Ohio Court of Claims Resolution Center User Guide

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Publishing History

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Technical Assistance

For assistance, please contact Ohio Court of Claims.

Contents

I.   Resolution Center

Welcome to Ohio Court of Claims Resolution Center! This document will walk you through a set of Frequently Asked Questions (FAQs) to assist you in maneuvering the system.

1. Users

Users are people who have been created in the Ohio Court of Claims Resolution Center either as Ohio Court of Claims staff, a Requester, a Respondent or a Representative (Attorney) of a Requester or a Respondent.

1.1 User Creation

To add you as a user, Ohio Court of Claims Staff will add your dispute to the Ohio Court of Claims Resolution Center. This will prompt the system to send you an invitation email.

To access your dispute, click on the link that contains your Case Number:

2. Disputes

Dispute details or the electronic dispute file serves as the record for any given dispute. The electronic dispute file contains dispute details, documents, actions and tasks, notes, and a history of dispute actions.

2.1 Dispute Header

The Dispute Details header contains basic information about the dispute. It is organized into three columns. Any user who accesses the dispute will see the Dispute Details header at the top of the dispute.

2.2 Dispute Details

The **Dispute Details** tab shows detailed information about your dispute including the current step in the resolution process and next steps.
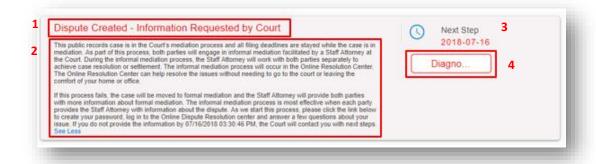
2.3 Discussion Tab

The Discussion tab is the main working environment in a case. It contains the following:
1. Timeline entries that are a record of an action being taken
2. Files uploaded or generated by the system
3. Discussion messages posted on a case

The top of the Discussion tab displays (1) the case status, (2) the case message, (3) the current due date for the next step and the Diagnosis button used to take the next step.

2.4 Files tab

Modria Resolution Center supports document uploads submitted by parties that are associated with a dispute. Each document that is uploaded is assigned a document type. Documents should be loaded only on to the tab where you are messaging with the Staff Attorney.

2.4.1 Supported File Types

Modria Resolution Center currently supports document uploads of up to 50MB for documents, spreadsheets, audio files, and images. The file types supported are as follows:

Upload Type	File Extensions Supported
Document Files	
	PDF
	DOC
	DOCX
	HTML
Spreadsheet Files	
	XLS
	XLSX
Audio Files	
	WAV
	MP3
	WMA
	WPL
Image Files	
	PNG
	JPG
	JPEG
	TIF
	GIF

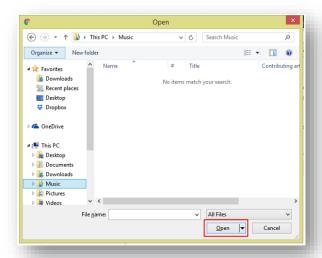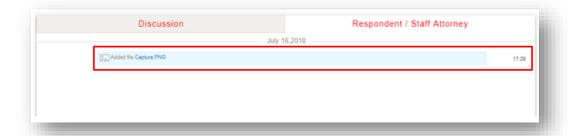## 2.4.2 Uploading a Document

To upload a document:

1. Select the tab for the discussion between you and the Staff Attorney, either Requester/Staff Attorney or Respondent/Staff Attorney.
2. Click on the paperclip icon at the bottom right.
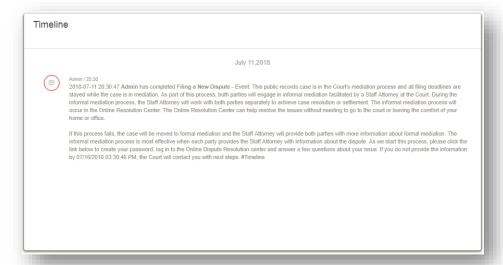

3. Select the file you wish to upload, and click 'Open'

4. When your file has finished uploading, you will see the following comment:

2.5 Dispute Timeline

All of the actions taken on a dispute are posted to the Dispute Timeline. Each action has a timestamp to show when it happened, who triggered the event, and details about the event.

