eCASE Reasonable Accomodations

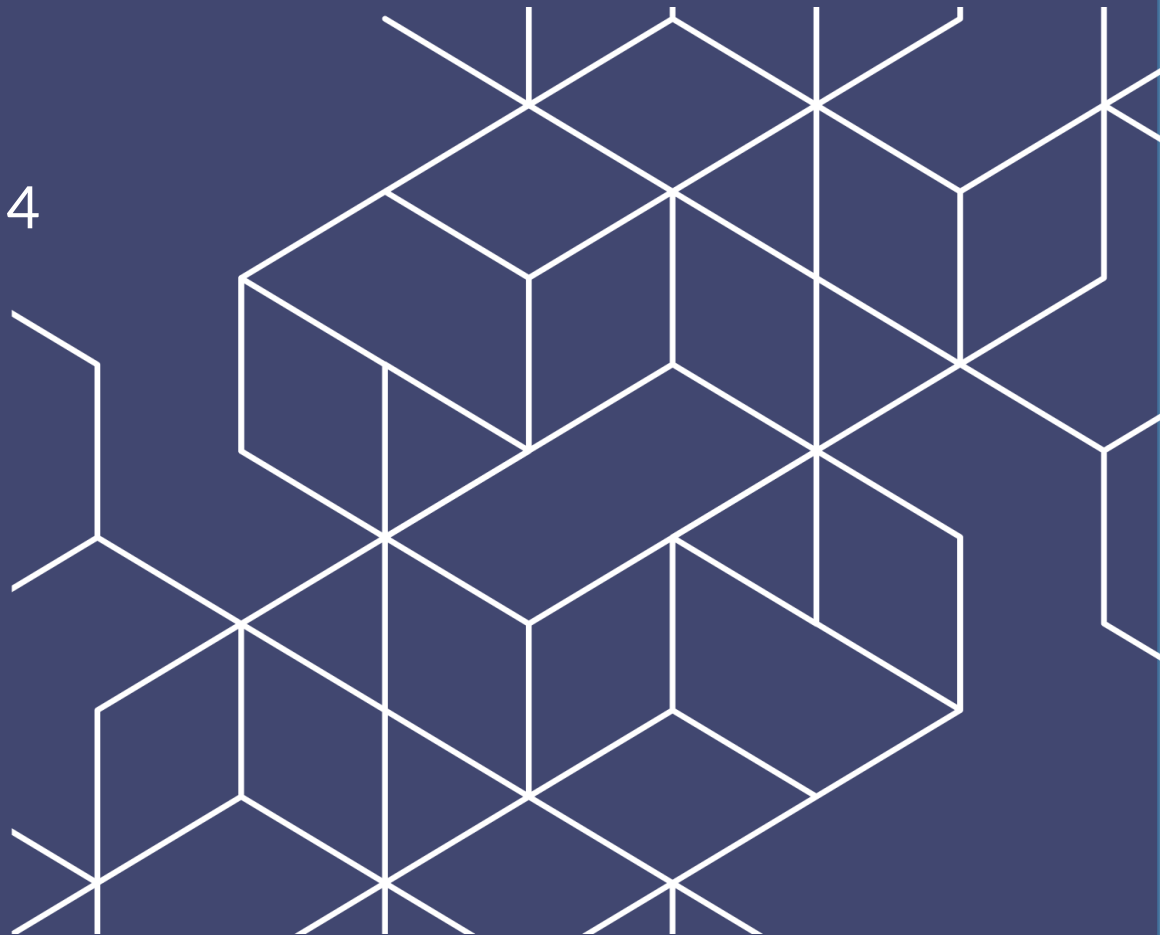# Portal User Manual

Version 2.0

v4.0.0

April 2024

eCASE RA v4.0.0 Portal User Manual

Notice of Rights

Notice of Liability

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Contents

Version History

Version	Date	Revision Summary
1.0	11/17/2023	We've added or revised the following for v3.2.0: ▪ Updated the *Sample RA Portal Form* section (3.2) to include the new Time-Sensitive Accommodation checkbox. ▪ Updated section 5.1 to reflect the new *Employee Type* 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.
2.0	4/19/2024	We've made the following changes for v4.0.0: ▪ Updated screenshots throughout to reflect update form terminology and new fields.

