. The pop-up window closes, and the workspace displays the selected contact in the *Involved Party Contact* field. Click **Save**.

2021045 (Randall Hamm)		
Add Involved Party		
Involved Party Role:	Expert	
Involved Party Contact:	DIRECTLY INVOLVED MGMT ROLE	Q
	Save Cancel	Back

7. The full Case *At-a-Glance* tab reappears, and the selected contact now appears in the *Involved Party Information* workspace.

2021	2021045 (Randall Hamm)										
Invol	Involved Party Information										
	Add Involved Party Information										
	Contact	Role	Position	Geographic Office	Phone						
2	Randall Hamm	Complainant	Attorney (not Trial)	Atlanta District Office	(555) 987-6543						
84	RESPONDENT ROLE	Agency Attorney	RESPONDENT	Dallas District Office	(676) 454-4542	×					
84	EXPERT ROLE	Expert	Personal Rep	El Paso Area Office	(909) 454-3423	×					
84	Tester Testerson	Attorney for Complainant				×					

3.5 Settlement Terms Tab

Use the Settlement Terms tab to record any agreed-upon settlement information. Settlement terms include Monetary, Non-Monetary, as well as any follow up or verification required terms. The following subsections provide information about the settlement terms interface, and steps to capture settlement terms.

3.5.1 Settlement Terms Tab Interface

The Settlement Terms tab features areas to capture the following settlement related information: (A) Core Settlement Terms and Dates, (B) Monetary Settlement Terms, (C) Follow up and Verification information, and (D) Non-Monetary terms. All settlement term fields feature a checkbox to indicate if the settlement terms were completed, except for the fields in section C (Follow up required and verification). Selections in Section C prompt additional fields to appear, typically a free text field and date picker.

Intake	Case Summaries	Case At-a-Glance	Involved Party Informat	ion Settlement Term	ns Event Lo	og	Documents	Notes(1)			
20	21045 (Randall Hamm)									
Set	tlement Terms		Α								
	Tentative Settlement Terms are Reached					Fully Exe	cuted Agreemen	t Date:	mm/dd/yyyy		
	Impasse reached						Final Impa	asse Date:		mm/dd/yyyy	
		•	Monetary Terms					Follow-up Req	quired and	Verification	
	Type of Mor	netary Term	Amount	Due Date	Completed		Allegation of No	n-Compliance			
	Lump-sum		\$0.00	mm/dd/yyyy			Retaliation				
	Back pay		\$0.00	mm/dd/yyyy 📋			New Case				
	Physical Damages		\$0.00	mm/dd/yyyy			Verification				
	Attorney Fees		\$0.00	mm/dd/yyyy			Follow-up				
	Other Compensatory I Description	Damages, with	\$0.00	mm/dd/yyyy							
	Total Amount		\$0.00								
		No	on-monetary Terms			Í					
	Type of Non-m	onetary Term	Hours/Amount	Due Date	Completed						
	Sick Leave, with numb	er of hours		mm/dd/yyyy							
	Annual Leave, with nu hours	mber of		mm/dd/yyyy							
	Administrative Leave, of hours	with number		mm/dd/yyyy							
	Within grade increase			mm/dd/yyyy							
	Change of performance	e evaluation		mm/dd/yyyy							
	Selection			mm/dd/yyyy							
	Promotion			mm/dd/yyyy							

3.5.2 Capturing Settlement Terms

The image below includes examples of fields enabled by clicking the checkbox. The **(A)** *Allegation of Non-Compliance* field has been selected and displays additional fields for capture. The **(B)** *Completed Column* features **checkboxes** that you can select to indicate that the agreedupon settlement terms have been met. The **(C)** *Sick Leave, with number of hours* fields have all been completed, including the **Completed** checkbox, indicating that these terms have been resolved.

(!!) Note: Always click Save after completing any settlement term entries within this tab.

	Ν	Monetary Terms	Follow-up Required and Verification				
Type of Monetary Term		Amount	Due Date	Completed	Allegation of Non-Compliance		
	Lump-sum	\$0.00	mm/dd/yyyy		Note: Date:		
•	Back pay	\$5.00	03/31/2021		This is a sample note 04/19/2021		
	Physical Damages	\$0.00	mm/dd/yyyy				
	Attorney Fees	\$7.00	04/04/2021		Retaliation		
	Other Compensatory Damages, with	\$0.00	mm/dd/yyyy		Vew Case		
	Description			В	Note: Date:		
	Total Amount	\$12.00			Note for documentation purposes 04/22/2021		
Non-monetary Terms							
	Type of Non-monetary Term	Hours/Amount	Due Date	Completed	Verification		
	Sick Leave, with number of hours	5	04/28/2021	Z	Follow-up		
	Annual Leave with number of						

3.6 Event Log Tab

The *Event Log* tab tracks all workflow events as they occur. Log Activity entries are manually created or populated based on choice selections or activities in other tabs, and notes are stored here as well.

3.6.1 Event Log Tab Interface

The *Event Log* tab interface consists of two separate features, **(A)** a button to manually **Add Log Activity**, and **(B)** a *list of Events* that have been logged as the case folder has progressed through its workflow. These events can be recorded manually or are completed automatically.

Intake	Case Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents	Notes(1)				
20	2021045 (Randall Hamm)										
Eve	ent Log										
	Add Log Activity		B								
	Event Type	Even	t Date	Event Note	Creat	ed Date	Created By				
Cr	eate Case for the Submit	ter 04/28/2021	System Generated	I: Case Created	04/28/2	2021 Josl	h Moyer				
Er	nail acknowledgement	04/28/2021	Scheduling discus	sion with SME	04/28/2	2021					
Co	onduct intake with custom	er 04/06/2021	This is a sample e	vent note	04/28/2	2021 Josi	h Moyer				
<u>Co</u> Di	onduct discussion with Dis rector or Management Of	strict 04/21/2021 ficial	5		04/29/2	2021 Josi	h Moyer				

3.6.2 Add Log Activity

To manually add an event to the event log:

1. Navigate to the *Involved Party Information* tab. Any previously added respondents are listed in the workspace. Click **Add Log Activity**.

2021045 (Randall Hamm)						
Event Log						
Add Log Activity						
Event Type	Event Date					
Create Case for the Submitter	04/28/2021	Syste				

2. A blank Log Activity form appears in the workspace. Click the **date picker** to select the *Event Date*.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🛱
Event Type:	· · ·
Event Note:	
	OK Back

- 3. Select the **Event Type** from the drop-down list. Some selections may prompt additional fields to appear.
- 4. Enter event information in the Event Note field.
- 5. Click OK. A confirmation window appears. Click Yes.



6. The full Event Log tab reappears, with the newly created event in the workspace.

3.7 Documents Tab

The *Documents* tab contains a list of all attachments associated with the case, with options for adding, editing, and managing attachments.

