

Reasonable Accommodation eFile Access Portal User Guide

Version 2.2.0



Empowering people who serve the public®



PUBLISHED BY Tyler Technologies, Inc.
12901 Worldgate Drive, Suite 800, Herndon, VA 20170
COPYRIGHT © Tyler Technologies, INC. All rights reserved.

No part of the contents of this manual may be reproduced or transmitted in any form or by any means without written permission.



Revision History			
Version Number	Date	Author	Description
1.0.0	2/13/2020	Joey Ellis	RA eFiler User
1.0.1	4/30/2020	Joey Ellis	RA TK 1.1.1 Update
1.3.0	9/10/2020	Joey Ellis	Updated for 1.3.0 Release
2.0.0	07/06/2022	Ken McCracken	Updated for 2.0.0 Release
2.1.0	10/16/2022	Ken McCracken	Updated for 2.1.0 Release
2.2.0	04/03/2023	Ken McCracken	Updated for 2.2.0 Release

Contents

1	User Registration	1
1.1	Overview.....	1
1.2	Register for an Account	1
2	Logging in and Logging Out	8
2.1	Logging In.....	8
2.2	Unsuccessful Log In	9
2.3	Locked User Account.....	9
2.4	Logging Out.....	9
3	Home Screen and Tracking Inbox	10
3.1	My Request Queue	10
3.2	Sorting Records	11
3.3	Filtering the Display	11
3.4	Using the Navigation Bar	11
4	Navigating within a Record	12
5	Menus, Fields and Options	13
5.1	Dependent Drop-Down Lists	13
6	Changing your Profile and Password	14
6.1	Updating your Profile	14
7	Create a New Request	17
8	Request Child Tabs	29
8.1	Create a Document Record	29
8.2	Create a Contact Record	30
8.3	Create a Note Record	32
9	Check Status of Submitted Request(s)	33
9.1	Create a Document Record	33
9.2	Review and Add Document Records	34
9.3	Review Contact Records	35
9.4	Review Note Records	37
10	Supervisor Approval	38
10.1	My Approvals Queue	38
11	Contextual Help Module	42

1 User Registration

1.1 Overview

The RA eFile Access Portal provides the ability for an employee, job applicant, or third party to register and access the system in a limited way.

The User Registration page is a public page that is accessible by non-authenticated users that allow them to enter required information in order to create an account on the system. Upon registering for an account, the account is created with an eFiler role. An email is sent to the user with a temporary password.


The user can then log into the eFiler Access portal. They will be required to change their temporary password when first logging on. They can then perform limited actions such as creating requests for accommodations or checking the status of previously submitted requests.

A user may, when registering, identify themselves as a current employee. The employee must provide enough identifying information about them to be validated against an Employee table that was uploaded from the agencies HR employee data.

1.2 Register for an Account

Use the following steps to register for an account.

Click the Register link.


RA eFile Portal

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO THE SITE'S SECURITY POLICY.

[Reset Password](#)


Security Policy

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

[Contact Us](#) [About Us](#)

If you are an employee and wish to register as one, click the link below.



RA eFile Portal

Register

Identification Information

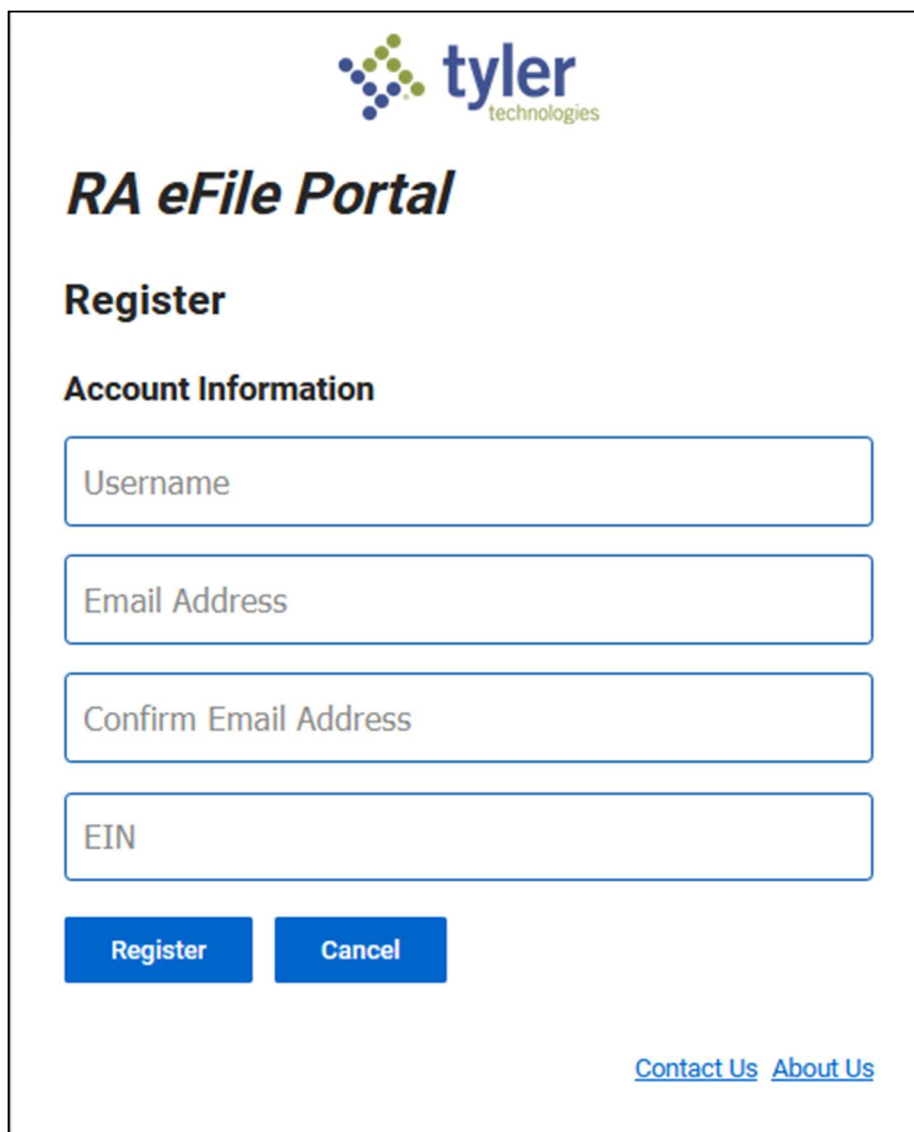
For Employees Use this Registration Link [\[Employee Registration\]](#)

↑

Account Information

[Contact Us](#) [About Us](#)

In the desired fields, enter the applicable information.