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

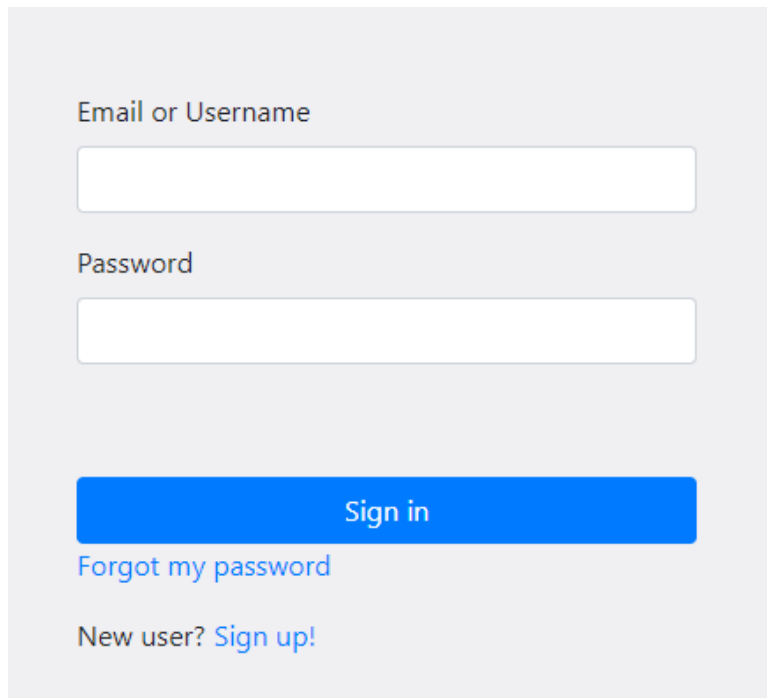In this manual, the following topics are discussed:

- *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:

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.

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:

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.

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:

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*.

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.

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

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

Employee Information

First Name:*
Shannon

Last Name:*
Murphy

Phone Number:*
(555) 555-5555

Email Address:*
shannon.murphy@opexustech.com

Organizational Office:*
Office of the Chair (OCH)

Grade:*
13

Series:*
GS-0318

Step:*
07

District:*
New York District

Geographic Office:*
New York District Office

Supervisor's Name:*
John Doe

Supervisor's Telephone Number:*
(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.

3.5.1 Messages Interface

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

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 *Deleted Items* 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 **Sent Items**, 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.

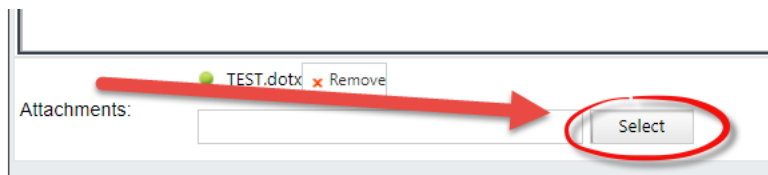2. The *Messages* page appears. Click **New.**

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.
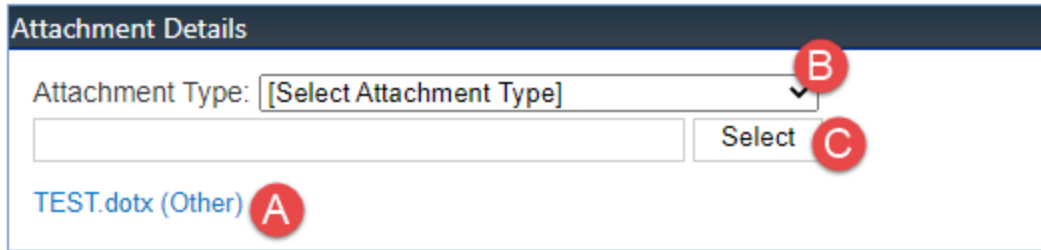

