

eCASE

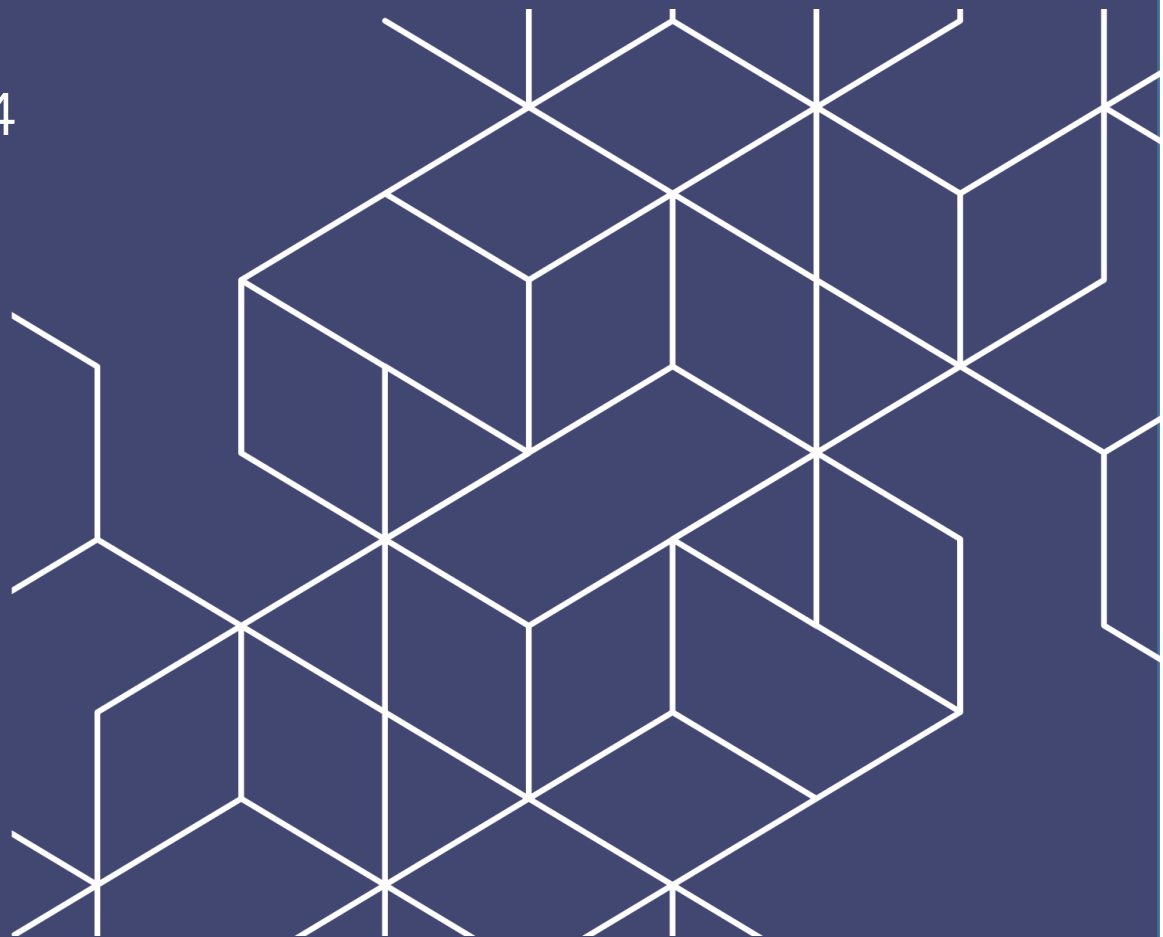
Reasonable
Accommodations



Release Notes

v4.0.0

May 2024



eCASE RA 4.0.0 Release Notes

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1 Product Enhancements

We've added several key enhancements to the latest version of RA. See the sections below for details on these changes.

1.1 First and Second Level Approver Name Configuration

ID# 58647, 58874, 59175, 60261, 59780, 59781, 59782, 59783, 59901, 59902, 60667

We've added the option to configure role names for First and Second Level Approvers so that application terminology can match your agency's preferred titles. Navigate to the *RA Roles* tab in *Configuration* to make the configuration.