3.7.1 Documents Tab Interface

Attachments are included in the **(A)** *Attachments* List, including identifying the *Attachment Type* (indicating where in the process this attachment was added). There are **(B)** *Actions* you can take on this tab, including using the **Add From** and **Add Child From** buttons to add parent and child attachments, respectively:

In	take	Case Sur	nmaries	Case At-a-G	ilance Involv	ed Party Info	rmation	Settleme	ent Terms	Event Log	Documents	Notes			
[+ Ade	d From -	🖽 Add C	hild From -	🕼 Edit 🗸 🥻	• Manage •	🖂 Send	То 🕶 🔳	F ilter	View - B		Group By	y: Attachm	ient Type	•
		Display Index	Content Source	Sensitivity	Description	Keywords	Comments		Name	Created	Created By	Modified	Modified By	Checked Out By	Size
	Attachment Type: Original														
		1.0			Documentation Test	Test	This is for documentar purposes.	tion	≣ Test.dotx	04/30/2021 9:22:53 AM	Josh Moyer	04/30/2021 9:22:53 AM	Josh Moyer		27 KB
	2	2.0			Sample1	Sample2	Sample3		🗐 Sample.docx	04/30/2021 9:23:34 AM	Josh Moyer	04/30/2021 9:23:34 AM	Josh Moyer		11 КВ

3.7.2 Add Documents

The Add From feature allows the user to add attachments to the Attachments Workspace from the following locations:



- My Computer: Add an attachment from the local desktop.
- Default Attachments: Add an attachment from the default attachments if default attachments are configured.
- Letter Template: Add an attachment to the case folder using a preconfigured attachment template. These letter templates are unique to your organization.
- *Case*: Add an attachment from another dispute resolution case folder.
- Barcode Page: Add attachments via bulk scanning, when licensed to use the bulk scanning module.

(!!) Note: Child attachments are attachments underneath or supporting an existing higher level attachment. The upload process is similar to uploading a parent attachment.

3.7.2.1 Add From My Computer

Follow the steps below to add an attachment from a local or network drive:

1. Within the *Documents Workspace*, click the **Add From** drop-down list and select **My Computer**.



Add New Attachment

2. After clicking **My Computer**, the Add New Attachment pop up window appears:

Case No	2021045	
File(s) to be Attached*		Select
Attachment Name		
Attachment Type*	Original	~
Description		
Keywords		
Comments		
		li.
Spell		Add Close

3. Locate the *File(s)* to be Attached field and click **Select**:



- 4. The Open window appears. Select the **attachment(s)** to upload and click **Open**.
- 5. The Add New Attachment screen displays the added attachment above the Select field.

Add New Attachment

Case No	2021045
File(s) to be Attached*	TEST.dotx × Remove
	Select

6. Complete the remaining fields within the *Add New Attachment* window. Descriptions of each field are provided below.

Field	Description
Attachment Name	Enter the file name for the attachment. Any content entered into this field takes precedent over the filename at upload.
Attachment Type	Select the type of attachment from the drop-down list. This selection determines the attachments location within the <i>Attachments Workspace</i> .
Description	Enter a detailed description of the attachment.
Keywords	Include any keywords for search capabilities.
Comments	Enter any relevant comments about the attachment.

7. When all required fields are completed, click Add.





8. After clicking **Add**, the *Documents* tab refreshes and displays the added attachment in the selected section of the *Documents Workspace*.

3.7.3 Check In/Check Out

The Check In and Check Out features are used restrict access to attachments while those attachments are being updated. Additionally, these can actions provide an audit trail for an attachments.

3.7.3.1 Check Out

Users can check out a document to restrict access while they perform any necessary edits. To check out a document:

1. Navigate to the Documents Workspace and select the attachment to check out.



2. Click the Edit drop-down list and select Check Out.



3. The *Check Out* pop-up window appears. Enter a **comment** regarding the edits to be performed in the *Comments* field.



4. Click **Check Out**. The attachment is now locked within the Attachment Workspace, as indicated by the green arrow icon below. You can now perform any necessary edits to the attachment.



(!!) Note: In order for edits to an attachment to be accepted, a checked-out attachment must be checked back into eCASE.

3.7.3.2 Check In

Users can check in an attachment after the attachment no longer requires editing. To check in an attachment:

1. Within the Documents Workspace, select the attachment to check in.



(!!) Note: An attachment must be checked out before it can be checked in. Documents which are checked out feature a green arrow next to the document name.



2. Click the Edit drop-down list and select Check In.





3. The *Check In* pop up window appears. Enter a **comment** regarding the edits that were performed in the *Comments* field.

Check In			
Location*:	Choose File No file chosen	ĺ	
Comments			
This is a sample comment f	or documentation purposes.		
	Check In Close	Snell	•
	Check III Close	spell	

4. Click **Check In**. The attachment is now available within the Documents Workspace. (!!) **Note: Every Check In action creates a new version of an attachment (not a duplicate).**

3.7.4 Version History

The Version History menu option allows users to view a record of the changes that have been made to a document. If Comments were entered when the attachment was checked back in, users are able to view them here. Additionally, changes to the Name, Version Number, User, Modified Date, and File Size are displayed in this window. Authorized users can delete selected portions of the Version History by clicking the **Remove** button.

(!!) Note: Not all attachment activities appear in this pop-up window.
Version	History					
Name	Version	Check-In Comments	Modified By	File Size	Modified Date	Â
Test.docx	Current 0.1		Josh Moyer	11 KB	02/25/2019 1:08:33 PM	Ŀ.
						Ŧ
Remove	e				View Close	

3.8 Notes Tab

The *Notes* tab allows for users to add notes related to the dispute resolution case folder. Click the **Add** button to open the *Journal Entry Details* pop up window, where you can complete a new Journal Entry (including attachments, if needed):



3.8.1 Notes Tab Interface

Notes are included in the **(A)** *Notes List*, including identifying the *Attachment Type* (indicating where in the process this attachment was added). There are a set of **(B)** *Actions* you can take within this tab, including adding or editing notes.

Intak	e Case Sumr	nmaries Case At-a-Glance Involved Party Information Settlement Terms Event Log Documents Notes(1)											
+	Add 🖋 Edit	● View Attachment 🗙 🛛	Delete										
U	er	Comments		Α		Attachments		Action Office	Date/Time	Action			
ol	h Moyer	This is a sample journal entry/no	te for documentation purposes			0 Attachments	1	Resolve - eCase Resolve	04/30/2021 9:27:19 AM	Journal Entry Added			
Sho	N: 20 \$									1			

3.8.2 Add New Note

Follow the steps below to add Note to the dispute resolution:

- 1. Navigate to the *Notes* tab of the desired dispute resolution case folder.
- Click Add. The *Journal Entry Details* pop up window appears. This pop-up window features

 (A) a *text editor* to record the journal entry, (B) a Choose Files attachment upload button,
 (C) and buttons to Save the note, or Close the note without saving.