The screenshot shows the registration interface for the RA eFile Portal. At the top left is the Tyler Technologies logo. Below it, the text "RA eFile Portal" is displayed in a large, bold, italicized font. Underneath, the word "Register" is shown in a bold font. A section titled "Account Information" contains four input fields: "Username", "Email Address", "Confirm Email Address", and "EIN". At the bottom of the form are two buttons: "Register" and "Cancel". In the bottom right corner, there are two links: "Contact Us" and "About Us".

The email address and Employee Identification Number (EIN) provided must be associated with an existing Employee record with the RA System.

By registering as an employee the system will be aware of all of your specific details about you (name, address, phone #, supervisor...) and will be able to default that into the New Accommodation request forms.

If you are not located within the system, the following will be displayed:



RA eFile Portal

Register

Employee with provided EIN and email address is not found in the system.


Account Information

[Contact Us](#) [About Us](#)

Note: If you do not know your EIN and cannot successfully register as an employee, you still can register by providing your Name and Email address only (the process below for a job applicant). The system will not be able to default your name, address, supervisor...to the New Request form but it can be entered manually.



To register as a job applicant or third party enter the following applicable information.




RA eFile Portal

Register

Identification Information


For Employees Use this Registration Link [\[Employee Registration\]](#)

Account Information



[Contact Us](#) [About Us](#)

The following will display if you were successfully registered.




RA eFile Portal

Register

Thank you for your registration. An email has been sent to you with a temporary password. Please click [here](#) to login.

[Contact Us](#) [About Us](#)

A temporary password will be sent to the email address you entered.



Thu 4/30/2020 3:40 PM

Reasonable Accommodation Email <noreplies@micropact.com>
Reasonable Accommodation Registration

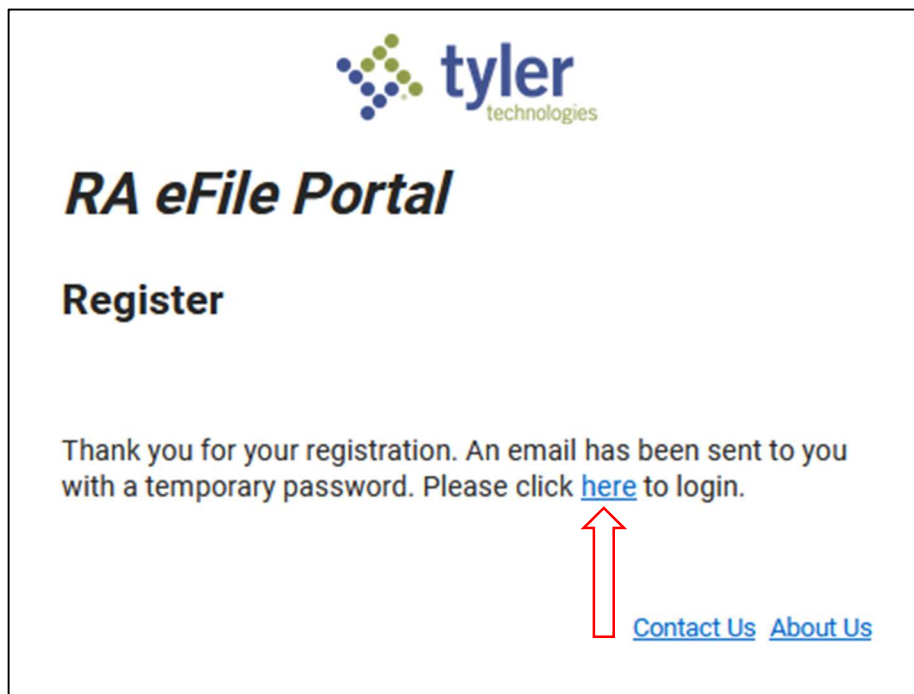
To: Ellis, Joey

Thank you for registering to the Reasonable Accommodation eFile Portal. Here is your temporary password:

4*Xd0Ha4lg

You will be required to change it upon initial login.

Click the here link.



Enter the username you entered upon registration and the temporary password you were sent.

Click the Sign On button. You will be required to change your password for security purposes.


Enter the temporary password you were sent by email in the Current Password field. Then enter a new password in the New Password and Confirm Password field. Click the Change Password button.

2 Logging in and Logging Out

To log into the RA eFile Access Portal, you must first register for an account. The system prevents multiple logins by the same user on different browsers. It also will lock an account if enough failed attempts to log in are made. The application automatically logs out users after a period of inactivity; users will be redirected to the login page and will need to log in again.


2.1 Logging In


1. On the login screen, enter your username and password and click Sign On.



RA eFile Portal

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO THE SITE'S SECURITY POLICY.

 Username

 Password

[Reset Password](#)

Sign On [Register](#)

Security Policy

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

[Contact Us](#) [About Us](#)

If you are already logged in to the application and attempt to log in using a different browser or device, you will see a warning that logging in again will close your other session. You can choose to continue logging in, which will close your other session. Or, you can cancel, which will leave your other session open.

After successfully logging in to the application, your Home screen is displayed.

2.2 Unsuccessful Log In

An unsuccessful log in (due to an incorrectly entered username or password) generates an error message and you are given an opportunity to attempt another log in.