SaveLogsSpelling

RA General ConfigurationCommon Field TerminologyRA Inquiry TerminologyRA File TerminologyRA Modification TerminologyRA File Workflow Names

RA Inquiry Workflow NamesRA Tab NamesRA Modification Workflow NamesRA Portal Submission Form NamesRA RolesRA Page Footers

Requester Contact Field TerminologyRA Due Days Configuration

RA Roles		
Note: Changes to First or Second Level Approver fields will update wherever displayed.		
Role	Full Name	Short Name
First Level Approver	Reasonable Accommodation Coordinator	RAC
Second Level Approver	Branch Chief	BC

There are two fields available, one for *First Level Approver* and one for *Second Level Approver*. You can set a *Full Name* as well as a *Short Name* for each. Abbreviated short names will always appear in all uppercase letters, as shown in the example above.

Once you've made and saved configurations, all instances of the Role name will be updated to reflect your terminology changes, including:

- Query output table properties
- Reports
- Intake Form tab
- Resolution Form tab
- Information Reporting tab



1.1.1 Configuration Unsuccessful Error Message

ID# 60254

If your Role name configuration changes do not save successfully, an error message will display, as shown below.

RA Configuration RA_CONFIGURATION_FOLDER [Open]

Save Logs Spelling View As (admin)

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology	RA Tab Names	RA Portal Submission Form Names	RA Roles
RA File Workflow Activity Names	RA Modification Workflow Activity Names	RA Inquiry Workflow Activity Names	Requester Contact Field Terminology				

Please correct the following errors:

1. The Configuration changes were not successful. Please check the error log and then contact the Administrator.

1.1.2 RA Roles Tab Note

ID# 60026

We've added a note on the RA Roles tab: "Changes to First or Second Level Approver Fields will update wherever displayed."

Home / RA Configuration RA_CONFIGURATION_FOLDER [Open]

Save Logs Spelling

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology
RA File Workflow Names	RA Inquiry Workflow Names	RA Tab Names	RA Modification Workflow Names	RA Portal Submission Form Names
RA Roles	RA Page Footers	Requester Contact Field Terminology	RA Due Days Configuration	

RA Roles

Note: Changes to First or Second Level Approver fields will update wherever displayed.

Role	Full Name	Short Name
First Level Approver	Reasonable Accommodation Coordinator	RAC
Second Level Approver	Branch Chief	BC

1.2 Common Field Terminology Updates

ID# 55648

The *Case Status* label can now be changed to match your agency's preferences. Navigate to the *Common Field Terminology* tab in *Configuration* to make updates.



Save Logs Spelling

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology	RA File Workflow Names
RA Inquiry Workflow Names	RA Tab Names	RA Modification Workflow Names	RA Portal Submission Form Names	RA Roles	RA Page Footers
Requester Contact Field Terminology	RA Due Days Configuration				
Other Rejection Reason:		Other Rejection Reason	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Case Status:		Case Status			
District:		District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

1.3 Reconsideration Task Workflow

ID# 55654

The Reconsideration form can now be signed by the RAC assigned to the case, rather than the CHCO/Branch Chief.

1.4 New Field: Supervisor Email

ID# 56920, 56921, 56924, 56938, 56945, 56946

Supervisor Name <input type="text"/>	Supervisor Email <input type="text"/>
Supervisor's Telephone Number (XXX) XXX-XXXX <input type="text"/>	

We've added a *Supervisor Email* field to the *Employee Information* section for all case types. This is intended to complement the *Supervisor Telephone* field, allowing you to collect more supervisor contact information for the submitter.

The field has been added to the following locations:

- Employee Sign Up Form
- Portal Form
- Contact Form
- Inquiry Form
- Modification Form
- RA Form



Administrators can edit the field and mark it as required/not required on the *Common Field Terminology* tab in *Configuration*.