Jour Note: * f	inal E	ntry mandate	Det "y	tails												
Name	e			Jo	osh M	oyer										
Entry:				0	4/30/2	2021 4	:41:55	PM								
Comn	nents*:								A							
A •	TI ▼	В	I	U	s	x ₂	x²	٥	* -	¶ -	≣	Ħ	≔		66 -	
ø		-	k	_	27	₽	?	Ċ	C							
Attack	ned file	ə(s).			Choos	o Filo	s No	file.ch	osan							
Attuci		.(3).	(B	Choos		3 140		03611						С	
														Save	C	lose

- 3. Within the text editor, enter the note information.
- 4. Click Choose Files to upload any relevant attachments, if desired.
- 5. Click **Save** to record the note. The pop-up window closes and the Notes tab refreshes to display the newly added note.

Ir	take Case Sumi	maries Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents Not	es(3)					
	+ Add	View Attachment	Delete									
	User	Comments				Attachments	Action Of	ffice	Date/Time	Action		
	Josh Moyer	0				0 Attachments	Resolve -	eCase Resolve	04/30/2021 4:47:36 PM	Journal Entry Added		
	Josh Moyer	ABC				0 Attachments	Resolve -	eCase Resolve	04/30/2021 4:46:49 PM	Journal Entry Added		
	Josh Moyer	This is a sample journal entry/no	ote for documentation purposes			0 Attachments	Resolve -	eCase Resolve	04/30/2021 9:27:19 AM	Journal Entry Added		

3.9 Portal Messages Tab

The *Portal Messages* tab appears in the Case Folder after the *Transfer to Neutral* next action is performed. You can compose and receive portal messages within this tab.

3.9.1 Portal Messages Tab Interface

The *Portal Messages* tab interface consists of three separate features, **(A)** the *View* drop-down list to change the workspace display (Inbox, Outbox, etc.), **(B)** a set of *Action buttons* used to perform work using the messages, and **(C)** the *Messages Workspace*, which can be changed by making a different selection from the *View* drop-down list.

Intake	Case Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents	Notes(3)	Portal Messages	Portal Forms
Inb	ox vA								
8	Compose 👇 Reply	🗅 View 🛛 🗙 Delet	e B						
	Subject			С					Received
	Duplicate attachment	t uploading notification.							5/4/2021 12:33:50 PM
	Message 2 Documen	tation							5/4/2021 12:33:50 PM
	Doc Test								5/4/2021 10:52:33 AM
Show	20 🗢								1

3.9.2 Portal Message Actions

Prior to performing most actions within the *Portal Messages* tab, the desired message must first be selected. You do not need to select a message from the workspace prior to clicking **Compose**.

3.9.2.1 Compose

Click this button to create a message and send it to the portal user. Click **Compose** to open the *Portal Message (Email)* pop up window. Configure the **(A)** *Subject* and *Due Date* fields, compose the message using the **(B)** Text Editor, **(C)** add any attachments if desired, and then click **(D) Send** to send the message to the portal user.

ADR Intake Folder Interface

Porta _{Note: * fiel}	l Mes ds are ma	SSAG andatory	Ð													
Send T	o:				Bela S	mith										
Subjec	t*:															
Due Da	ate*:															
Messa	ge:															
A •	Tl 🕶	в	I	U	s	x ₂	x²	۵	% -	۹-	≣-	ļ	≔	Œ	66 -	
Q		-	k		2	₽	?	C	C							
Тур	e some	ething			B											
Attach	ments:										Select					

3.9.2.2 Reply

The *Reply* button is used to directly reply to a message in the Inbox. Select the desired message and click **Reply**. The *Portal Message (Email)* pop up window appears. Configure the **(A)** *Subject* and *Due Date* fields, compose the message using the **(B)** Text Editor, **(C)** Add any attachments if required, and click (D) Send to send the message to the portal user.

ADR Intake Folder Interface

Portal Message

end To	D:				Bela Sr	mith										
ubject	*:				RE: [Duplica	te attac	hment u	upload	ing not	ificatior	۱.				
ue Da	ite*:													A		
1essag	je:															
Α -	TI -	в	I	U	S	x ₂	x²	٥	% -	¶-	≣∗	;=	≔	i	66 -	
% Туре	E some	- ething	k	8	2	₽	?	5	C							
Туре	e some	-	k	8	2	8	?	5	C							

3.9.2.3 View

The **View** button is used to open a message in a separate pop-up window, where the content of the message and further actions can be performed. Select the desired message and click **View**. The *Portal Message* pop up window appears, displaying the content of the message sent to the user from the Portal. Within the *Portal Message* pop up window, there are buttons to (A) Reply to the Message via the Portal Message window, and (B) Delete the message.

Portal Message Note: * fields are mandatory			
Subject :	Message 2 Documentation		^
Received Time :	5/4/2021 12:33:50 PM		
Message :	This message is for documentation purposes.		
Attachments :	None		•
Delete		Reply Close	

3.9.2.4 Delete

The Delete button is used to delete a message directly and permanently in the *Portal Messages* workspace, Select the desired message and click **Delete**. The *Workspace* refreshes and the selected message is removed.

3.10 Portal Forms Tab

The Portal Forms tab is used to send items or forms from the case folder to the portal user, who then must complete the requested form or action. Actions executed via the Portal Forms tab appear within the *Event Log* tab.

3.10.1 Portal Forms Tab Interface

The Portal Forms tab interface consists of two separate features, **(A)** a set of Action buttons used to perform actions with forms in the workspace (View Form, Version History, Request More Info), **(B)** the *Workspace*, is used to select the form that the actions will interact with.

Intake	Case Summaries	Case At-a-Glance	Involved Party Information	Settlement Terms	Event Log	Documents	Notes(3)	Portal Messages	Portal Forms
@ V	iew Form 🛛 🤊 Versio	n History i Request	: More Info 🗸						
Form	Name		Status	В		Stat	us Date		
ADR	Portal		ASSIGNED			05/0	04/2021 10:27:3	5 AM	

3.10.2 Portal Form Actions

Actions can be performed upon a form by selecting form and clicking the desired button. Alternatively, some additional actions can be performed within the *View Form* window.

3.10.2.1 View Form

Show: 20 🜩

The **View Form** button opens the *Form Window*, where the form information is visible in the **(A)** *Complaint Information* section, an **(B)** *Events list* is visible, and further actions can be performed within the window.

2021043										
Complaint Information			A							
Complainant:	Hamm	n, Randall		Organizational Office:	Executive Secretariat (ES)				
District: Atlanta District Geographic Office: Atlanta District Office										
Scheduled Mediation Date: mm/dd/yyyy										
Events			В							
Events Event Type		Event Date	5	Event Note		Created Date				
Events Event Type Review case	~	Event Date 05/03/2021	Sample Re	Event Note		Created Date				

The **Send** button within the form window opens an *Email Message* pop up window, allowing communication between the Portal User and the eCASE ADR user. Configure the message using the **(A)** text editor and click **(B) Portal Update** to send the message. Portal Users can view the message by clicking the **Messages** button in the portal.

