

# eCASE

Reasonable  
Accommodations

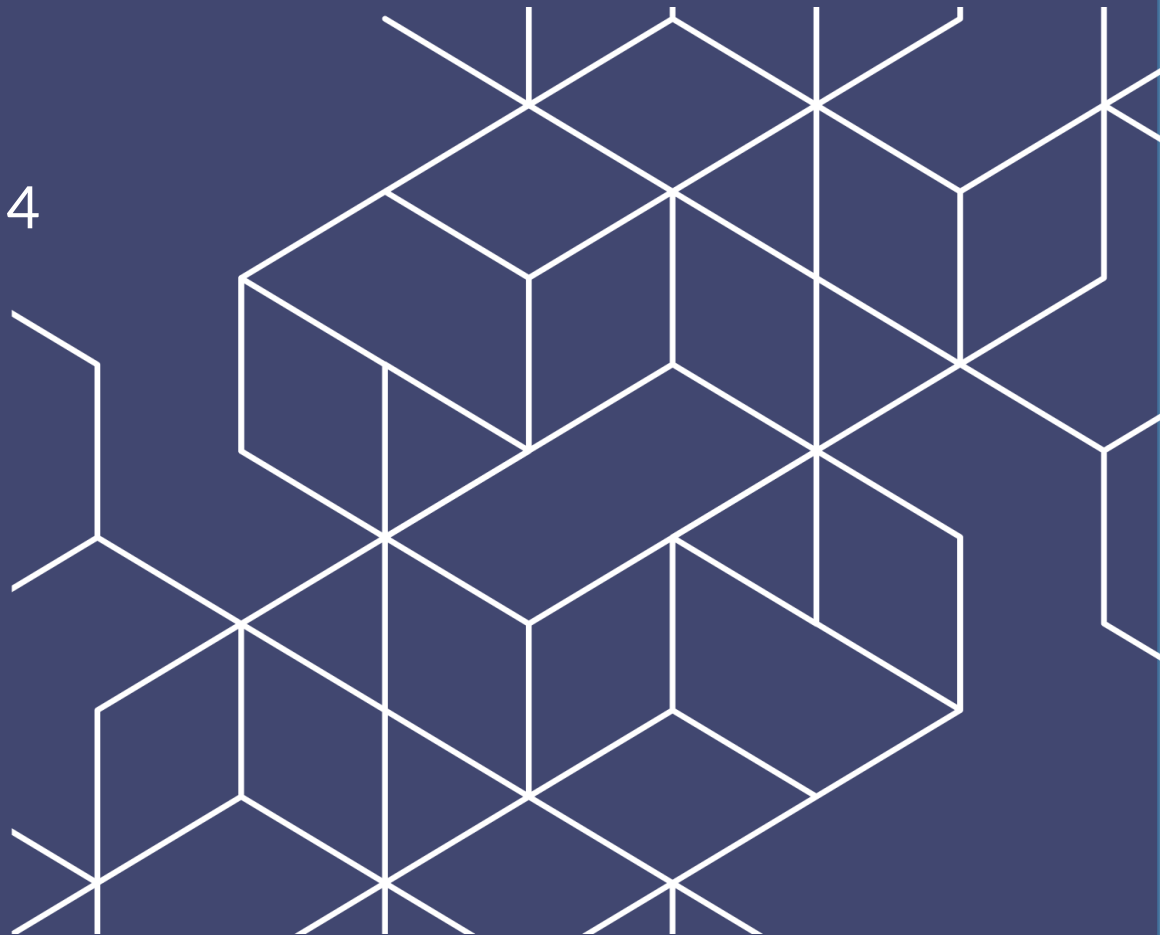


## Portal User Manual

Version 2.0

v4.0.0

April 2024



# eCASE RA v4.0.0 Portal User Manual

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# Version History

Version	Date	Revision Summary
1.0	11/17/2023	We've added or revised the following for v3.2.0: <ul style="list-style-type: none"><li>▪ Updated the <i>Sample RA Portal Form</i> section (3.2) to include the new Time-Sensitive Accommodation checkbox.</li><li>▪ Updated section 5.1 to reflect the new <i>Employee Type</i> drop-down menu now available on certain Portal forms when applicable. This field is dependent on the environment's configuration and may not be visible for all users.</li></ul>
2.0	4/19/2024	We've made the following changes for v4.0.0: <ul style="list-style-type: none"><li>▪ Updated screenshots throughout to reflect update form terminology and new fields.</li></ul>

## Using This Manual

The following formatting conventions are used in this manual to highlight important information:

- *Italicized* text indicates a location, for example a particular *Folder*, *Tab*, or *Window*.
- **Bold** text indicates a specific user action, such as clicking a **button**.
- **Red** text are used in Notes to **bring attention to crucial information**.



# 1 Introduction

## 1.1 About This Manual

The purpose of this manual is to provide an overview of the Reasonable Accommodations (RA) Portal. The Reasonable Accommodations Portal allows employees to submit RA Inquiries for general questions about the RA process, RA Requests, and RA Modifications to make changes to existing RA Requests.

Portal users can manage multiple submissions of different types, save forms for review before submission, send and receive correspondence to and from the agency representatives handling their request, and provide additional documentation to support their requests as needed.