2.3 Locked User Account

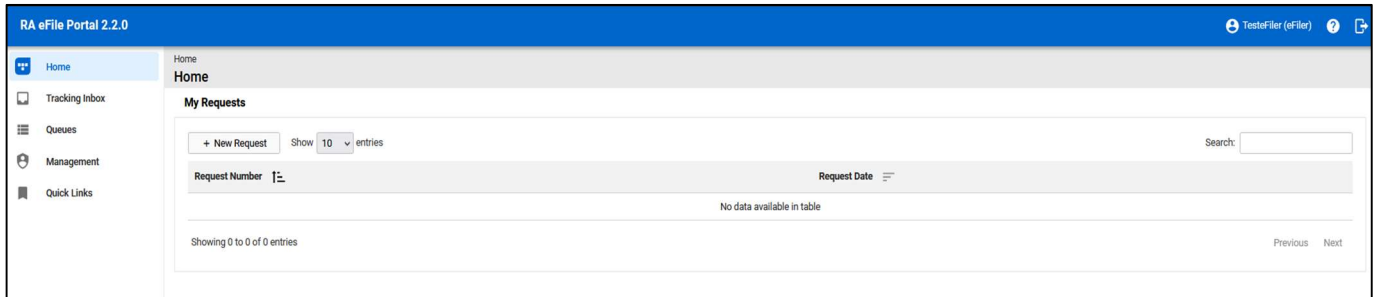
The system allows three attempts with an incorrect username or password. If all three attempts are unsuccessful, the account becomes locked and an error message appears. An administrator must be contacted to unlock the account unless your system administrator has enabled the Forgot Password option.

2.4 Logging Out

Log out of the system by clicking the Sign Out link that appears in the system menu above the navigation tabs.

3 Home Screen and Tracking Inbox

The Reasonable Accommodation System provides several features to help you quickly and easily navigate the system. When you first log in, you see the Home screen.



The Home screen contains links to typical actions you may need to perform such as creating a new record or managing your account.

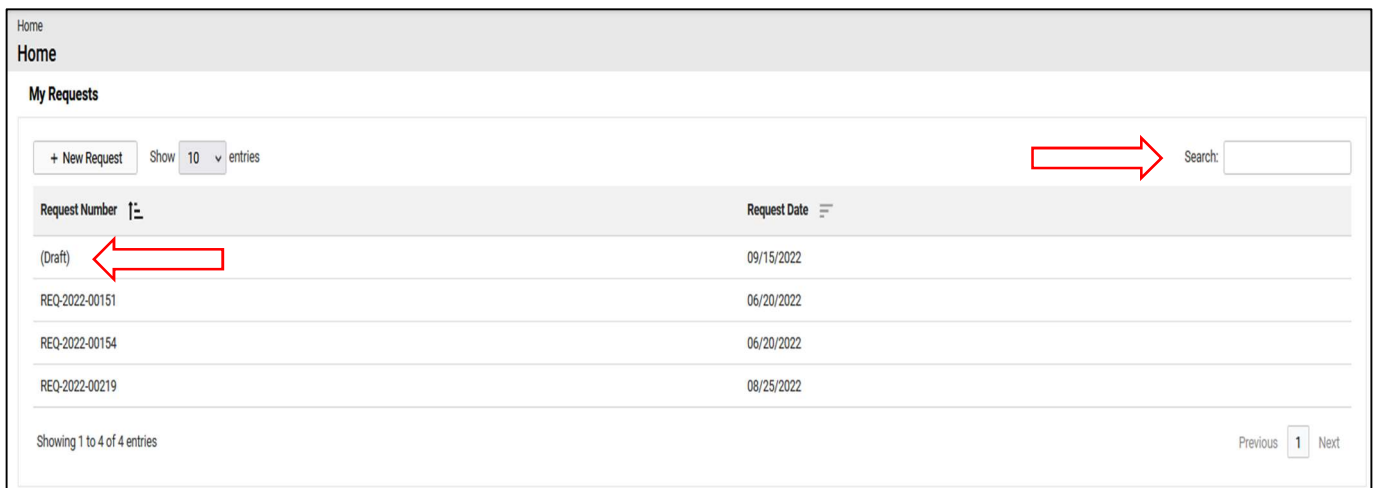
You can also navigate to the Tracking Inbox tab to view all of your records. The tabs in the Navigation Bar provide areas to which you have access.

3.1 My Request Queue

The My Request Queue displays a listing of all requests. My Request queue is empty for a newly registered eFiler. The queue below shows requests created by the eFile User.

Draft records that have not yet been submitted appear in the My Requests queue without an assigned Request Number (Draft). Submitted requests will appear with a Request Number.

To search for a request enter desired search criteria in the Search field.



Records will filter as search criteria are entered.

Home

Home

My Requests

+ New Request Show 10 entries Search: 19

Request Number	Request Date
REQ-2022-00192	07/05/2022
REQ-2022-00193	07/05/2022

Showing 1 to 2 of 2 entries Previous 1 Next

3.2 Sorting Records

The Tracking Inbox allows you to sort your records in ascending or descending order by clicking any column header. For example, it may be useful for you to view your cases sorted by request date.

You can change the number of records to be displayed per page by entering a number in the Display per page field and then clicking the Refresh icon.

3.3 Filtering the Display

You can also choose to filter your inbox based on how the records are assigned. To display records based on assignment, select an option in the Assignments drop-down list (as shown in the figure below) and click the Filter icon.

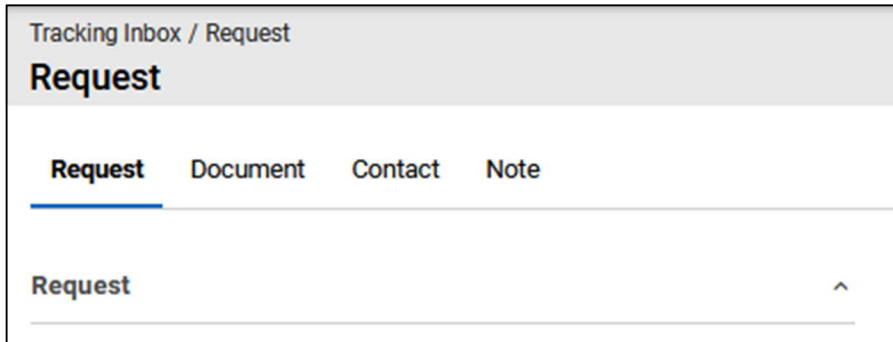
3.4 Using the Navigation Bar

The specific tabs displayed when you log in are determined by your role and by the system permissions assigned to that role. Different users may see different navigation options. Contact your administrator for any questions or details.