Stati	us M	essa	ge															
Send e	mail						~											
Email T	emplat	e					[Select	Email T	emplat	e]							``
Subject	t*																	
Messag	ge																	
A •	Ti▼	В	I	U	5	X ₂	x²	٥	% -	¶ -	≣∗		≔	⊡	66 -			
90		-	k	8	2	₽	?	C	C									
Add	l Com	ments																
												A						

В		
Portal Update	Close	

The **Add Event** button allows you to directly add an event to communicate between the Portal and eCASE ADR. Clicking **Add Event** opens new fields allowing you to complete and communicate event information with the Portal User.

E	vents			
	Event Type	Event Date	Event Note	Created Date
	Review case 🗸 🗸	05/03/2021	Sample Review Case Event Note	
	Conduct Mediation 🗸	05/04/2021	This is for documentation purposes	
	~	mm/dd/yyyy 🗖		05/04/2021
	Add Event			

3.10.2.2 Version History

Select the Portal Form and click **Version History** to view a complete history of the interaction between the ADR Intake case folder and the Portal User. The *Version History* pop up window appears and displays a table containing all portal/application interactions. Select an event in the version history and click **View** to view the event, or **Remove** to remove the event, respectively.

Version History

Name	Version	Check-In Comments	Modified By	File Size	Modified Date
ADR Portal.XML	Current 0.2	Xml Document is updated from the Portal	System Account	16 KB	05/04/2021 11:46:42 AM
ADR Portal.XML	0.1		System Account	14 KB	05/04/2021 10:27:35 AM



Mionu	Class	
view	Close	

4 Workflow Example

In this chapter we explain how to use the *Next Actions* drop-down list to move a case folder through a sample workflow. Due to the highly configurable nature of the ADR application, your specific process may not follow along precisely with the one outlined below. It is only intended as an example, to help demonstrate how the system works so you can apply the same functionality to your organization's ADR environment.

4.1 Information Gathering

The initial phase in ADR processing is generally the *Information Gathering* phase. In this phase, the ADR Intake is created, necessary steps are taken to schedule and conduct discussions, the process is determined, and a package is sent to the customer.

Some of these steps are described in the following sections. Your experience may vary depending on your configuration, these are only intended as examples of one way a dispute could be processed.

4.1.1 New ADR Intake Creation

The initial step in any ADR resolution is to create the intake folder. Please refer to this section for a full walkthrough of creating a New ADR Intake Case Folder.

4.1.2 Conduct Intake with Customer

After the new ADR Case Folder is created, it is necessary to continue information gathering and conduct the intake with the customer.

1. Within the Intake tab of the case folder, select **Conduct Intake with Customer** from the Next Action drop-down list and click the green **arrow**.



2. The tab refreshes and displays the *Event* workspace, with **Conduct Intake with Customer** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🛱
Event Type:	Conduct intake with customer
Scheduled Intake Date:	mm/dd/yyyy 🗖
Event Note:	
	OK Back

- 3. Use the **date picker** to select the *Event Date*.
- 4. Use the **date picker** to select the *Scheduled Intake Date*.
- 5. Enter the relevant event information within the *Event Note* field.
- 6. Click OK.

2021045 (Randall Hamm)					
Log Activity					
Event Date:	04/06/2021				
Event Type:	Conduct intake with o	customer	~		
Scheduled Intake Date:	05/04/2021		•		
Event Note:	This is a sample even	nt note			
OK Back					

- 7. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 8. The event is added to the *Event Log* tab, and the *Intake* tab refreshes to display the full tab, with the next configured step in the workflow displayed in the *Next Action* drop-down list. In the example below, *Track customer permission to speak with management* is selected.

Intak	e Case Summaries	Case At-a-Glance	Involved Party Information	Sett	lement Terms	Event Lo	g Documents	Notes		
	2021051 (Randall Hamm)	I								
C	Complainant and Phase Ir	formation			Ne	ext Action:	Track customer pe	rmission to	speak with manageme	• • 🕤
I	s this a Coaching Case?	🔵 Yes 🍥 M	No							
(Complainant: *	5	🏡 Randall Hamm		Organizational (Office: *	Office of Chief Fina	ncial Office	r (OCFO)	~
[District: *		Atlanta District	~	Geographic Offi	ce: *	Atlanta District Office	ce	~	
(Grade:		09	•	Steps:		05		~	
(Cell Phone Number:		(555) 987-7654		Hours of Work:		40			
F	Position:		Attorney (not Trial)	~						

4.1.3 Conduct Discussions with Customer/Management

During the ADR workflow, it may be required to conduct a discussion with the customer/management parties involved in the dispute. To conduct and log these discussions:

1. Within the *Intake* tab of the desired case folder, select **Conduct additional discussion(s)** with... from the *Next Action* drop-down list and click the green arrow.

Next Action:	Conduct additional discussion(s) with management ar	~ 🕑

2. The tab refreshes and displays the Event workspace, with **Conduct additional discussion(s)**... selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🗖
Event Type:	Conduct additional discussion(s) with management and/or SME(s)
Event Note:	
Is Email sent?:	
	Send Notification OK Back

- 3. Use the **date picker** to select the *Event Date*.
- 4. Enter the relevant **event information** within the *Event Note* field.
- 5. Click **Send Notification**. The Send Email Favorite window appears.

Send Email Favorite

Content	Attachments	i							
From*:	jmoyer@ains.cor	n	•						
To*	jgatewood@ains.com								
	[Note: To enter multiple recipients use a comma or semi-colon as a separator with NO SPACES between email addresses]								
Cc	jmoyer@ains.con	n							
	[Note: To enter mi email addresses]	ultiple recipients use a comma or semi-colon as a separator with NO SPACES between							
Show Bo	:c: 🗆								
Email Te	mplate:	Scheduling discussion with SME							
6 L									
Subject:		Scheduling discussion with SME							
Message	2:								
A • 1	Γ!• B I	<u>U</u> <u>S</u> x ₂ x ²							
	ii -								
0									
٥٢									
Attact	n From Disk	Attach From Spell Send Close							

- 6. Configure the email message and click **Send**. The *Send Email Favorite* window closes and the message is distributed.
- 7. The Log Activity screen is displayed. Click the *Is Email sent*? checkbox. The workspace refreshes and the **OK** button is now activated. Click **OK**.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	04/21/2021
Event Type:	Conduct additional discussion(s) with management and/or SME(s)
Event Note:	Test Text
Is Email sent?:	
	Send Notification OK Back

8. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.

9. The event is added to the Event Log tab, and the Intake tab refreshes to display the full tab, with the next configured step in the workflow displayed in the *Next Action* drop-down list. In the example below, *Track customer permission to speak with management* is selected.

Intal	ce Case Summaries	Case At-a-Glance	Involved Party Information	Settle	ement Terms	Event Log	g Documents	Notes			
	2021051 (Randall Hamm)	l									
	Complainant and Phase Ir	formation			Ne	xt Action:	Track customer pe	ermission to s	speak with ma	nagemer 🗸	Ð
	Is this a Coaching Case? Yes		No								
	Complainant: *	8	🛓 Randall Hamm		Ganizational (Office: *	Office of Chief Fina	ncial Officer	(OCFO)		~
	District: *		Atlanta District	*	Geographic Offi	ce: *	Atlanta District Offi	се	~		
	Grade:		09	•	Steps:		05		~		
	Cell Phone Number:		(555) 987-7654		Hours of Work:		40				
	Position:		Attorney (not Trial)	•							

4.1.4 Determine Process for Case

At this point in the information gathering stage, it becomes necessary to determine the process for the ADR case. To determine the process for case:

1. Within the *Intake* tab of the case folder, select **Determine Process for Case** from the *Next Action* drop-down list and click the green **arrow**.