## 1.2 Scope

In this manual, the following topics are discussed:

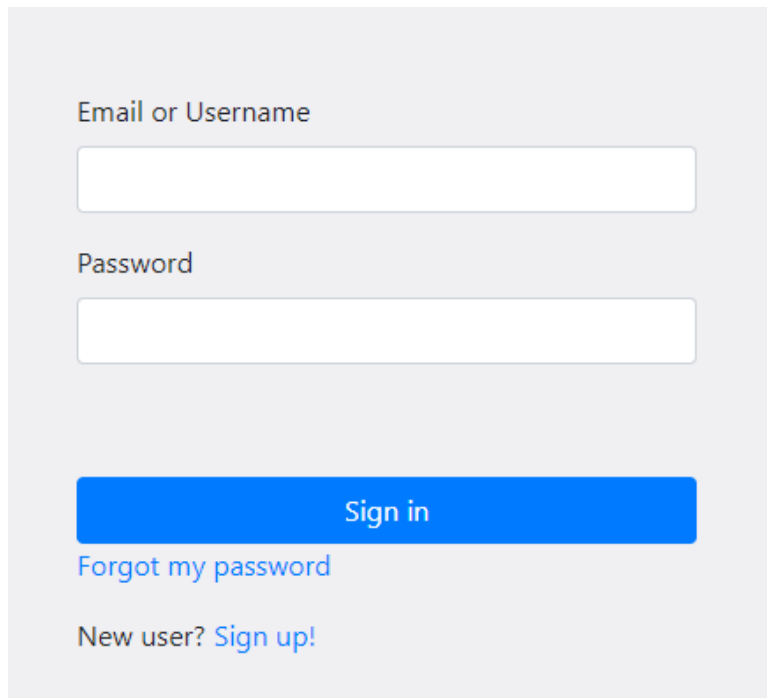
- *Getting Started:* This section details the core features and actions within the Reasonable Accommodations Portal.
- *Using the Portal:* An overview of the features you will use to submit and complete requests.
- *RA Inquiry:* How to submit a Reasonable Accommodations Inquiry.
- *RA Request:* How to submit the primary form for the application, an RA Request, using the Portal.
- *RA Modification:* How to request a modification to an existing Reasonable Accommodations request.



## 2 Getting Started

### 2.1 Accessing the Reasonable Accommodations Portal

You can access the RA Portal using the link provided by your system administrator. The link opens the program to the *Login* screen, as shown below. If you have your credentials, provide these in the *Email or Username* and *Password* fields, then click **Sign in** to access the Portal:

The image shows a login interface on a light gray background. It features two white input fields: the top one is labeled "Email or Username" and the bottom one is labeled "Password". Below these fields is a prominent blue button with the text "Sign in" in white. Underneath the button are two links in blue text: "Forgot my password" and "New user? Sign up!".

Email or Username

Password

**Sign in**

[Forgot my password](#)

New user? [Sign up!](#)

You can click **Forgot my password** link to reset your password, if needed.

### 2.2 New User Sign Up

New users can create an account to access the Portal from this page. Click the **Sign Up!** link and a User Registration form opens, shown below.



## Getting Started

The screenshot shows the eCASE registration form. At the top, the eCASE logo is on the left, and a yellow banner states: "Required fields are indicated with asterisk (\*) and red outline." Below this is the "Employee Information" section. It contains several fields: "First Name \*" and "Last Name \*" (text boxes with red outlines); "Phone Number \*" (text box with a red outline and placeholder "(XXX) XXX-XXXX"); "Email Address \*" (text box with a red outline); "Employee Type" (text box); "Organizational Office", "Grade", "Series", and "Steps" (dropdown menus); "District" and "Geographic Office" (dropdown menus); "Supervisor's Name" and "Supervisor Email" (text boxes); and "Supervisor's Telephone Number" (text box with a red outline and placeholder "(XXX) XXX-XXXX"). A red circle with the letter "A" is placed over the "Employee Type" field. Below the form is a CAPTCHA section. It includes a CAPTCHA image showing the text "I W5 25", a link "Generate New Image", a link "Get Audio Code", a text input field with the placeholder "Type the code from the image", and two buttons: "Register" (highlighted in blue) and "Back". A red circle with the letter "B" is placed over the CAPTCHA image, and a red circle with the letter "C" is placed over the "Register" button.

Fill out all required **(A)** *Employee Information* fields. Then, complete the **(B)** *CAPTCHA prompt* by typing the code from the image in the text field. If you prefer an audio CAPTCHA code, click **Get Audio Code**.

When you're done, click **(C)** **Register** to sign up.

## 2.3 Portal Home Screen

The *Reasonable Accommodations Portal Home Screen* is shown in the following example:



## Getting Started

The screenshot shows the eCASE portal interface. At the top, there is a navigation bar with the eCASE logo and a user profile icon. Below the navigation bar, there are two main sections: 'Submission Forms' and 'My Forms'. The 'Submission Forms' section contains a table with columns 'Form Name' and 'Help'. The 'My Forms' section contains a table with columns 'Name', 'Status', 'Case Number', and 'Case Status'. On the right side, there is a widget titled 'Unread Messages (7)' which lists several messages. Callouts A through E are placed over specific elements: A is over the 'My Forms' section header, B is over the 'Submission Forms' section header, C is over the 'Unread Messages' widget, D is over the 'Home' link in the navigation bar, and E is over the user profile icon in the top right corner.

**eCASE**

Home My Forms

**Submission Forms**

Form Name	Help
<a href="#">RA Inquiry</a>	<a href="#">Instructions</a>
<a href="#">RA Modification 2</a>	
<a href="#">RA Request 1</a>	

[View more »](#)

**My Forms**

Name	Status	Case Number	Case Status
<a href="#">RA Modification 2</a>	Pending		
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00050	In Progress
<a href="#">RA Modification 2</a>	Accepted	2024-MODR-00021	In Progress
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00049	In Progress
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00048	In Progress
<a href="#">RA Inquiry</a>	Accepted	2024-IQR-00011	In Progress

**Unread Messages (7)**

- Form processing not...
- 10/26/2023 4:18:44 PM
- Form processing not...
- 10/26/2023 4:18:44 PM
- Form processing notification
- 10/26/2023 4:18:44 PM
- Reasonable Accommodation
- Expires
- 6/1/2023 11:05:56 AM
- Update Medical Info
- 6/1/2023 11:04:38 AM

All your current and past submitted forms are included in the **(A) My Forms** list. Click the link in the Name column to open a specific form.

You can initiate new submissions using the **(B) Submission Forms** list. Unread messages received from your RA office are included in the **(C) Unread Messages** widget (which also links to your Portal messages). There are also **(D) options** to return to the *Home Screen* or view **My Forms**.

Click the **(E) Profile** button to view your profile information or sign out.