7. When you are ready to send the message, click **Send**. The message will appear in your *Sent Items* list.

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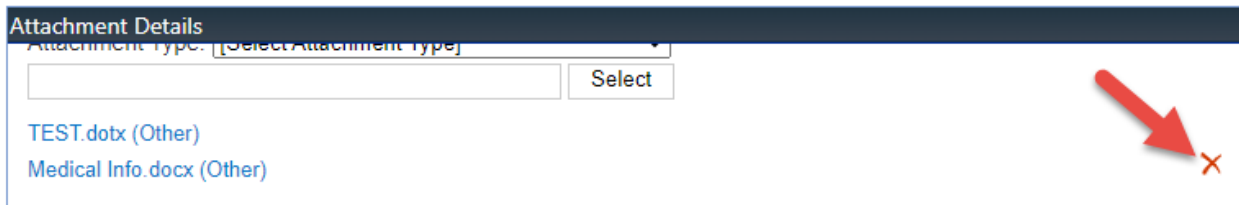
You also have the option to add new attachments. Each new attachment should be associated with an Attachment Type. Use the **(B)** *Attachment Type* drop-down to select the type of attachment you are adding. Next, use the **(C) Select** button to navigate to your local drive and select a file to upload.

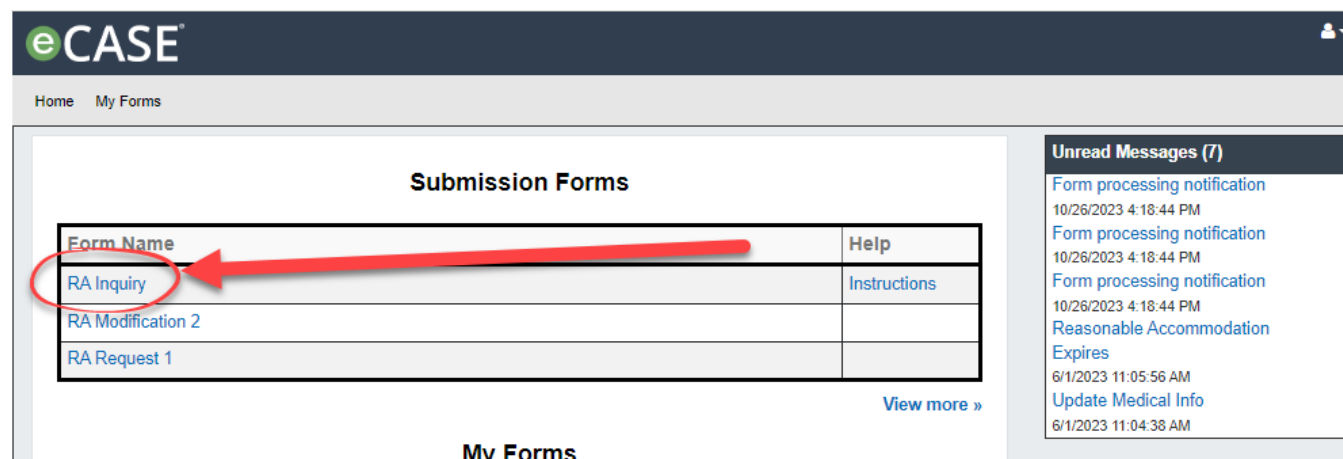After adding an attachment, but before it is submitted, you can click the **X** to delete an attachment if needed:

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.

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.

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:

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.
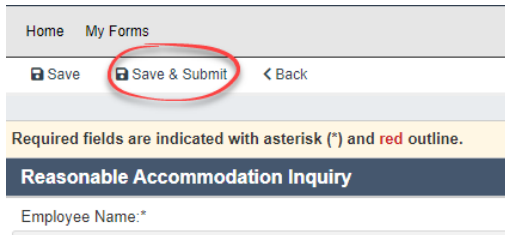
4.2 Submit RA Inquiry

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.