Next Action:	Determine Process for Case	~ 🕤

2. The tab refreshes and displays the *Event* workspace, with **Determine Process for Case** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🗂
Event Type:	Determine Process for Case
Case Type:	✓
Event Note:	
	OK Back

- 3. Use the **date picker** to select the *Event Date*.
- 4. Select the **desired case type** from the *Case Type* drop-down list.

(!!) Note: The selection made in the Case Type drop-down list governs how the case folder progresses through the remaining workflow. This Case Type selection is the "compromise" that the involved parties (potentially including Judge and/or Neutral) agreed upon.

- 5. Enter the relevant **Event information** within the Event Note field.
- 6. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	04/27/2021
Event Type:	Determine Process for Case
Case Type:	Facilitated Discussion
Event Note:	This is a sample event note
	OK Back

- 7. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 8. The event is added to the Event Log tab, and the *Intake* tab refreshes to display the full tab.

4.1.5 Send Package to Customer

After the process is determined, it may become necessary to send the ADR Package information to the customer. This is intended to provide the complainant with information about the available options, and how the ADR process will progress from this point.

1. Within the *Intake* tab of the desired case folder, select **Send Package to Customer** from the *Next Action* drop-down list and click the green **arrow**.

Next Action:	Send Package to Customer	~ 🕤

2. The tab refreshes and displays the *Event* workspace, with **Send Package to Customer** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🛱
Event Type:	Send Package to Customer
Event Note:	
Is Email sent?:	
	Send Notification OK Back

- 3. Use the **date picker** to select the Event Date.
- 4. Enter the relevant **Event Information** within the *Event Note* field.
- 5. Click Send Notification. The Send Email Favorite window appears.

Send Email Favorite

Content	At	tachments													
From*:	jmoye	jmoyer@ains.com												Â	
To*	jgatev	vood@ains.	com												
	[Note email	: To enter mu addresses]	ultiple re	ecipients	s use a c	omma	or semi	-colon	as a sep	arator v	vith NO	SPACES	betwee	n	I.
Сс	jmoye	jmoyer@ains.com													
	[Note email	: To enter mu addresses]	ultiple re	ecipients	; use a c	omma	or semi	-colon	as a sep	arator v	vith NO	SPACES	betwee	n	I.
Show Bo	:c: (
Empil To															
cmail le	mpiau	21	Ema	III TO EE		е Раск	age		~						
Subject:			Ema	il to EE	Intake	Packa	age								
Message	e:														
A - 7	Γ! -	B I	U	S	X ₂	X ²	۵	7-	¶ -	≣-		⊨	i		
_				_	_										
8		- ト	_	~	0	?	C	C							
															*
Attact	h From	Disk	Atta	ich Fro	om	Sp	ell					Sen	d	Clos	e

- 6. Configure the email message and click **Send**. The *Send Email Favorite* window closes and the message is distributed.
- 7. The *Log Activity* screen is displayed. Click the **Is Email sent?** checkbox. The workspace refreshes and the **OK** button is now activated.

8. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy 🛱
Event Type:	Send Package to Customer
Event Note:	Test Text
Is Email sent?:	
	Send Notification OK Back

9. A confirmation window appears, asking you to confirm that you would like to add an event. Click Yes. The event is added to the *Event Log* tab, and the *Intake* tab refreshes to display the full tab.

4.2 Mediation

The Mediation phase allows for a neutral party to attempt to mediate the dispute. The following subsections provide some of the steps you may take in the Mediation phase.

4.2.1 Add Netural

1. Navigate to the *Case At-a-Glance* tab within the desired case folder and click the **Neutral** field lookup.

Staff Assigned	
Neutral:	9

2. The *Search for Contact* pop up window appears. Execute a search for the desired contact and click the **desired user** from the Search Results. Click **Select**.

+ New - 🕑 Action	s 🕶 🖉 Copy Contact to individual 🕶 🖉 Copy	Contact to organization - 🗸 Select 🕖 View C	Cases View Da	ata Changes 🔇	Back Olose
Full Name	Primary Address	Secondary Actess	Created Date	Created By	Contact Type
Syed Nasir Neutral			04/19/2021	Syed Nasir	Neutral
Bela Smith	111 Address 1, 111Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/19/2021	Deepika Patel	Neutral
Sailendra Gandham	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	04/19/2021	Deepika Patel	Neutral
Nancy Lee	222 Address 1, 222 Address 2, City MD 20921	222 Address 1, 222 Address 2, City MD 20921	03/31/2021	Deepika Patel	Neutral

3. Tab refreshes, and selected contact appears in the *Neutral* field. Click **Save**.

н	Home / ADR Intake 2021047 [Open]									
	🖹 Save	e 🧿 Logs 🗸	Q Discussions	🛃 Repor						
	Intake	Case At-a-Gra	Involved I	Party Inform						
	Case	At-a-Glance								

4.2.2 Add Scheduled Mediation Date

After the case folder has been transferred to the Neutral Party, you must add the scheduled mediation date:

1. Navigate to the Intake tab of the desired case folder. Select **Add Schedule Mediation Date** from the *Next Action* drop-down list and click the green **arrow**.

Next Action:	Add Schedule Mediation Date	>

2. The page refreshes to display the *Log Activity* workspace. Use the **date picker** to select the *Event Date*.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Add Schedule Mediation Date
Event Note:	
Is Email sent?:	
	Send Notification OK Back

- 3. Enter a **brief description** of the event in the *Event Note* field.
- 4. Click Send Notification. The Send Email Favorite window appears.