Timeline

July 11,2018

Admin / 20:30
2018-07-11 20:30:47 **Admin** has completed **Filing a New Dispute** - Event: This public records case is in the Court's mediation process and all filing deadlines are stayed while the case is in mediation. As part of this process, both parties will engage in informal mediation facilitated by a Staff Attorney at the Court. During the informal mediation process, the Staff Attorney will work with both parties separately to achieve case resolution or settlement. The informal mediation process will occur in the Online Resolution Center. The Online Resolution Center can help resolve the issues without needing to go to the court or leaving the comfort of your home or office.

If this process fails, the case will be moved to formal mediation and the Staff Attorney will provide both parties with more information about formal mediation. The informal mediation process is most effective when each party provides the Staff Attorney with information about the dispute. As we start this process, please click the link below to create your password, log in to the Online Dispute Resolution center and answer a few questions about your issue. If you do not provide the information by 07/16/2018 03:30:46 PM, the Court will contact you with next steps. #Timeline
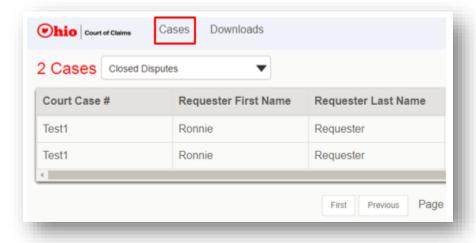
3. Dispute List Views

Each user has access to a page that is referred to as *Cases* or *Case List*. This page lists all of the disputes that you have permission to access.
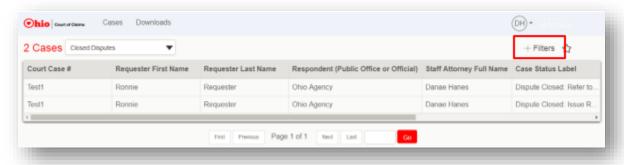
3.1 Dispute List

The disputes are listed in a table format with columns and filters.
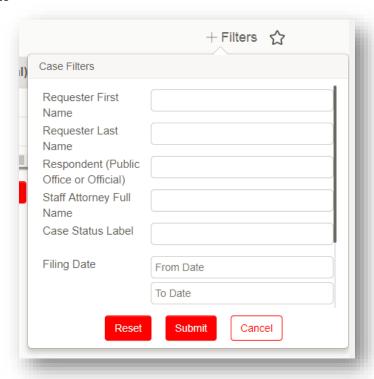

3.2 Dispute List Filters

Dispute filters allow you to search with the Case List view. In order to search using filters, click + Filters on the top right side of the *Cases* page.

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3.2.1 Dispute List Filter Types
You can complete searches using the following filter types:
- Requester First Name
- Requester Last Name
- Respondent (Public Office of Official)
- Staff Attorney Full Name
- Case Status Label
- Filing Date

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4. Represented Parties

A representative is a user who can act on behalf of another user at the case level (on one, some, or all of the user's cases) and who receives the email notifications for the user he or she represents.

A user designates his or her representative by having their attorney file an Appearance Notice with the Ohio Court of Claims.

4.1 Adding a Representative

When an Appearance Notice is filed, the following steps occur:
1. The attorney is added to the dispute by Ohio Court of Claims Staff.
2. The attorney receives an email notification asking them to accept or decline the invitation to represent the party. **The attorney should take special care to accept the invitation as soon as it is received to avoid any delays.**
3. The attorney will be asked to establish a password.
4. Once a password is established, the attorney will be taken to a home page view of all the cases to which he or she is associated.