# 3 Using the Portal

## 3.1 Submission Forms

You can submit new forms as needed using the *Submission Forms* section of the *Home Screen*. All available forms are listed under the *Form Name* column. Click a **(A) Form Name** link to view and submit a new form. There may be *Help* guides available for these forms under the **(B) Help** column as well. You can click the **(C) View More** button to view a full list of available forms.

eCASE<sup>®</sup>

[Home](#) [My Forms](#)

Submission Forms

Form Name	Help
<a href="#">Form 557</a>	
<a href="#">Form 557 - Modification</a>	
<a href="#">Inquiry</a>	

View more »

Unread Messages (0)

You have no unread messages

## 3.2 Sample RA Portal Form

An example form is shown below. Your forms may differ depending on your configuration, but the major elements you'll encounter on a form are shown below:



## Using the Portal

The screenshot shows a web form titled "CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION". At the top, a navigation bar contains "Save", "Save & Submit", and "Back" buttons, with a red circle 'E' highlighting the "Save" button. Below this is an "Attachment Details" section with a dropdown menu for "Attachment Type" and a "Select" button, with a red circle 'A' highlighting the "Select" button. A red box highlights the "Attachment Details" section and the "Save" button. Below this is a section titled "Required fields are indicated with asterisk (\*) and red outline." followed by the main form title. The form is divided into sections: "Employee Information" with fields for "Employee Name:" (Shannon Murphy), "Organizational Office:" (Office of General Counsel (OGC)), "District:", "Geographic Office:", "Grade:", "Series:", "Step:", "Telephone Number: \*" ((555) 555-5555), "Email Address: \*" (shannon.murphy@opexustech.com), "Supervisor Name:" (John Doe), and "Supervisor's Telephone Number:" ((518) 555-5551). Below these is a "Reasonable Accommodation Request: \*" field with a red circle 'B' highlighting it. Below that is a "Reason for Request: \*" text area with a red circle 'C' highlighting it. Below the text area is a checkbox for "Time-Sensitive Accommodation" with a red circle 'C' highlighting it. At the bottom is a section titled "Click to sign form \*" with a red circle 'D' highlighting it. Below this are "Signature:" and "Date:" fields with a red circle 'D' highlighting them. A red box highlights the "Click to sign form \*" section and the "Signature:" and "Date:" fields.

**A. Attachments** can be added here if required at any point in the request process. You'll have the option to select the *Attachment Type* from the drop-down, then click **Select** to locate the attachment on your local drive and add it to your form.

**B. Required Fields** are outlined in red and have an asterisk. These fields must be completed before the form can be submitted.

**C.** The **Time-Sensitive Accommodation** checkbox allows you to indicate whether a request is time-sensitive. This designation will appear in your Request.

**D. Signature** fields are provided when required. Use the **Click to sign form** checkbox to auto-populate the *Signature* and *Date* fields when clicked.

**E.** In the **Navigation Bar**, you can click **Save** to save the form. This allows you to return to it and complete it later; it does not submit your form. **Save & Submit** saves the current form and submits it for processing. **Back** closes the form and returns you to the *Home Screen*.



### 3.3 My Forms

The **(A)** *My Forms* list is present on the *Reasonable Accommodations Portal* home screen, and this list displays all forms you have submitted through the Portal. This table includes the *Name* of the form used, the current *Status* of the form, the *Case Number* (if available), and the current *Case Status*.

**eCASE**

Home My Forms **(C)**

**Submission Forms**

Form Name	Help
<a href="#">Form 557</a>	
<a href="#">Form 557 - Modification</a>	
<a href="#">Inquiry</a>	

[View more »](#)

**(A) My Forms**

Name <b>(B)</b>	Status	Case Number	Case Status
<a href="#">Form 557</a>	Accepted	2022-RAF-00046	In Progress

**Unread Messages (0)**

You have no unread messages.

You can click under the **(B)** *Name* column to view a specific form from your list. You can also click the **(C)** **My Forms** button in the upper left at any time to return to the *Home Screen* and view the *My Forms* list.

### 3.4 My Profile

You can view and edit your user profile from the *Profile* menu on the *Home Screen*. Click the **(A)** **Profile** icon in the top right corner of the *Home Screen*. Then, click the **(B)** **Profile** button.

Shannon Mur **(A)**

shannon.murphy@...

**(B) Profile** Sign Out

1/6/2023 11:05:55 AM

The *Employee Information* screen appears as shown below. This matches the information captured when you created your Portal account:



## Using the Portal

Required fields are indicated with asterisk (\*) and red outline.

Employee Information			
First Name:*		Last Name:*	
<input type="text" value="Shannon"/>		<input type="text" value="Murphy"/>	
Phone Number:*		Email Address:*	
<input type="text" value="(555) 555-5555"/>		<input type="text" value="shannon.murphy@opexustech.com"/>	
Organizational Office:*	Grade:*	Series:*	Step:*
<input type="text" value="Office of the Chair (OCH)"/>	<input type="text" value="13"/>	<input type="text" value="GS-0318"/>	<input type="text" value="07"/>
District:*	Geographic Office:*		
<input type="text" value="New York District"/>	<input type="text" value="New York District Office"/>		
Supervisor's Name:*		Supervisor's Telephone Number:*	
<input type="text" value="John Doe"/>		<input type="text" value="(555) 555-5555"/>	

Edit the information on this screen as needed. If you make any changes here, be sure to click **Update** in the bottom left to save the changes.

### 3.5 Messages

The Portal features a dedicated Inbox where you can view and manage messages sent to and from your RA office. You can access the full list of messages from the *Home Screen* by clicking the **Unread Messages** header or open a single message by clicking the link within this widget.



The screenshot shows the eCASE portal interface. At the top is the eCASE logo and a user profile icon. Below the logo are links for 'Home' and 'My Forms'. The main content area is divided into three sections:

- Submission Forms:** A table with two columns: 'Form Name' and 'Help'. It lists 'RA Inquiry' (with a link to 'Instructions'), 'RA Modification 2', and 'RA Request 1'. A 'View more »' link is at the bottom right.
- My Forms:** A table with four columns: 'Name', 'Status', 'Case Number', and 'Case Status'. It lists several forms, including 'RA Modification 2' (Pending), 'RA Request 1' (Accepted), and 'RA Inquiry' (Accepted).
- Unread Messages (7):** A sidebar on the right showing a list of unread messages, including 'Form processing notification' and 'Reasonable Accommodation Expires'.