Send Email Favorite

ontent	A	ttach	nent	ts									
From*:	jmoy	er@air	IS.CO	m									
To*	jgat	ewood(@ain	s.com									
	[No SPA	te: To e	nter r tweer	nultiple r nemail ac	ecipient ddresse:	ts use a s]	comma	or sem	-colon	as a sep	arator w	ith NO	
Сс	jmo	/er@ai	ns.co	m									
	[No SPA	ite: To e CES bet	nter r tweer	nultiple r nemail ac	ecipient ddresse:	ts use a s]	comma	or semi	-colon	as a sep	arator w	ith NO	
Show Bo	cc: (
Email Te	empla	ite:		Email t	to Medi	iator fo	r Media	tion 🗸	·				
Subject:				Email to	o Media	ator for	Media	ion Tra	nsmitta	I Form			
Messard	۰.												
		-			-					_	_		
A •	TI •	В	1	<u>U</u>	5	x ₂	x ²	٥	¥	¶ -	≡·]	≔
	Ī	66 -											
ø		-	k	Ø	~	₽	?	C,	C				
Good	morn	ing/aft	ernoo	on/eveni	ing ,								
Good Attach	morn 1ed is	ing/afte the me	erno(diati	on cont	ing , act trar	ısmitta	ıl form	for the	CITY	mediat	tion. T	he	
Good Attach Settler	morn ned is ment	ing/afte the me Officia	ernoo ediati 1 in t	on contain his case	ing , act trar is RES	ısmitta SPONI	al form	for the ROLE.	<mark>CITY</mark> S/He	mediat vill be	ion. T partici	he pating	
Good Attach Settler MOD	morn ned is ment E of I	ing/aft the me Officia ARTIC	ernoo ediati 1 in t TPA	ion conta his case TION T	ing , act trar is RES f you b	nsmitta SPONI nave ar	I form	for the ROLE.	<mark>CITY</mark> S/He please 1	mediat vill be et me l	tion. T partici mow	he pating	

- 5. Configure the message and add any attachments, if required. Click Send.
- 6. Click the **Is Email sent?** checkbox. The OK button is enabled.
- 7. Click OK.
- 8. The Add Event confirmation window appears. Click Yes.

4.2.3 Prepare Scheduling Notice

After the scheduled mediation date has been entered into the case folder, eCASE prompts you to Prepare Scheduling Notice. To prepare the scheduling notice:

1. Navigate to the *Intake* tab of the desired case folder. Select **Prepare Scheduling Notice** from the *Next Action* drop-down list and click the green **arrow**.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Prepare Scheduling Notice
Event Note:	
OK Back	

2. The page refreshes to display the *Log Activity* workspace. Use the **date picker** to select the *Event Date*.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Prepare Scheduling Notice
Event Note:	
	OK Back

- 3. Enter a **brief description** of the event in the Event Note field.
- 4. Click OK.
- 5. A confirmation window appears. Click Yes.

4.3 ADR Closure

After mediation, the next major phase in the ADR Process is ADR Closure. The decisions made during Mediation will govern how the case folder progresses through ADR Closure. The subsections below provide an example of how an ADR Case Folder might progress through to closure.

(!!) Note: The subsections below do not constitute the full ADR Closure Workflow, and instead are only intended to provide an example of how a user might progress the ADR Case Folder through to closure.

4.3.1 Create Draft Settlement Agreement

After mediation has determined how the ADR will resolve and close, the involved parties working with a Neutral must create a draft version of the final settlement agreement, during

which the details of the settlement are agreed upon and finalized. To create draft settlement agreement:

1. Navigate to the *Intake* tab within the desired case folder and select **Create Draft Settlement Agreement** from the *Next Action* drop-down list.



2. The tab refreshes and displays the *Event* workspace, with **Create Draft Settlement Agreement** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)		
Log Activity		
Event Date:	mm/dd/yyyy 🗖	
Event Type:	Create Draft Settlement Agreement	
Event Note:		
	OK Back	

- 3. Use the **date picker** to select the Event Date.
- 4. Enter a **brief description** within the *Event Note* field.
- 5. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	05/10/2021
Event Type:	Create Draft Settlement Agreement
Event Note:	This is a sample event note.
ОК Васк	

- 6. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 7. The event is added to the *Event Log* tab, and eCASE refreshes to display the *Settlement Terms* tab. Update any relevant fields and click **Save**.

🖺 Save 🥲 Logs 🗸 🝳 Discussions 🛛 🗠 Reports 🗸 🕑 Spelling				
Intake	Case Summa	Case At-a-Glance	Involved Party Information	Settlement Terms
2)21045 (Randall Hamm)			
Set	ttlement Terms			

4.3.2 Circulate Settlement Agreement and Obtain Signatures

After the draft settlement agreement has been created, it must be distributed to all involved parties for them to review and provide approval signatures. To circulate and obtain signatures:

1. Navigate to the *Intake* tab within the desired case folder and select **Create Draft Settlement Agreement** from the *Next Action* drop-down list.



2. The tab refreshes and displays the Event workspace, with **Circulate Settlement Agreement and Obtain Signatures from Parties** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Circulate Settlement Agreement and Obtain Signatures from Parties
Event Note:	
	OK Back

- 3. Use the **date picker** to select the Event Date.
- 4. Enter a **brief description** within the *Event Note* field.
- 5. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	05/10/2021
Event Type:	Circulate Settlement Agreement and Obtain Signatures from Parties
Event Note:	This is a sample event note.
ОК Васк	

- 6. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 7. The event is added to the Event Log tab, and eCASE refreshes to display the full Intake tab.

4.3.3 Prepare ADR Outcome Form

After the settlement agreement has been finalized and signed, the judge will submit the finalized agreement for the Case Manager to log. The Case Manager must prepare and submit the ADR Outcome Form, to formally submit the final outcome of the ADR. To prepare ADR Outcome Form:

1. Navigate to the *Intake* tab within the desired case folder, and select **Prepare the ADR Outcome form** from the *Next Action* drop-down list.

Next Action:	Prepare the ADR Outcome form	~ ()

2. The tab refreshes and displays the *Event* workspace, with **Prepare the ADR Outcome Form** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Prepare the ADR Outcome form
Event Note:	
OK Back	

- 3. Use the **date picker** to select the *Event Date*.
- 4. Enter the relevant **event information** within the *Event Note* field.
- 5. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	05/10/2021
Event Type:	Prepare the ADR Outcome form
Event Note:	This is a sample event note.
	ОКВ

- 6. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 7. The event is added to the *Event Log* tab, and eCASE refreshes to display the *Documents* tab. Upload the ADR Outcome Form and any Final Documentation to the *Documents* tab.

4.3.4 Close Case: Settled with Agreement

After the settlement agreement has been agreed upon and signed, the settlement terms will be logged, and monitored until completion. Once terms have been met the case folder can be closed. To Close the Case: Settled with Agreement:

1. Navigate to the *Intake* tab within the desired case folder and select **Close Case with Appropriate Outcome – Settled with an agreement** from the *Next Action* drop-down list.



2. The tab refreshes and displays the *Event* workspace, with **Prepare the ADR Outcome Form** selected and locked within the *Event Type* drop-down list.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	mm/dd/yyyy
Event Type:	Close Case with Appropriate Outcome - Settled with an Agreement
Event Note:	
	OK Back

- 3. Use the date picker to select the Event Date.
- 4. Enter a brief description within the Event Note field.
- 5. Click OK.

2021045 (Randall Hamm)	
Log Activity	
Event Date:	05/10/2021
Event Type:	Close Case with Appropriate Outcome - Settled with an enterment
Event Note:	This is a sample event note.
OK Back	

- 6. A confirmation window appears, asking you to confirm that you would like to add an event. Click **Yes**.
- 7. The event is added to the *Event Log* tab, and eCASE refreshes to display the *Intake* tab. The case is now in *Closed* status, and the Next Action drop-down list is locked.