When a representative is added, the representative will be able to do the following:
1. Have full permission to act on behalf of that user on the specified case(s).
2. Receive all case email notifications that the user would receive.
3. See the specified case(s) in their case list.

> Ohio Agency has requested you to be his/her representative.
>
> ***This is an automated email. This email address is not monitored. Please do not reply to this email.***
>
> Annie Attorney,
>
> Ohio Agency has requested you to represent him/her in one or more of their cases.
>
> You can accept or reject the invitation by clicking on one of the buttons below.
>
> **Accept Invite**   **Decline Invite**

Please Note: A representative cannot represent two parties in two separate roles on a single case.
Example: John Smith cannot represent both the plaintiff and the defendant on a case.
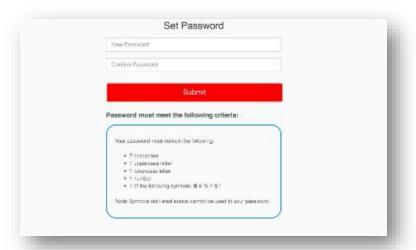
4.2 Representative Login

All passwords must be at least seven characters in length, but no longer than twenty, and include all of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 of the following symbols: @ # % ^ $!

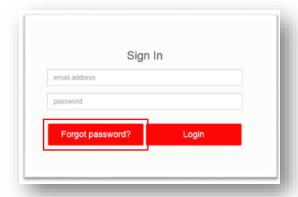*Note: Symbols not listed above cannot be used in your password.*

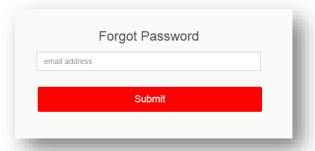After setting your password, you will be redirected to the platform homepage where you can log in.

4.3 Forgot Password

If a representative forgets his or her password, he or she may reset the password by performing the following steps:
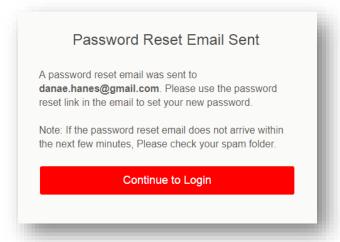
1. Navigate to the Modria login screen.
2. Click "Forgot Password?"

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3. Type the email address associated with your account, and then click **Submit**.

Forgot Password

email address

Submit

4. You will receive a reset password email notification if you have a valid user profile.

Password Reset Email Sent

A password reset email was sent to **danae.hanes@gmail.com**. Please use the password reset link in the email to set your new password.

Note: If the password reset email does not arrive within the next few minutes, Please check your spam folder.

Continue to Login

5. Email Notifications

Ohio Court of Claims Resolution Center will generate email notifications to notify you of the following:

1. A message has been added to the Group Discussion tab,
2. A private message has been added to the Caucus tab (the private conversation between you and the Staff Attorney),
3. A change in the case status (a party has responded, the Staff Attorney has reviewed your responses, a resolution has been made, or the case will be referred to formal mediation), or
4. A reminder to complete one of your steps.

This is an automated email. This email address is not monitored. Please do not reply to this email.

Dear Danae,

Notification

- Both parties provided additional information regarding the issue and the case is now under review.

Next Steps

- The staff attorney will communicate with both parties throughout the informal mediation process. Either party may propose a solution at any time. If an agreement is reached by 07/17/2018 03:28:50 PM, the Requester will be asked to file a voluntary dismissal. If an agreement is not reached, the case will be referred for formal mediation.

To access the Online Dispute Resolution Center, click here: Ohio Court of Claims: Court Case #Test1
To access the Online Dispute Resolution Center, click here: if you have not yet set a password for your account.

Sincerely,

Ohio | Court of Claims

Thomas J. Moyer Ohio Judicial Center | 65 South Front Street, 3rd Floor | Columbus, Ohio 43215 | Telephone 614.387.9800 | www.ohiocourtofclaims.gov

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