A red arrow points from the 'RA Request 1' row in the 'My Forms' table to the 'Unread Messages' sidebar.

### 3.5.1 Messages Interface

After accessing your *Messages*, the interface appears as shown below:

The screenshot shows the eCASE Messages interface. At the top is the eCASE logo and a user profile icon. Below the logo are links for 'Home' and 'My Forms'. The main content area is divided into two sections:

- Actions:** A row of buttons for 'New', 'View', 'Delete', 'Mark as unread', 'Mark as read', 'Sent Items', and 'Deleted Items'. A red circle labeled 'B' is placed over the 'View' button.
- Inbox:** A table with columns: 'Subject', 'Date', 'Due Date', 'Form', and 'Case #'. It lists a message with 'Sample Message Subject' and a due date of '6/6/2023 12:00:00 AM'. A red circle labeled 'A' is placed over the 'Subject' column header.

At the bottom left, there is a 'Show: 20' dropdown menu. At the bottom right, there is a '1' button.

The primary section on this interface is your **(A) Inbox** which displays messages received from your RA Office.

You can select an item from the *Messages* list, then select one of the **(B) Actions** available on messages.

Action	Description
New	Create a new message.
View	View a message selected from the list.
Delete	Delete the selected message (item is moved to the <i>Deleted Items</i> tab).
Mark as Read	Mark a message as read, which is not counted among your Unread Messages.
Mark as Unread	Mark a read item as unread, so it will appear in the Unread Messages count.
Inbox	View your inbox. While in the Inbox, this button changes to <b>Sent Items</b> , allowing you to toggle between the two.
Deleted Items	View your deleted items.

### 3.5.2 Create New Message

Follow the steps below to generate a new message to your RA office from the Portal:

1. From the *Home Screen*, click the **Unread Messages** inbox link.



## Using the Portal

The screenshot shows the eCASE portal interface. At the top, there's a navigation bar with 'Home' and 'My Forms'. Below this, the 'Submission Forms' section contains a table with columns 'Form Name' and 'Help'. The table lists 'RA Inquiry', 'RA Modification 2', and 'RA Request 1'. A red arrow points from the 'RA Request 1' row to the 'Unread Messages (7)' section on the right. This section lists seven unread messages, including 'Form processing notification' and 'Reasonable Accommodation Expires'. Below the 'Submission Forms' table, there's a 'My Forms' section with a table showing the status of various requests.

Form Name	Help
<a href="#">RA Inquiry</a>	<a href="#">Instructions</a>
<a href="#">RA Modification 2</a>	
<a href="#">RA Request 1</a>	

[View more »](#)

**Unread Messages (7)**

- [Form processing notification](#)  
10/26/2023 4:18:44 PM
- [Form processing notification](#)  
10/26/2023 4:18:44 PM
- [Form processing notification](#)  
10/26/2023 4:18:44 PM
- [Reasonable Accommodation Expires](#)  
6/1/2023 11:05:56 AM
- [Update Medical Info](#)  
6/1/2023 11:04:38 AM

Name	Status	Case Number	Case Status
<a href="#">RA Modification 2</a>	Pending		
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00050	In Progress
<a href="#">RA Modification 2</a>	Accepted	2024-MODR-00021	In Progress
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00049	In Progress
<a href="#">RA Request 1</a>	Accepted	2024-RAF-00048	In Progress
<a href="#">RA Inquiry</a>	Accepted	2024-IQR-00011	In Progress

2. The *Messages* page appears. Click **New**.

The screenshot shows the eCASE portal interface. At the top, there's a navigation bar with 'Home' and 'My Forms'. Below this, the 'Messages' section contains a table with columns 'Subject', 'Date', 'Due Date', 'Form', and 'Case #'. The table lists several messages, including 'Reasonable Accommodation Expires', 'Update Medical Info', 'Documentation', and 'Sample Message Subject'. A red arrow points from the 'New' button in the top left corner of the messages list to the 'Reasonable Accommodation Expires' row.

**New** [Delete](#) [Mark as unread](#) [Mark as read](#) [Sent Items](#) [Deleted Items](#)

Subject	Date	Due Date	Form	Case #
<input type="checkbox"/> Reasonable Accommodation Expires	6/1/2023 11:05:56 AM			2022-RAF-00046
<input type="checkbox"/> Update Medical Info	6/1/2023 11:04:38 AM			2022-RAF-00046
<input type="checkbox"/> Documentation	6/1/2023 11:03:34 AM	6/8/2023 12:00:00 AM		2022-RAF-00046
<input type="checkbox"/> Sample Message Subject	6/1/2023 10:55:04 AM	6/6/2023 12:00:00 AM		2022-RAF-00046

Show: 20 [1](#)

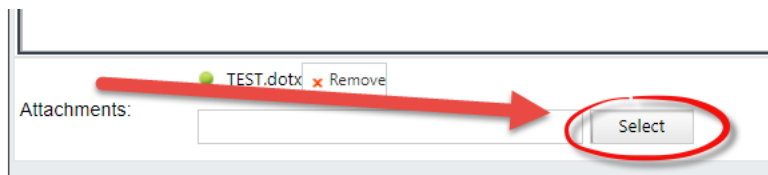
3. The *Message* interface appears as shown below. First, use the *Request* drop-down to select the Request this message is related to. This ensures it is routed to the contact who is assigned to this request.



4. Enter a *Subject* in the field provided.

**Note:** Required fields are indicated by a red asterisk (\*).

5. Enter the message you wish to send in the text field provided. There are several formatting options available to help tailor your message.
6. You also have the option to add *Attachments*. Click **Select** to add an attachment from your local disk.