Save Logs Spelling

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology	RA File Workflow Names
RA Inquiry Workflow Names	RA Tab Names	RA Modification Workflow Names	RA Portal Submission Form Names	RA Roles	RA Page Footers
Requester Contact Field Terminology	RA Due Days Configuration				

Supervisor's Telephone Number:	Supervisor's Telephone Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
If time frames outlined in the Procedures were not met, please explain why.	If time frames outlined in the Procedures were not met, please	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Employee Type	Employee Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Time-Sensitive Accommodation	Time-Sensitive Accommodation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Reason for Time-Sensitive	Reason for Time-Sensitive	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Time-Sensitive Requested Date	Time-Sensitive Requested Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Reason for Time-Sensitive Other	Reason for Time-Sensitive Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Accept DPM Decision (Button Text)	Accept Approver Decision			
Reject and Request CHCO Reconsideration (Button Text)	Reject and Request for Reconsideration			
Accept as Interim and Request CHCO Reconsideration (Button Text)	Accept as Interim and Request for Reconsideration			
Supervisor's Email	Supervisor Email	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

1.5 RA Due Days Configuration Updates

ID# 55657, 62001

We've added a *Configuration* tab called *RA Due Days Configuration* with fields for *Employee Response Due* and *Reconsideration Response Decision Due* time, measured in days. The number of days entered in these fields will be used to auto populate the Employee Response Due Date and the Reconsideration Response Due Date. You can enter any number between 1-99 in the fields.

RA Configuration RA_CONFIGURATION_FOLDER [Open]

Save Logs Spelling

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology	RA File Workflow Names	RA Inquiry
RA Modification Workflow Names	RA Portal Submission Form Names	RA Roles	RA Page Footers	Requester Contact Field Terminology	RA Due Days Configuration	

Due Dates Configuration	
Employee Response Due Within (Business Days):	5
Reconsideration Response Decision Due Within (Business Days):	7



1.6 Configure Page Footer Text

ID# 59180, 59184, 59185

You can now configure RA File and RA Modifications *Resolution Form* tab page footer text using the *RA Page Footers* tab in *Configuration*.

Home / RA Configuration **RA_CONFIGURATION_FOLDER** [Open]

Save Logs Spelling

RA General Configuration	Common Field Terminology	RA Inquiry Terminology	RA File Terminology	RA Modification Terminology	RA File Workflow Names
RA Inquiry Workflow Names	RA Tab Names	RA Modification Workflow Names	RA Portal Submission Form Names	RA Roles	RA Page Footers
Requester Contact Field Terminology	RA Due Days Configuration				

RA Page Footer Label Configuration

☒ RA File Page Footer

A T B I U S x₂ x² [Rich Text Editor Icons]

An individual who disagrees with the resolution of the request may ask the Director of the Office of Human Resources to reconsider that decision within 10 business days of receiving the "Resolution" form. Note that requesting reconsideration does not extend the time limits for initiating administrative, statutory, or collective bargaining claims.

If you are dissatisfied with the resolution and wish to pursue administrative, statutory, or collective bargaining rights, you must take the following steps:

- For an EEO complaint pursuant to 29 C.F.R.d1614, contact an EEO official within the Office of Diversity and Inclusion within 45 days from the date of receipt of this form or a verbal response (whichever comes first).
- For a collective bargaining claim, file a written grievance in accordance with the provisions of NSF's Collective Bargaining Agreement.
- For adverse actions over which the Merit Systems Protection Board (MSPB) has jurisdiction, initiate an appeal to the MSPB within 30 days of an appealable adverse action as defined in 5 C.F.R.d1201.3.

The configured footer will appear on the *Resolution Form* tab:

Home / RA File 2022-RAF-00087 [In Progress]

Save Actions Permissions Logs Discussions Spelling

Intake Form	Resolution Form	Information Reporting	Post Case Processing	Attachments	Assignments	Case Notes
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If the deciding official offered an accommodation that is different from the one originally requested, explain (a) the reasons for the denial of the accommodation originally requested; and (b) why the alternative accommodation would be effective.