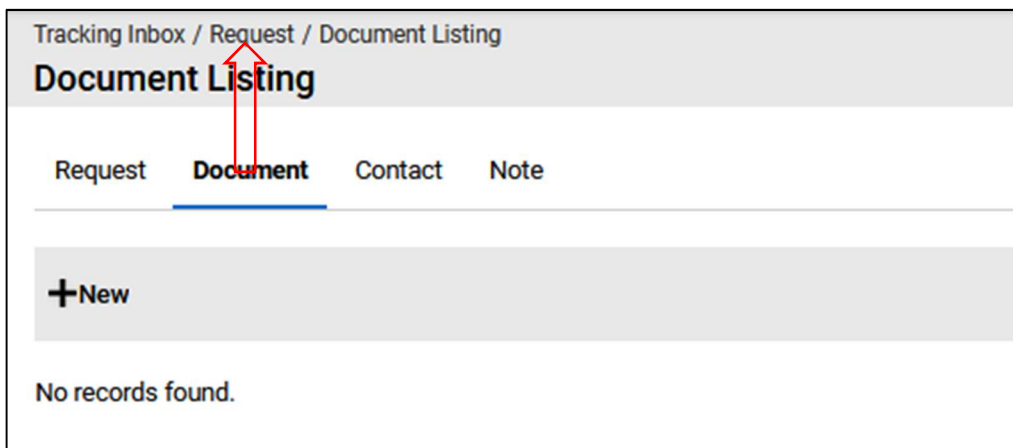
4 Navigating within a Record

Another element of navigating the system is found once you click on a record.

When you click on a record, another navigation menu of tabs is provided. These tabs allow you to navigate to other parts of the record and enter new information or update existing information about the main Request record. To return to the main record from within another tab, click the Request tab at the left.



To return to the Request record, click on Request in the breadcrumb trail.



The breadcrumb trail is a path of links - separated by right arrows - that display a visual cue to depict where you are in the system. The system allows you to return to a previous screen by clicking on any of these links.



Use the breadcrumb trail when navigating in the Reasonable Accommodation System. For security purposes, the system does not allow your browser to cache information, and as a result, your browser's Back and Forward buttons cannot be used for navigation.

5 Menus, Fields and Options

The Reasonable Accommodation System provides configurable menus, fields, and options to assist in business process implementation and ensure data entry integrity. These fields are configured by your system administrator, and may differ depending on your system.

5.1 Dependent Drop-Down Lists

Some drop-down lists may be dependent on a selection made from another drop-down list. This configuration allows large lists to be broken down into more manageable categories. If a set of drop-down lists has dependencies, the second drop-down list is not populated until a selection is made from the first drop-down list.

In the following example, you cannot select an Accommodation Type unless you have first selected one or more Accommodation Categories.

Reasonable Accommodation Request ^

Request Category * [?] v

Employment Benefits and Privileges

Accommodation Category * [?] ^

[Q Search Accommodation Category](#)

AccommodationType * ^

[✓ Done](#)

[Select All](#) | [Deselect All](#)

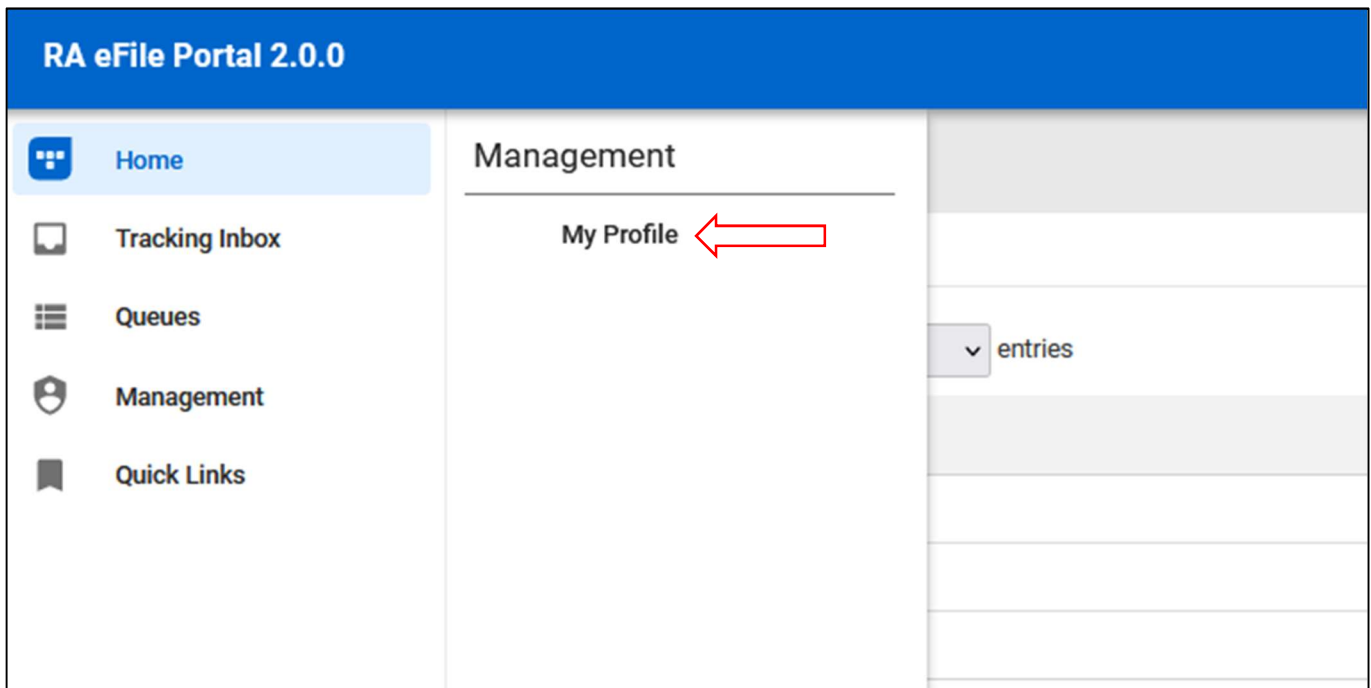
6 Changing your Profile and Password

You can modify some of your account profile information such as your name, email address, and password.

6.1 Updating your Profile

Update your profile by using the following steps.