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*:

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.

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.**

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

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.

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.

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.

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.
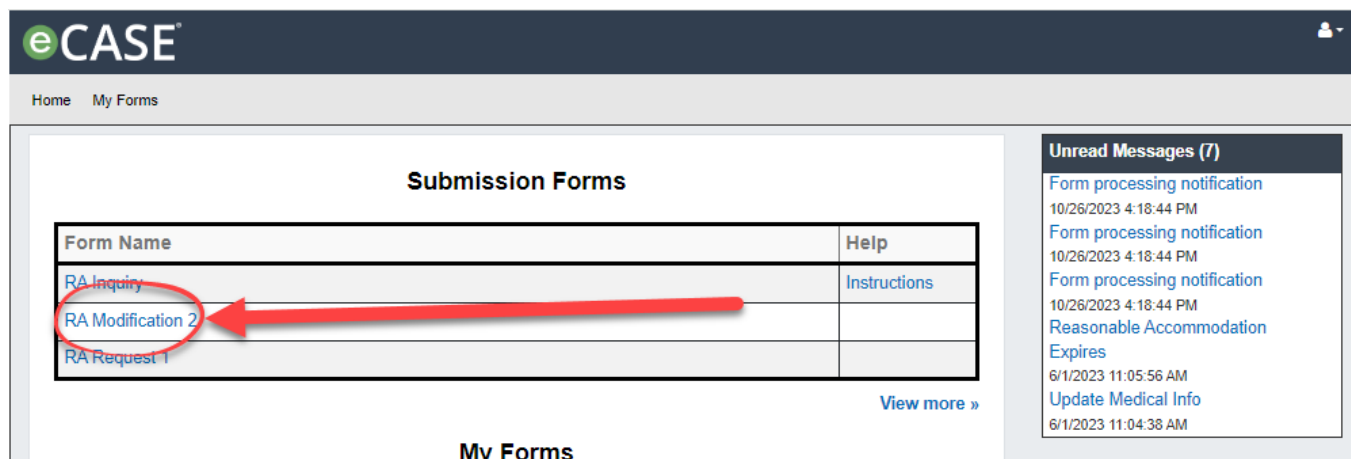
6 RA Modification Form

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.

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.

3. Select the **Reasonable Modification Requested** from the drop-down list.

4. Click the **Reasonable Accommodation Request Lookup** to select the specific request you are making. The *Select Item* screen appears as shown below:

Select Item

Filter By Name [   ] 🔍

	Name	Description
☐	Architectural Modification	
☐	Computer Equipment	
☐	Ergonomic Assessment	
☐	Ergonomic Chair	
☐	Handicap Parking	
☐	Interpreter Services	
☐	Job Coaching	
☐	Modified Work Schedule	
☐	Other	

Please select item(s) ~~~~ 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:	Date:
Syed Nasir5	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.
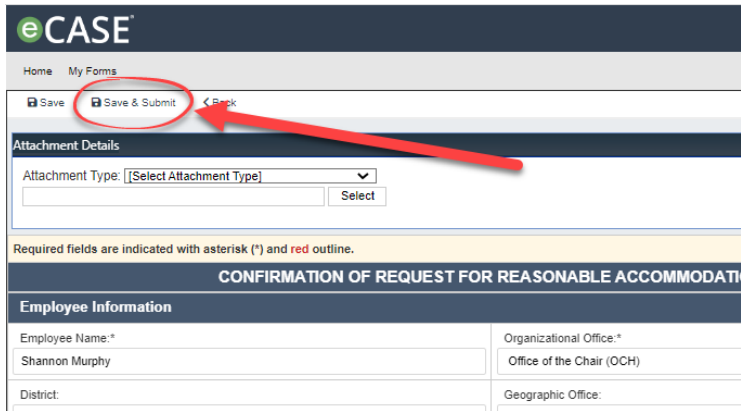
6.2 Submit RA Modification Form

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.

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.