5.1 ADR Configuration Overview

The eCASE ADR Configuration folder allows administrators to fully configure the ADR workflow, including creating and ordering the events and notification emails that are central to performing tasks within the application. The Configuration folder consists of three tabs:

- Event Configuration: Use this tab to configure the sequence of events that link to automated emails within the application.
- *Email Notification Configuration*: Use this tab to create email notifications that are sent in correlation with events.
- Configuration: Use this tab to configure the ADR settings outside the scope of the Event and Email Configuration tabs.

5.1.1 Accessing ADR Configuration

To access the Configuration folder, select Main Menu > View > Configuration.

B	Main Menu
	New
	View
	Configuration
	Search
	Inbox

eCASE ADR refreshes and displays the Configuration folder, with the Event Configuration tab selected. Within this folder, the eCASE ADR Configuration settings can be completed or updated.



5.1.2 Configuration Functionality

This subsection provides a basic overview on how to complete the fields available within the eCASE ADR Configuration folder. These functions are consistent across the *Event Configuration*, *Email Notification Configuration*, and *Configuration* Tabs.

Feature	Description
Drop-down List	Some configuration columns are populated via drop-down lists. Click the field to expand the drop-down list and make a selection from the listed options. The drop-down list collapses, and the selected option populates the field. An expanded drop-down list is pictured below:
Checkbox	Some configuration columns are populated via checkboxes. Click the checkbox to select the field. After clicking the box, it displays a check to indicate that it has been selected. Additional fields may appear after clicking a checkbox.

Feature	Description
Button	Some configuration columns are populated via buttons. Click the button to expand the configuration selection option. After clicking the button, the workspace refreshes to display the selected value.
Delete Row	Any configuration row can be deleted by clicking the red X button.

5.2 Event Configuration Tab

The *Event Configuration* tab is the workspace in which the events are ordered and separated into phases, and structured into the order the events appear as selections in the *Next Action* drop-down list.

5.2.1 Event Configuration Interface

The Event Configuration tab must be completed before eCASE ADR can function according to your organizational needs. A sample Event Configuration tab is pictured below:

Home / ADR Configuration AD	R_CONFIG [Open]														
🖺 Save 🕑 Spelling															
Event Configuration Emai	il Notification Configuration Confi	iguration													
Phase	Event	Case Type	Enable for Portal?	Phase Change?	Is Milestone?	Email Event?	Email Template	Involved Party Role	Intake Tab	Is Permission Required?	Hide for Group ?	Is Future Date?	Active?	Sequence	
Information Gath 🗸	Send email to customer reques 🗸	~			<		First email with Employee 🗸	Add/View Role	~					1 🗸	0
Information Gath 🗸	Conduct discussion with Distric 🗸	~			•		~		~					10 🗸	0

The columns in this tab include:

Field	Description
Phase	The workflow phase where this event occurs. There are options to select Information Gathering , Mediation , or ADR Closure .
Event	The predefined event, describing the actions taking place in this workflow step. Select an Event from the drop-down list. This description is visible to end users when selecting an option from the <i>Next Action</i> drop-down in the ADR Case Folder.
Case Type	The <i>Case Type</i> to which this event can be applied. This action will only be available during the specific <i>Phase</i> for this selected <i>Case Type</i> .
Enable for Portal?	Events with this checkbox selected are present in the <i>Portal</i> drop- down list, and are available for the portal users to select based on the previously selected process. This selection creates the ad hoc workflow for Portal users to complete.
Phase Change?	Use this configuration option to set the phase that occurs after this step is executed. The phase sets the overall case status based on the event chosen. Phases include: <i>Information Gathering</i> , <i>ADR Processing</i> , or <i>Closure</i> .
Is Milestone?	Use this checkbox to indicate that this event is considered a milestone for workflow purposes. Events that are marked as Milestones are recorded in the <i>Event Log</i> tab.
Email Event?	Use this checkbox to automatically open the <i>Send Email Favorite</i> pop up window when the event is reached. An event with this configuration option enabled requires that the Email Sent Requirement be satisfied before the step can proceed.

Field	Description
Email Template	If this is an Email Event (see <i>Email Event</i> ? above), select the desired preconfigured email template which will automatically populate the <i>Send Email Favorite</i> pop up window when this action is taken.
Involved Party Role	Use this configuration option to display the <i>Involved Party Role</i> workspace in the <i>Event Configuration</i> tab. This is where you can select the desired user roles who must be captured in order to complete this step.
Intake Tab	This selection determines the tab wherein the event begins
Is Permission Required?	Enabling this configuration option requires that users completing the event must possess sufficient permissions.
Hide for Group?	Enabling this configuration option prevents user groups from viewing the event.
Is Future Date?	Enabling this configuration option requires the user to submit a date in the future for the event
Active?	Enabling this configuration option makes the event active. Event rows without a check in this box are inactive.
Sequence	The number entered in this field determines the guided order the user completes the event within the ad hoc workflow. The numbers entered in this column are separate by phase, and as a result this column can have multiple entries with the same number.
Delete	Clicking this button to deletes the event row.

5.2.2 Create an Event

Follow the steps below to add a new Event. You can sequence multiple events to create a defined workflow.

- 1. Access Event Configuration by selecting **Main Menu > View > Configuration**. The *Event Configuration* tab appears.
- 2. Scroll to the bottom of the tab and click **Add Event**. A row of blank fields appear to capture the new event, as shown below:

Phase	Event	Case Type	Enable for Portal?	Phase Change?	ls Milestone?	Email Event?	Email Template	Involved Party Role	Intake Tab	ls Permission Required?	Hide for Group ?	Is Future . Date?
ADR Processing 🗸	Obtain and enter training sched	Training 🗸					~		~	V		
ADR Processing 🗸	Training Completed	Training ~		<			~		~	V		
ADR Processing V	Other 🗸	Training ~					~		Notes 🗸			
Closure 🗸	Close case with appropriate out	Training 🗸					~		~	V		
Closure 🗸	Other ~	Training 🗸					~		Notes ~			
~ ·	~	~					~		~			
Add Event	·											

- 3. Select the *Phase* from the drop-down list. This is the workflow phase that the event occurs within.
- 4. Select the **Event** to configure from the Event drop-down list.

(!!) Note: Previously configured events still appear in the drop-down list and can be selected. eCASE ADR prevents duplicate events from being saved. The system will highlight duplicate events by outlining the Phase field in red and preventing you from saving the changes to the folder.

- 5. Select the Case Type from the drop-down list.
- 6. Click the **Enable for Portal** checkbox, if portal users perform the action.
- 7. Click the **Phase Change** checkbox, if the event begins a new workflow phase.
- 8. Click the Is Milestone checkbox, to record the event in the Event Log tab.
- 9. Click the **Email Event** checkbox to require an email message prior to the event completion. After the *Email Event* checkbox is clicked, the *Email Template* drop-down list activates, as shown below. Select the desired email **template** from the drop-down list:

~
~

(!!) Note: See the Email Notification Configuration Tab section for information on creating Email Notifications.