1. Hover your mouse pointer over the Management bar and click My Profile.



All fields with the * icon are required fields. In the desired fields enter or select the applicable information.

To update the password, click the  icon.

The screenshot shows the 'Account Information' form. The 'Account Name' field contains 'TesteFiler'. The 'Password' field has a red arrow pointing to a 'Change Password' link with a pencil icon. The 'Authentication Type' field is a dropdown menu set to 'Local Authentication' and has a red asterisk icon. The 'Password Expiration Date' field contains '07/02/2023' and has a calendar icon and the format '(mm/dd/yyyy)'.

Enter your current password, new password and then click Save.

Change Password
✕

Current Password *

New Password *

Confirm New Password *

Save

←


Though most of the Reasonable Accommodation System is accessible by default, users can opt to turn on additional accessibility enhancements by selecting "Accessibility Enhancements"

Enabling accessibility results in the following changes:

- A keyboard-accessible button is added under the "assignment" drop-down on data forms that, when pressed, will apply the selection chosen from the drop-down menu.
- For tracked data forms, legends are used so that screen readers will include an administrator-defined label or description before reading radio button options aloud. The screen reader will announce both the identifying label as well as the position of that radio button element within a list (e.g., "radio button 'Yes;' one of two").
- When a user wishes to edit an item in the tracking inbox, a screen reader will read the value of whatever is in the first column to provide more detail as to what is being edited. Enabling JAWS to Read Repeated Characters

Users with accessibility enhancements who are using JAWS for screen reading will need to adjust a setting in JAWS to allow it to properly read repeating characters (e.g., the "YYYY" in "DD/MM/YYYY"). By default, JAWS will only read the first three characters in a string of repeated characters. Users can adjust this setting within JAWS under Utilities > Settings Center > Text Processing > General > Filter Repeated Characters (set to 4 or more).

Once all desired information has been entered click the Save button.



Test eFiler

Email Address: TesteFiler@TylerTech.com

Account Name: TesteFiler

Profile

Identification Information

First Name *	<input type="text" value="Test"/>
Middle Name	<input type="text"/>
Last Name *	<input type="text" value="eFiler"/>
EIN	
Suffix	<input type="text"/>
Email Address	<input type="text" value="TesteFiler@TylerTech.com"/>

Account Information

Account Name *	TesteFiler
Password	Change Password
Authentication Type *	Local Authentication
Password Expiration Date	07/02/2023
Default Role *	eFiler

Settings

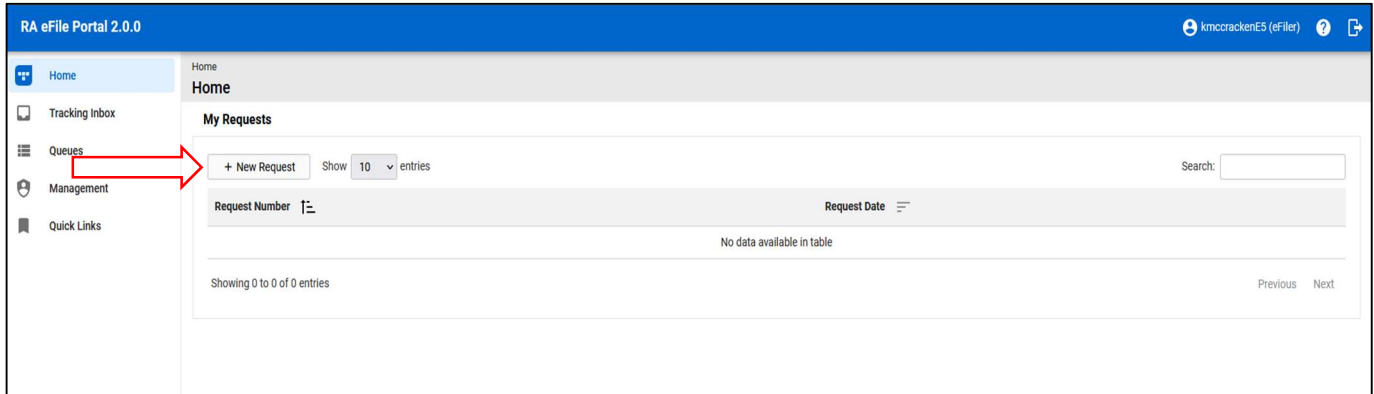
Active *	Yes
Locked *	No
Accessibility Enhancements	<input type="radio"/> Yes <input checked="" type="radio"/> No

←

7 Create a New Request

Use the following steps to create a new request.

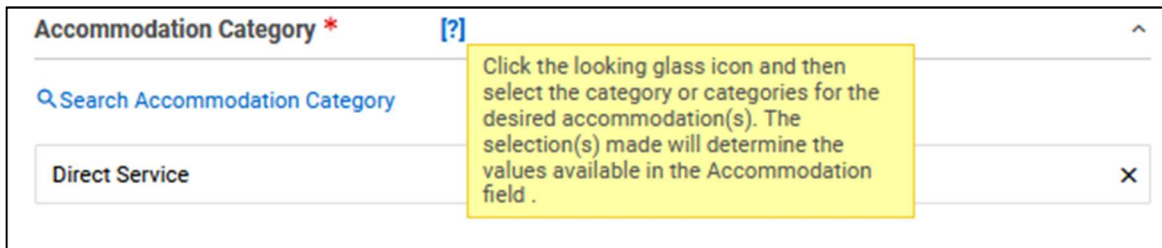
1. Click the New Request button.



All fields with the * icon are required fields.

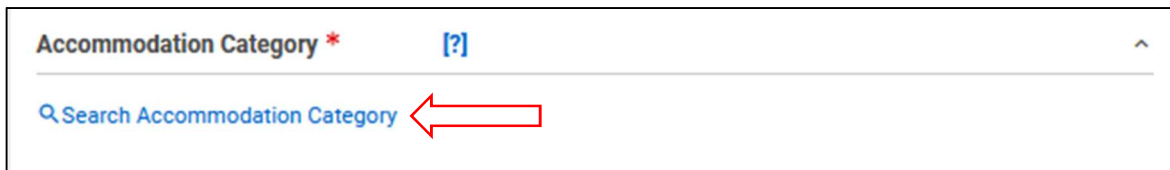
Tooltips provide additional information for selected fields. A field with the [?] icon includes a tool tip.