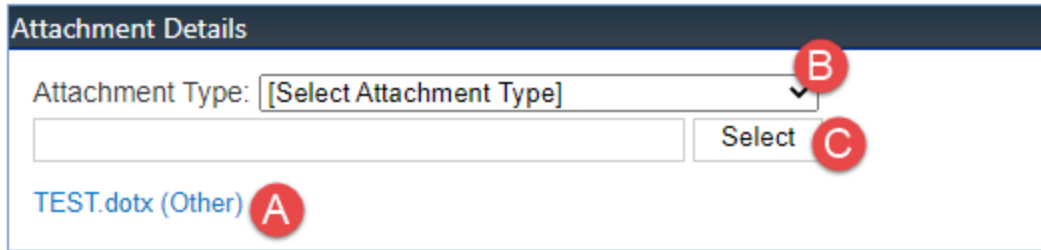
7. When you are ready to send the message, click **Send**. The message will appear in your *Sent Items* list.

## 3.6 Attachments

While making a request, you may be required to provide additional documentation related to your request. This documentation can be added via the *Attachments* interface on the Portal form in question.

At the top of the Portal Forms screen, note the *Attachment Details* section. Any **(A)** existing **attachments** are included at the bottom of this section.

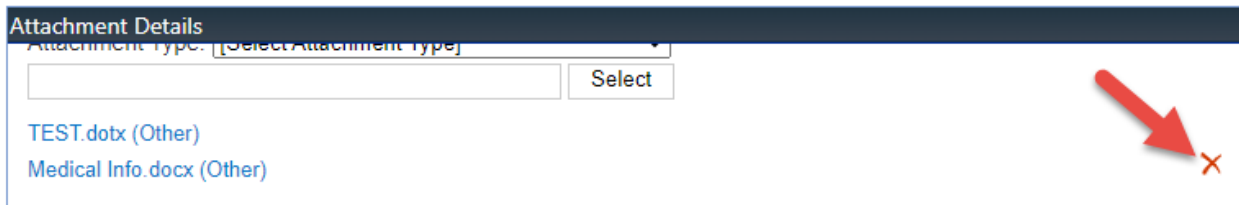




The screenshot shows the 'Attachment Details' section of a form. It includes a label 'Attachment Type:' followed by a dropdown menu with the text '[Select Attachment Type]' and a checkmark icon. Below this is a text input field and a 'Select' button. A red circle with the letter 'A' points to the text 'TEST.dotx (Other)' below the input field. A red circle with the letter 'B' points to the dropdown menu. A red circle with the letter 'C' points to the 'Select' button.

You also have the option to add new attachments. Each new attachment should be associated with an Attachment Type. Use the **(B)** *Attachment Type* drop-down to select the type of attachment you are adding. Next, use the **(C)** **Select** button to navigate to your local drive and select a file to upload.

After adding an attachment, but before it is submitted, you can click the **X** to delete an attachment if needed:



The screenshot shows the 'Attachment Details' section with two attachments listed: 'TEST.dotx (Other)' and 'Medical Info.docx (Other)'. To the right of the 'Medical Info.docx (Other)' attachment is a red 'X' icon, which is pointed to by a red arrow, indicating it is used to delete the attachment.

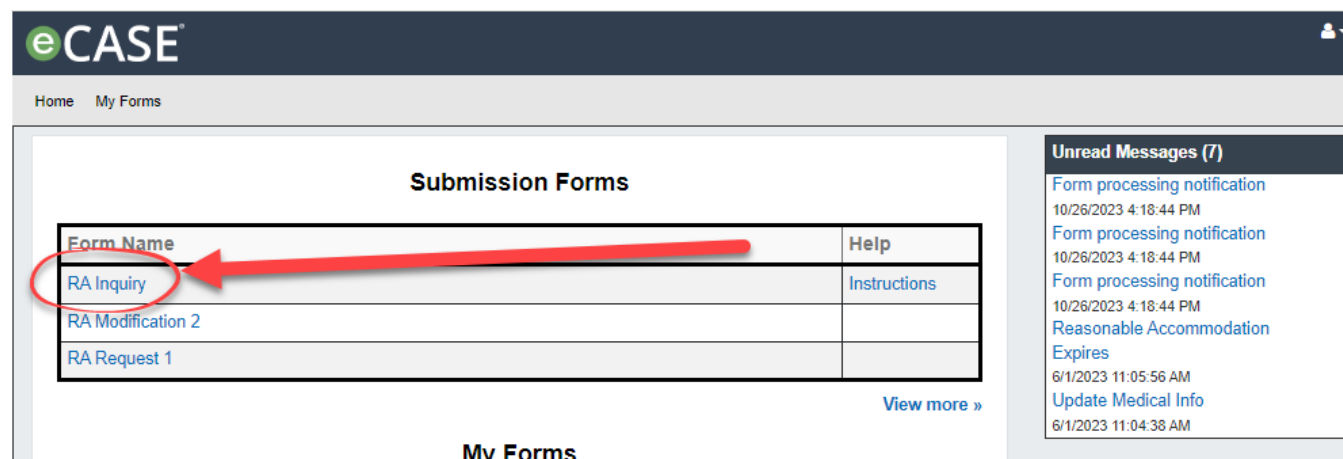
## 4 RA Inquiries

A Reasonable Accommodations Inquiry allows you to gather information about possible accommodations without making a formal request. The following sections provide steps to create and submit an inquiry from the Portal.

### 4.1 Create a Reasonable Accommodations Inquiry

Follow the steps below to create a new Reason Accommodations Inquiry from the Portal.

1. From the Portal Home Screen, click the **Inquiry** link within the *Submissions Forms* list.



The screenshot shows the eCASE Portal Home Screen. At the top is a dark blue header with the eCASE logo and a user profile icon. Below the header is a navigation bar with 'Home' and 'My Forms' links. The main content area is titled 'Submission Forms' and contains a table with the following data:

Form Name	Help
<a href="#">RA Inquiry</a>	<a href="#">Instructions</a>
<a href="#">RA Modification 2</a>	
<a href="#">RA Request 1</a>	

A red circle highlights the 'RA Inquiry' link, and a red arrow points to it from the right. Below the table is a 'View more »' link. To the right of the table is a sidebar titled 'Unread Messages (7)' containing a list of messages with timestamps.