An individual who disagrees with the resolution of the request may ask the Director of the Office of Human Resources to reconsider that decision within 10 business days of receiving the "Resolution" form. Note that requesting reconsideration does not extend the time limits for initiating administrative, statutory, or collective bargaining claims.

If you are dissatisfied with the resolution and wish to pursue administrative, statutory, or collective bargaining rights, you must take the following steps:

- For an EEO complaint pursuant to 29 C.F.R.d1614, contact an EEO official within the Office of Diversity and Inclusion within 45 days from the date of receipt of this form or a verbal response (whichever comes first).
- For a collective bargaining claim, file a written grievance in accordance with the provisions of NSF's Collective Bargaining Agreement.
- For adverse actions over which the Merit Systems Protection Board (MSPB) has jurisdiction, initiate an appeal to the MSPB within 30 days of an appealable adverse action as defined in 5 C.F.R.d1201.3.



1.7 Manage Application Roles Screen

ID# 61401

The Second Level Approver role is now included on the *Manage Application Roles* screen in *Settings*. Navigate to **Settings > Applications > Reasonable Accommodation > App Roles** to make changes to the Second Level Approver role's user group and permissions.

Name	Description	Scope	Permissions
admin		Application	View Folder, Export Folder, View Attachments ...
RAC	First Level Approver	Application	All for Attachments, All for Workflow, All for Folder
BC	Second Level Approver	Application	All for Attachments, All for Workflow, All for Folder

1.8 Updated Terminology: Employee Decision, Database, Reports

ID# 62535, 63540, 60557

We've made various terminology updates throughout the application to remove agency/environment-specific language, such as exact role titles. For example, rather than "Rejected by DPM," the label now reads "Rejected by Approver."

Here are some other examples of the terminology updates:

- Employee Submitted Form 557 > Employee Submitted RA Form
- Rejected by DPM > Rejected by Approver
- Approved by DPM with Changes > Approved with Changes
- Completed 557b form – DPM Accepted Decision > Approver Completed Reporting Form
- CHCO Accepted Employee Accommodation > Approved Reconsideration Request
- CHCO Rejected Employee Accommodation > Rejected Reconsideration Request



1.9 Configure Workflow Activity Approvers

ID# 58885, 59164, 59165

New dropdown configuration menus allow you to select which Approver role is associated with each workflow activity. RA Inquiry Approver roles can be configured on the *RA Inquiry Workflow Activity Names* tab in *Configuration*. RA File Approver roles can be configured on the *RA File Workflow Activity Names* tab in *Configuration* (shown below). RA Modification Approver roles can be configured on the *RA Modification Workflow Activity Names* tab in *Configuration*.

Home / RA Configuration RA_CONFIGURATION_FOLDER [Open]

Save Logs Spelling

RA General Configuration Common Field Terminology RA Inquiry Terminology RA File Terminology RA Modification Terminology RA Page Footers RA Tab Names RA Portal Submission Form Names RA Roles RA File Workflow Activity Names

Requester Contact Field Terminology

RA File Workflow Activity Names

Note: Changing the workflow activity name will not be reflected on the workflow diagram.

Workflow Name	RA File Final v0.0	
Activity Name	Display Activity Name	Approver
Send Notifications to Employee and Supervisor	Send Notifications to Employee and Supervisor	DPM
Review RA	Review RA	CHCO
Send Portal Message for Additional Documentation	Send Portal Message for Additional Documentation	DPM
Review Documentation	Review Documentation	DPM
Approve/Reject RA (Complete 557a)	Approve/Reject RA (Complete Resolution Form)	DPM
Wait for Employee Accept, Reject or Reconsideration	Wait for Employee Accept, Reject or Reconsideration test	DPM
Reconsider and complete 557c	Reconsider and Complete Reconsideration Form	CHCO
Implementation of Approved RA	Implementation of Approved RA	DPM
Completes 557b Form	Complete Information Reporting Form	DPM



2 Bugs

ID#	Description
64226	The Assign to Me button has been restored for newly created RA Inquiries in the Cases in Queue.