Hover over the [?] icon for information on the selected field.



In the desired fields enter or select the applicable information.

Click the Search Accommodation Category link to search the available accommodation categories.



The selection(s) made in the Accommodation Category field will determine what values display in the Accommodation field. The following are the Accommodations available for each Accommodation category:

Note these values are the default values. More or less may show depending on how your site administrator configures the site.

COVID-19

- 1. Medical Vaccine Exemption
- 2. Religious Vaccine Exemption
- 3. Testing Exemption

Direct Service

- 1. Interpreter
- 2. Alternate Format Materials
- 3. Ergonomic Workplace Evaluation
- 4. Captioning Services
- 5. Job Coaching
- 6. Workplace Assistant Services
- 7. Workstation Modification

Equipment

- 1. Heater
- 2. Fan
- 3. Scooter
- 4. Printer
- 5. Headset
- 6. Laptop
- 7. Air Purifier
- 8. Anti-Glare Screen
- 9. Chair
- 10. Cushion / Wrist Rest
- 11. Desk / Workstation
- 12. Document Holder
- 13. Footstool
- 14. Humidifier
- 15. Keyboard Tray
- 16. Monitor Arm
- 17. Roller bag
- 18. Task Lighting
- 19. White Noise Machine
- 20. Braille Embosser
- 21. Docking Station
- 22. Keyboard

- 23.Magnifier
- 24.Monitor
- 25.Mouse
- 26.Phone
- 27.Printer/Scanner

Leave

- 1.FMLA
- 2.Employer's Leave Program
- 3.Workers' Compensation

Modification of Duties

- 1.Job Restructuring
- 2.Reduced Workload
- 3.Written Assignments
- 4.Reassignment

Modification of Workplace Policies/Travel/Telework

- 1.Modified Leave
- 2.Modified Schedule
- 3.Parking
- 4.Telework Episodic
- 5.Telework Full-Time
- 6.Telework Schedule
- 7.Travel

Software

- 1.JAWS
- 2.Dragon Naturally Speaking
- 3.Kurzweil
- 4.MAGIC

Other

- 1.Other

Click Select All to choose all accommodation categories. Then click Deselect All to remove all selections.

Accommodation Category [?]

✓ Done

Select All | Deselect All

Click the desired accommodation category and then click Done. Multiple categories may be selected.

Accommodation Category * [?]

✓ Done

Select All | Deselect All

- COVID-19
- Direct Service
- Equipment
- Leave

Any selection(s) made will display.

Accommodation Category * [?]

Search Accommodation Category

Equipment

Click the Search Accommodation link to search the available accommodations.

The accommodations available will depend on the selection made in the Accommodation category field.

AccommodationType *

✓ Done

Select All | Deselect All

Click Select All to choose all accommodations. Then click Deselect All to remove all selections.

AccommodationType [?]

|

Select All | Deselect All

Click the desired accommodation(s) and then click Done. Multiple accommodations may be selected.

AccommodationType *

✓ Done

Select All | Deselect All

- Air Purifier
- Anti-Glare Screen
- Braille Embosser
- Chair

Any selection(s) made will display.

AccommodationType * ^

[Search AccommodationType](#)

Air Purifier ×

Chair ×

Describe in further detail the accommodation you are requesting

How long will you need the requested accommodation(s)

Recurring Request * Yes No

Priority

Are you requesting this for yourself? * Yes No

If you are registered as an employee, the "Are you requesting this for yourself?" and the "Is the recipient an employee?" questions will default to a value of 'Yes'. These questions may be changed.

If 'No' is selected in the "Are you requesting this for yourself?" field the "Relationship to Requestor" field will display and will be required.

Are you requesting this for yourself? * Yes No

Relationship to Requestor *

If 'Yes' is selected in the "Is the recipient an employee?" field the "Office" field will display and will be required.

Is the recipient an employee? * Yes No

Office * [?]

Click the drop down in the Office field to select the desired office.

Office * [?]

HQ

Begin to type in the Office search to filter the available offices.

Office * [?]

Request Date

Recipient Information

- HQ
- HQ1
- HQ2

Selecting an office will expand the tree view and mark your selection.

Office * [?]

HQ

- HQ1
- HQ2

If desired you can click the plus sign next to the top level office to expand the tree view.

Office * [?]

HQ

The Request Date field will default to the current date and will be read only.

Request Date 04/26/2023

The Recipient Information will then display with the Employee information defaulted to the form if 'Yes' was chosen for the question, "Are you requesting this for yourself?"

If 'No' was chosen, the Recipient Information must be entered from scratch.

Recipient Information ^

First Name *

Middle Name

Last Name *

Email Address *

Phone Number [\[?\]](#) - - ext.

Phone Number (Intl) [\[?\]](#)

Address

Address Line 2

City

State ▼

Country ▼

Zip/Postal Code

Occupation Series ▼

Pay Plan ▼

Grade Level ▼

For an employee, the Supervisor First Name, Supervisor Last Name, Supervisor Email Address and the Supervisor Phone Number or International phone number fields will be required.

If you are registered as an employee and you are adding this request for yourself, your Supervisor information may default as well. This depends on whether your imported HR data includes who your supervisor is. If it defaults a related Supervisor Contact will be created for the Request once you save the new accommodation request.

If not accurate, the information can be changed.

Supervisor Information ^

Supervisor First Name *

Supervisor Middle Name

Supervisor Last Name *

Supervisor Email Address *

Supervisor Phone Number [\[?\]](#) - - ext.

Supervisor Phone Number (Intl) [\[?\]](#)


Requestor Statement ^

Please provide specific details about the accommodation(s) you think would enable you to perform the essential duties of your position [\[?\]](#)

Describe the job functions that you are having problems performing because of your functional limitation(s) [\[?\]](#)

Describe the functional limitation(s) associated with your impairment/medical condition that is interfering with your job performance [\[?\]](#)

Has medical documentation been submitted in the past for the same functional limitation? Yes No

When did your impairment/medical condition begin?  (mm/dd/yyyy)

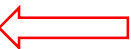
Major Bodily Function (Select all That Apply) [\[?\]](#) ^

[Search Major Bodily Function \(Select all That Apply\)](#)

Major Life Activities (Select all That Apply) * [\[?\]](#) ^

[Search Major Life Activities \(Select all That Apply\)](#)

Have you discussed your workplace limitations resulting from your medical condition(s) with your supervisor? * Yes No

Save as Draft**Save and Submit**

Once all desired information has been added click Save and Submit to submit the request.