2. The *Reasonable Accommodations Inquiry* form appears as shown in the sample below. Most of the fields on this form are populated with information from your User Profile. You can edit these fields as needed.



## RA Inquiries

**eCASE**

Home My Forms

Save Save & Submit Back

Required fields are indicated with asterisk (\*) and red outline.

### Reasonable Accommodation Inquiry

Employee Name:* Shannon Murphy		Organizational Office * Office of the Chair (OCH)
District * New York District		Geographic Office * New York District Office
Grade * 13	Series GS-0318	Step 07
Telephone Number * (555) 555-5555		Email Address * shannon.murphy@opexustech.com
Employee Type		
Supervisor Name John Doe		Supervisor Email
Supervisor's Telephone Number (555) 555-5555		

### Inquiry Details

3. Use the *Inquiry Details* field to provide a detailed description of your inquiry. You can also use the **Handle** (highlighted below) to enlarge the field if needed:

### Inquiry Details

4. You can click **Save** to save your progress on this form and return later. The form will appear in your *My Forms* list, with the status of *Not Submitted* as shown below. Alternatively, you can click **Save & Submit** to submit to inquiry. See the following section for steps.

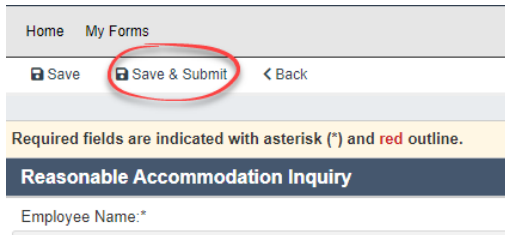
Open				Filter by Form Status: All		
Name	Status	Status Date	Submitted On	Case Number	Case Status	
Inquiry	Not Submitted	12/22/2021				





## 4.2 Submit RA Inquiry

Follow the steps below to submit an RA Inquiry:

1. Access the Inquiry form that is ready for submission from your *My Forms* list.
2. Click **Save & Submit** to submit the form.



Home My Forms

 Save  **Save & Submit** < Back

Required fields are indicated with asterisk (\*) and red outline.

**Reasonable Accommodation Inquiry**

Employee Name:\*

3. A pop-up message appears from the portal. Read this message, then click **OK** to continue.
4. After submission, your *My Forms* list refreshes with the form status updated to *Submitted*:

**My Forms**

Name	Status	Case Number	Case Status
<a href="#">Inquiry</a>	Submitted		

5. The form is now submitted to your RA office. Monitor your inbox for responses and additional required actions to complete the process.



## 5 RA Request Form

The RA Request Form is the official form used to request Reasonable Accommodations (including concessions, equipment, or services which allow employees to better complete their work tasks). This form initiates a formal process where your request is reviewed and either approved, approved with modifications, or rejected. You may be required to provide medical documentation as a part of this request process, and you will also have the option to request reconsideration if your request is not approved. This process is initiated when you create and submit the form from the Portal, as detailed in the following sections.

### 5.1 Create a New Form

Follow the steps below to create a new RA Request:

1. From the *Home Screen*, click the **RA Request** link under the *Submissions Forms* list.

The screenshot shows the eCASE portal interface. At the top is the eCASE logo and a user profile icon. Below the header is a navigation bar with 'Home' and 'My Forms'. The main content area is titled 'Submission Forms' and contains a table with the following data:

Form Name	Help
<a href="#">RA Inquiry</a>	<a href="#">Instructions</a>
<a href="#">RA Modification 2</a>	
<a href="#">RA Request 1</a>	

Below the table is a [View more »](#) link. To the right of the table is a sidebar titled 'Unread Messages (7)' containing a list of messages:

- [Form processing notification](#) 10/26/2023 4:18:44 PM
- [Form processing notification](#) 10/26/2023 4:18:44 PM
- [Form processing notification](#) 10/26/2023 4:18:44 PM
- [Reasonable Accommodation Expires](#) 6/1/2023 11:05:56 AM
- [Update Medical Info](#) 6/1/2023 11:04:38 AM


2. The *Confirmation of Request for Reasonable Accommodations* form appears as shown in the sample below.

#### Notes:

- Most of the fields in this case form are populated with information from your User Profile. You can edit these fields as needed.
- The fields you see might differ from the fields shown below.



## RA Request Form


**Reasonable Accommodation Portal**

[Home](#)
[My Forms](#)

Attachment Type: [Select Attachment Type] ▼  
 Select

Required fields are indicated with asterisk (\*) and red outline.

**CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION**

**Employee Information**

Employee Name:* <input type="text" value="Byron Ragland"/>		Organizational Office <input style="border: 1px solid black;" type="text" value="Commissioner (CM)"/> <span>▼</span>
District <input style="border: 1px solid black;" type="text" value="Chicago District"/> <span>▼</span>		Geographic Office <input style="border: 1px solid black;" type="text" value="Chicago District Office"/> <span>▼</span>
Grade <input style="border: 1px solid black;" type="text" value="03"/> <span>▼</span>	Series <input style="border: 1px solid black;" type="text" value="Intern"/> <span>▼</span>	Step <input style="border: 1px solid black;" type="text" value="03"/> <span>▼</span>
Telephone Number <input type="text" value="(202) 555-7777"/>		Email Address <input type="text" value="byron.ragland@opexustech.com"/>
Employee Type <input style="border: 1px solid black;" type="text" value="Applicant"/> <span>▼</span>		
Supervisor Name <input type="text" value="Jimmy"/>		Supervisor's Telephone Number Test <input type="text" value="(202) 555-9999"/>
Select which RA File Case to Modify * <input style="border: 2px solid red;" type="text"/> <span>▼</span>		Reasonable Modification Requested * <input style="border: 2px solid red;" type="text"/> <span>▼</span>
Reasonable Accommodation Request * <input style="border: 2px solid red;" type="text"/> <span>Q</span>		
Reason for Request * <input style="border: 2px solid red;" type="text"/>		

- Use the *Reasonable Accommodation Request* lookup to select the specific request you are making. The *Select Item* screen appears, as shown below:



## RA Request Form

Select Item

Filter By Name

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Architectural Modification	
<input type="checkbox"/>	Computer Equipment	
<input type="checkbox"/>	Ergonomic Assessment	
<input type="checkbox"/>	Ergonomic Chair	
<input type="checkbox"/>	Handicap Parking	
<input type="checkbox"/>	Interpreter Services	
<input type="checkbox"/>	Job Coaching	
<input type="checkbox"/>	Modified Work Schedule	
<input type="checkbox"/>	Other	

Please select item(s) in the table.