- 10. Click the **Add/View Role** button to select the Involved Party Roles for the event. After clicking the button, the workspace refreshes to display the *Involved Party Role* workspace.
- 11. Here you can edit existing information by selecting new menu options from the drop-down list, or click the Red **X** to delete an existing entry.
 - a. Click Add Role to add a new entry.

Attorney for Complainant	8
Union representative or Complainant	0
Add Role	
After deleting records, please press "Save" before adding new entries duplicate new entries should automatically be removed on next "Sav	. Any /e".
Back	

b. The workspace refreshes to display a new blank row. Select the desired **role** from the drop-down list.



c. Click **Save** to record the new role.

Home / ADR Configurati	ion ADR_CONFIG [Open]
🖺 Save 🖾 Spellin	ig < Back
Event Configuration	Email Notification

d. Click **Back** to return to the full Event Configuration workspace.



- 12. Select the Intake tab from the drop-down list.
- 13. Click the **Is Permission Required** checkbox, if sufficient privileges are required to complete the event.
- 14. Click the **Hide for Group** checkbox, if the event will not be visible to groups.
- 15. Click the Is Future Date checkbox, if the date selected must be in the future.
- 16. Click the **Active** checkbox to make the event active.
- 17. Select the **Sequence Number** from the drop-down list, to determine the order of the event in the event sequence.

18. Click Save.



5.3 Email Notification Configuration Tab

The *Email Notification Configuration Tab* is the workspace in which the automated emails that ADR distributes are selected and linked to events.

5.3.1 Email Configuration Interface

The *Email Configuration* tab must be completed before eCASE ADR can function according to your organizational needs. A sample *Email Configuration* tab is pictured below:

Home	ADR Configuration ADR_COM	IFIG [Ope	n]								
8) Save 🕑 Spelling										
Ever	nt Configuration Email Not	fication C	Configuration Configuration								
	Involved Date	Days	Email Template	To List	CC List	From	Attempt	Business Days?	Recurring?	Active?	
	Intake Date 🗸	2	Intake Date Reminder	[CaseManager]		RESOLVE.Program@eeo	First Attempt 🗸				0
	Intake Date 🗸	4	Intake Date Reminder	[CaseManager]		RESOLVE.Program@eeo	Second Attempt 🗸				8
	Discussion Date	2	Discussion Date Reminder	[CaseManager]		RESOLVE.Program@eeo	First Attempt 🗸				0

Email Configuration Columns in this tab include:

Field	Description
Involved Date	The involved date is the date that corresponds to the date of an event or a milestone.
Days	This field determines the number of days after the initial message that the system will send a notification to prompt the user to complete the action.
Email Template	This selection determines the email template which will populates the email message editor for the event.
To List	This is the role/user/group which will populate the <i>To</i> : field in the <i>Send Email</i> pop up window.
CC List	This is the role/user/group which will populate the CC: field in the Send Email pop up window.
From	This is the role/user/group which will populate the <i>From</i> : field in the <i>Send Email</i> pop up window.
Attempt	This is how many times the system can reach out to the recipient. eCASE ADR logs each attempt, and the drop-down list limits the notifications to three attempts.
Business Days?	This checkbox modifies the <i>Days</i> column value to be business days.

Field	Description
Recurring?	This checkbox enables the <i>Recurring Days</i> field. The number in the Recurring Days field sets the number of days where the email is sent.
Active?	This checkbox make the email notification active/inactive.
Delete	This button deletes the row.

5.3.2 Create an Email Notification

The Event Configuration Tab is the workspace in which the workflow events are selected and configured. To configure an event:

- 1. Navigate to the Configuration folder and click the **Email Notification Configuration** tab.
- 2. Scroll to the bottom of the tab and click **Insert**. Fields appear to capture the new email configuration.

oup Facilitation is Set 💙 7	Group Facilitation is Set Reminder V	[Casemanager]

(!!) Note: Required fields are outlined in red.

eC/	ASE [®] ALTERNATIVE DESPUTE RESO	LUTION							Contacts -			
~	ADR Configuration ADR_CONFIG (Open)											
Ø	Main Menu	🖺 Save 🕑 Spelling										
	Inbox	Event Configuration Email Notification Configuration Configuration										
B	Contacts	Involved Date	Days	Email Template	To List	CC List	From	Attempt	Business Days?	Recurring?	Active?	
	Reports	Intake Date 🗸	2	Intake Date Reminder	[CaseManager]		RESOLVE.Program@eeo	First Attempt 🗸 🗸				0
\geq	Mass Mailing				(Cacabiananar)							
筆	Settings	Climate Assessment Cor 🗸	7	Climate Assessment Completed Re 🗸	[Casemana Jei]		RESOLVE.Program@eeo	First Attempt 🗸		7		0
					[CaseManager]					Davs:		
		Coaching is Set Date	7	Coaching is Set Reminder			RESOLVE.Program@eeo	First Attempt V		7		0
		Oreun Eccliptotico in Set		Graup Ecolitation is Sat Dominder	[CaseManager]			First Attempt	_	Z Days:	_	_
		Group Facilitation is Set		Group Facilitation IS Set Reminder			RESOLVE.Program@eeo	First Auempt	<u> </u>	7		
		~		~				~				0
					1			1			_	_

- 3. Select the **event** from the *Involved Date* drop-down list. This selection determines the date to which all the remaining fields in the row correspond.
- 4. Enter the **number of days** after the event that the follow up reminder email will be sent.
- 5. Select the **Email Template** from the drop-down list.

- 6. Enter the **default recipient** in brackets within the *To List* field.
- 7. If required, enter the **CC Recip**ient in brackets in the *CC List* field.
- 8. Enter the sender email address in brackets in the From field.
- 9. Select the **number of attempts** from the Attempt drop-down list.
- 10. Click the **Recurring**? checkbox to indicate that the email prompt is to be resent until it is completed.
- 11. After clicking this checkbox, the workspace refreshes to display an additional *Days* field underneath the *Recurring*? checkbox. Enter the number of **days** the email will be sent in this field.



- 12. Click the Active checkbox to activate the newly configured Email Notification.
- 13. Click **Save** to record the newly configured Email Notification.

Save Spelling										
Ev	Event Configuration Email Notification Configuration Configuration									
	Ir	volved Date		Email Template						
5.	5.4 Configuration Tab									
8	Save 🗹 Spellin	g			_					
Ever	nt Configuration	Email Notification Configuration	Configuration	ADR - eComplaint Configuration						
	Configuration									
	Number of Days to mark a case as New since Case Manager has changed: 7									
	Enable Search in /	Active Directory?	o B							
	Provider Portal UR	RL:		http://192.168.4.214/eCasePortal	С					

To access the Configuration tab, navigate to the Configuration folder and click Configuration.

The first field is the **(A)** Number of Days to mark a case as New since Case Manager has changed field. This field determines when the clock will restart after a new case manager is assigned. Enter a number in the field.

You can also select the checkbox to **(B)** *Enable Search in Active Directory*. Lastly, you can set the **(C)** *Provider Portal URL*.

When you're finishing making changes to the *Configuration* tab, click **Save**.