If Save as Draft is clicked the request will be saved and can be worked on before submitting.

After the Request has been submitted, the following automatic actions can happen if this setup exists:

- The requestor will receive an email notification to let them know their request has been submitted
- RA Specialists associated with the Request org hierarchy will receive an email notification to let them know a new request has been submitted
- The supervisor for an employee request will receive an email notification to let them know a new request has been submitted.

Once the Request for one or more Accommodations is submitted the screen will refresh with the Request Number auto-generated and new tabs showing.

RA eFile Portal 2.0.0

-  Home
-  Tracking Inbox
-  Queues
-  Management
-  Quick Links

Tracking Inbox / Request
Request

Request
Document
Contact
Note

i

Workflow Messages

Your request was successfully submitted

Request ^

Request Number REQ-2022-00192

Request Date 07/05/2022

Request Status Submitted

Accommodations ^

Accommodation Number ▲	Type ▼	Status ▼
REQ-2022-00192-ACC01	Air Purifier	Created
REQ-2022-00192-ACC02	Chair	Created

Showing 1 to 2 of 2 entries

- Request Tabs - Document, Contact and Note display.

8 Request Child Tabs

The following sections describe how to create records for the remaining request child tabs.

eFilers can create Document, Contact, and Note records for Draft requests.

eFilers can only create Document records for Submitted requests.

Once submitted, eFilers can view previously attached contacts and notes but they are read-only. For security reasons, eFilers can see previously submitted Document records but cannot access the associated document.

8.1 Create a Document Record

Document records may be created for draft and submitted requests.

1. Hover over the Document tab and then click the New Document link.

The screenshot displays the RA eFile Portal 2.0.0 interface. On the left is a navigation menu with options: Home, Tracking Inbox (selected), Queues, Management, and Quick Links. The main content area is titled 'Tracking Inbox / Request' and 'Request'. Below this, there are four tabs: Request, Document, Contact, and Note. The 'Document' tab is active, and a 'New Document' link is visible within its dropdown menu, highlighted by a red arrow. At the bottom of the page, the 'Request Number' is displayed as 'REQ-2022-00193'.

All fields with the * icon are required fields.

In the desired fields enter or select the applicable information.

Once all desired information has been added click Save.

The screenshot shows the RA eFile Portal 2.0.0 interface. On the left is a navigation menu with 'Home', 'Tracking Inbox', 'Queues', 'Management', and 'Quick Links'. The main content area is titled 'Tracking Inbox / Request / New Document' and 'Document'. It has tabs for 'Request', 'Document', 'Contact', and 'Note'. The 'Document' tab is active. The form includes fields for 'Document Type *' (a dropdown menu), 'Name *' (a text input), 'Document *' (a file upload area with 'No File Selected' and an upload icon), 'Received Date *' (pre-filled with '07/05/2022'), and 'Description' (a large text area). A blue 'Save' button is at the bottom left, with a red arrow pointing to it.

8.2 Create a Contact Record

Contact records may not be created for submitted requests.

1. Hover over the Contact tab and then click the New Contact link.

The screenshot shows the RA eFile Portal 2.0.0 interface. On the left is a navigation menu with 'Home', 'Tracking Inbox', 'Queues', 'Management', and 'Quick Links'. The main content area is titled 'Tracking Inbox / Request' and 'Request'. It has tabs for 'Request', 'Document', 'Contact', and 'Note'. The 'Request' tab is active. The form includes a 'Reasonable Accommodation request' header, 'Request Category * [?]' (a dropdown menu with 'Employment Benefits and Privileges'), and 'Accommodation Category * [?]' (a dropdown menu). Below these is a search bar for 'Search Accommodation Category' with 'Direct Service' entered. A 'New Contact' link is visible under the 'Contact' tab, highlighted with a red arrow.

All fields with the * icon are required fields.

In the desired fields enter or select the applicable information.

Once all desired information has been added click Save.

Contact Type *	<input type="text"/>
Title	<input type="text"/>
First Name *	<input type="text"/>
Middle Name	<input type="text"/>
Last Name *	<input type="text"/>
Suffix	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
Phone Number (intl)	<input type="text"/>
Address	<input type="text"/>
Address Line 2	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
State	<input type="text"/>
Zip Code	<input type="text"/>
Comments	<input type="text"/>

←

8.3 Create a Note Record

Note records may not be created for submitted requests.

1. Hover over the Note tab and then click the New Note link.

The screenshot shows the RA eFile Portal 2.0.0 interface. The left sidebar contains navigation options: Home, Tracking Inbox (selected), Queues, Management, and Quick Links. The main content area is titled 'Tracking Inbox / Request' and 'Request'. Below this, there are tabs for 'Request', 'Document', 'Contact', and 'Note'. The 'Note' tab is active, and a sub-menu is open showing a 'New Note' link, which is highlighted by a red arrow. Below the tabs, there are several form fields: 'Request Category * [?]' with a dropdown menu set to 'Employment Benefits and Privileges', 'Accommodation Category * [?]' with a search field, and a 'Direct Service' field with a close button (X).

All fields with the * icon are required fields.

In the desired fields enter or select the applicable information.

Once all desired information has been added click Save.

The screenshot shows the RA eFile Portal 2.0.0 interface for creating a new note. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Tracking Inbox / Request / New Note' and 'Note'. Below this, there are tabs for 'Request', 'Document', 'Contact', and 'Note'. The 'Note' tab is active. The form contains three main fields: 'Name *' with a text input box, 'Notes *' with a large text area, and 'Due Date' with a date picker icon and the format '(mm/dd/yyyy)'. At the bottom left of the form is a blue 'Save' button, which is highlighted by a red arrow.