4. Select the **(A) Request** you would like to make. You can also type in the **(B) Filter By Name** field to locate a specific selection. After selecting, click **(C) OK**.
5. The form refreshes and the selected *Reasonable Accommodation Request* item is added to the field. Next, enter a *Reason for Request* in the field provided.
6. Click the **Click to sign form** checkbox to digitally sign the form. The *Signature* and *Date* fields populate automatically.

☒ Click to sign form

Signature:  Date:

7. You can click **Save** to save your progress on this form and return later. The form will appear in your *My Forms* list, with the status of *Not Submitted* as shown below. Alternatively, you can click **Save & Submit** to submit to Confirmation. See the following section for steps.

Name	Status	Status Date	Submitted On	Case Number	Case Status
Form 557	Not Submitted	12/22/2021			

## 5.2 Submit RA Request Form

Follow the steps below to submit an RA Request form:

1. Access the *Confirmation of Request for Reasonable Accommodations* form that is ready for submission from your *My Forms* list.
2. Click **Save & Submit** to submit the form.



## RA Request Form

The screenshot shows the eCASE portal interface. At the top, there's a dark blue header with the 'eCASE' logo. Below it, a navigation bar contains 'Home' and 'My Forms'. A secondary bar has three buttons: 'Save', 'Save & Submit', and '< Back'. The 'Save & Submit' button is circled in red, and a red arrow points to it from below. The main content area is titled 'Attachment Details' and includes a dropdown menu for 'Attachment Type' with the text '[Select Attachment Type]'. Below this is a text input field and a 'Select' button. A yellow banner below the attachment section states: 'Required fields are indicated with asterisk (\*) and red outline.' The next section is a dark blue header titled 'CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION'. Below that is a section titled 'Employee Information' with two input fields: 'Employee Name: \*' and 'Organizational Office: \*'.

3. A pop-up message appears from the Portal. Read this message, then click **OK** to continue.
4. After submission, your *My Forms* list refreshes and the form status is updated to *Submitted*.
5. The form is now submitted to your RA office. Keep an eye on your inbox for responses and additional required actions to complete the process. You may be required to supply additional documentation to support your request. If you need to submit documentation, see the *Attachments* section for details.



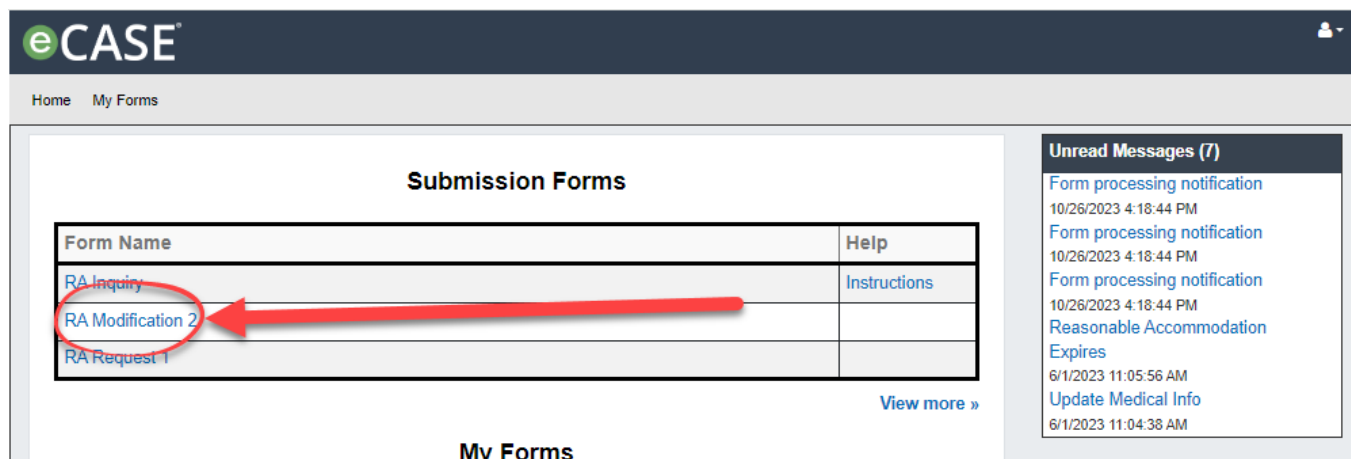
## 6 RA Modification Form

If you need to make a modification to a current Reasonable Accommodation, you can do so using the *RA Modification* form. This form must be linked to an existing RA Request submission. You can modify both in-progress and closed forms. The sections below provide steps to create and submit an RA Modification using the Portal.

### 6.1 Create a New RA Modification

To create a new *RA Modification*, follow the steps below:

1. From the *Portal Home Screen*, click the **RA Modification** link under the *Submissions Forms* list.



The screenshot shows the eCASE Portal Home Screen. At the top is the eCASE logo and a navigation bar with 'Home' and 'My Forms'. Below this is a section titled 'Submission Forms' which contains a table with the following data:

Form Name	Help
<a href="#">RA Inquiry</a>	<a href="#">Instructions</a>
<a href="#">RA Modification 2</a>	
<a href="#">RA Request 1</a>	

A red circle highlights the 'RA Modification 2' link, and a red arrow points to it from the right. Below the table is a 'View more »' link. To the right of the 'Submission Forms' section is a 'My Forms' section. On the far right is a 'Unread Messages (7)' sidebar with a list of messages:

- Form processing notification 10/26/2023 4:18:44 PM
- Form processing notification 10/26/2023 4:18:44 PM
- Form processing notification 10/26/2023 4:18:44 PM
- Reasonable Accommodation Expires 6/1/2023 11:05:56 AM
- Update Medical Info 6/1/2023 11:04:38 AM

2. The *Confirmation of Request for Reasonable Accommodations* form appears as shown in the sample below. Most of the fields on this form are populated with information from your User Profile. You can edit these fields as needed. Select the **RA File Case to Modify** from the drop-down list.

**Note:** The fields in your environment might differ from the fields shown in the sample below.

## RA Modification Form

[Home](#)
[My Forms](#)

[Save](#)
[Save & Submit](#)
[Back](#)

Attachment Details

Attachment Type: [Select Attachment Type]

Required fields are indicated with asterisk (\*) and red outline.

CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION

Employee Information

Employee Name:*		Organizational Office *
<input type="text" value="Shannon Murphy"/>		<input type="text" value="Office of the Chair (OCH)"/>
District *		Geographic Office *
<input type="text" value="New York District"/>		<input type="text" value="New York District Office"/>
Grade *	Series	Step
<input type="text" value="13"/>	<input type="text" value="GS-0318"/>	<input type="text" value="07"/>
Telephone Number *		Email Address *
<input type="text" value="(555) 555-5555"/>		<input type="text" value="shannon.murphy@opexustech.com"/>
Employee Type		
<input type="text"/>		
Supervisor Name		Supervisor Email
<input type="text" value="John Doe"/>		<input type="text"/>
Supervisor's Telephone Number		
<input type="text" value="(555) 555-5555"/>		
Select which RA File Case to Modify *		Reasonable Modification Requested *
<input type="text"/>		<input type="text"/>
Reasonable Accommodation Request *		
<input type="text"/>		

- Select the **Reasonable Modification Requested** from the drop-down list.
- Click the **Reasonable Accommodation Request Lookup** to select the specific request you are making. The *Select Item* screen appears as shown below:



## RA Modification Form

Select Item

	Name	Description
<input type="checkbox"/>	Architectural Modification	
<input type="checkbox"/>	Computer Equipment	
<input type="checkbox"/>	Ergonomic Assessment	
<input type="checkbox"/>	Ergonomic Chair	
<input type="checkbox"/>	Handicap Parking	
<input type="checkbox"/>	Interpreter Services	
<input type="checkbox"/>	Job Coaching	
<input type="checkbox"/>	Modified Work Schedule	
<input type="checkbox"/>	Other	

Please select item(s) from table

OK Cancel

5. Select the checkbox adjacent the **Accommodation** you would like to request. You can also type in the *Filter By Name* field to locate a specific selection.
6. Click **OK**. The form refreshes and the selected *Reasonable Accommodation Request* item is added to the field.
7. Enter a **Reason for Request** in the field.
8. Click the **Click to sign form** checkbox to digitally sign the form. The *Signature* and *Date* fields populate automatically.

☒ Click to sign form

Signature: *Syed Naveed* Date: 12/22/2021

9. You can click **Save** to save your progress on this form and return later. The form will appear in your *My Forms* list, with the status of *Not Submitted*. Alternatively, you can click **Save & Submit** to submit to Confirmation. See the following section for steps.

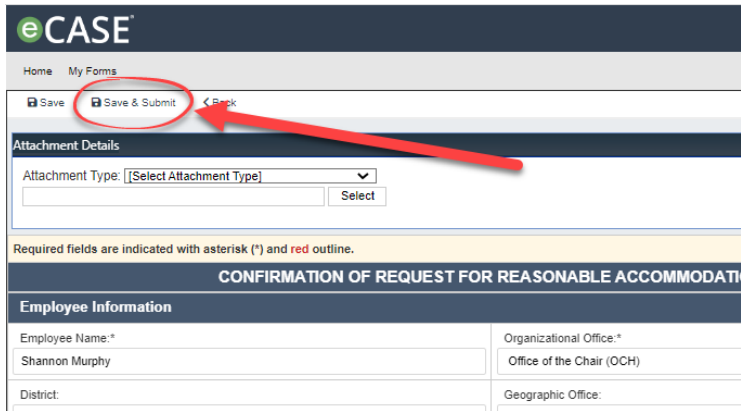
## 6.2 Submit RA Modification Form

Follow the steps below to submit an RA Modification:

1. Access the *Confirmation of Request for Reasonable Accommodations* form that is ready for submission from your *My Forms* list.
2. Ensure that all required fields are complete, and then click **Save & Submit** to submit the form.



## RA Modification Form



The screenshot shows the eCASE portal interface. At the top, there's a navigation bar with 'Home' and 'My Forms'. Below this, a toolbar contains 'Save', 'Save & Submit', and 'Back' buttons. The 'Save & Submit' button is circled in red, and a red arrow points to it. Below the toolbar is the 'Attachment Details' section with a dropdown menu for 'Attachment Type' and a 'Select' button. A yellow banner below this states: 'Required fields are indicated with asterisk (\*) and red outline.' The main section is titled 'CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION'. Underneath is the 'Employee Information' section, which is a table with two columns. The first column contains 'Employee Name:\*' with the value 'Shannon Murphy' and 'District:'. The second column contains 'Organizational Office:\*' with the value 'Office of the Chair (OCH)' and 'Geographic Office:'.

Employee Information	
Employee Name:*	Organizational Office:*
Shannon Murphy	Office of the Chair (OCH)
District:	Geographic Office:

3. A confirmation message appears from the Portal. Review this message, then click **OK** to close the pop-up window.
4. After submission, your *My Forms* list refreshes and the form status is updated to *Submitted*.
5. The form is now submitted to your RA office. Keep an eye on your inbox for responses and additional required actions to complete the process. You may be required to supply additional documentation to support your request. If you need to submit documentation, see the *Attachments* section for details.