9 Check Status of Submitted Request(s)

Use the following steps to review the status of the accommodations within the Request.

1. Click a Request within the My Requests queue.

The screenshot shows the 'My Requests' section of the RA eFile Portal. A table lists two requests:

Request Number	Request Date
REQ-2022-00151	06/20/2022
REQ-2022-00154	06/20/2022

A red arrow points to the first row (REQ-2022-00151). The page also includes a '+ New Request' button, a 'Show 10 entries' dropdown, and a search box.

The status of each Accommodation within the Request is listed.

The screenshot shows the details for a specific request (REQ-2022-00151). The 'Request' tab is active, showing the request number, date, and status (Submitted). Below, the 'Accommodations' section contains a table:

Accommodation Number	Type	Status
REQ-2022-00151-ACCO1	Air Purifier	Created
REQ-2022-00151-ACCO2	Anti-Glare Screen	Created
REQ-2022-00151-ACCO3	Chair	Created
REQ-2022-00151-ACCO4	Cushion / Wrist Rest	Created

A red arrow points to the 'Status' column of this table. The page also shows navigation tabs for 'Request', 'Document', 'Contact', and 'Note'.

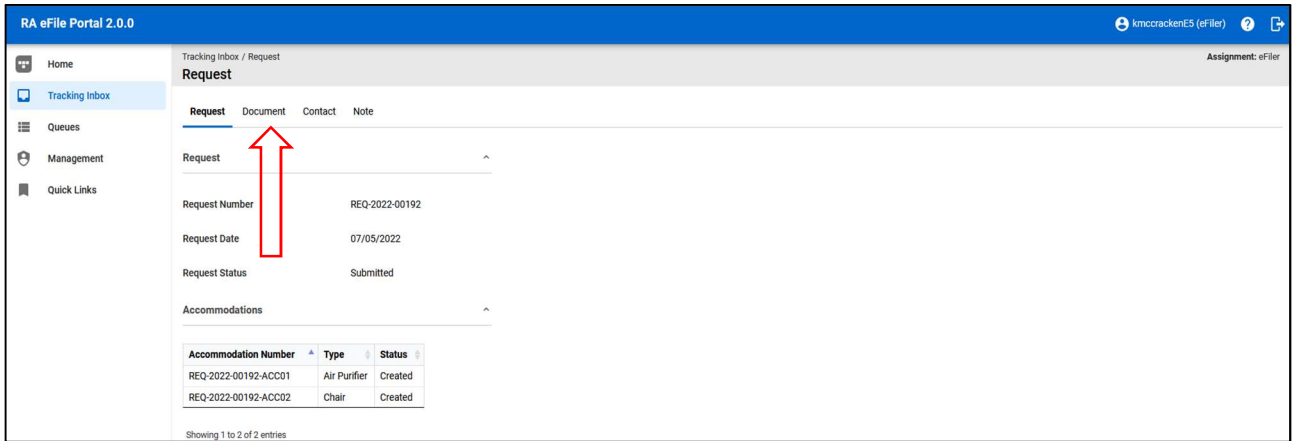
9.1 Create a Document Record

Use the steps outlined in [Section 8.1](#) to add a new Document to the Request.

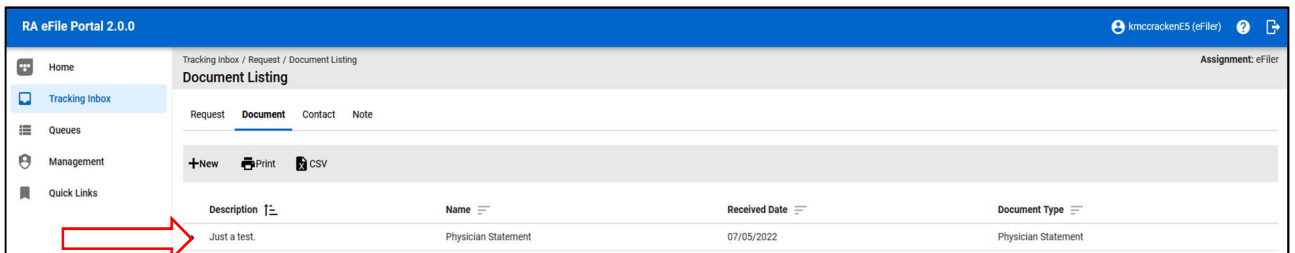
9.2 Review and Add Document Records

eFiler can view the listing of documents records they've added to the Request. The eFile also has the ability to add new documents to a Request once it's submitted and until the Request is closed.

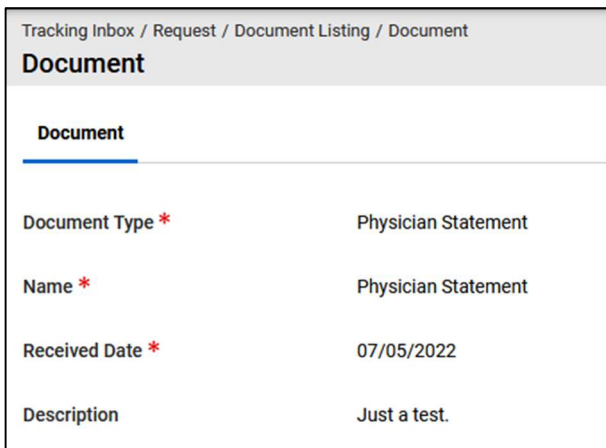
1. Click the Document tab to access a listing of the Documents added to the Request.



Click a Document record to review it.



The information relating to the Document will be displayed for review.



9.3 Review Contact Records

1. Click the Contact tab to access a listing of the Contacts added to the Request.

The screenshot shows the RA eFile Portal 2.0.0 interface. The main content area is titled 'Request' and has four tabs: 'Request', 'Document', 'Contact', and 'Note'. The 'Request' tab is currently selected. Below the tabs, there is a summary of the request: Request Number (REQ-2022-00192), Request Date (07/05/2022), and Request Status (Submitted). Below this is an 'Accommodations' section with a table:

Accommodation Number	Type	Status
REQ-2022-00192-ACC01	Air Purifier	Created
REQ-2022-00192-ACC02	Chair	Created

A red arrow points to the 'Contact' tab.

Click a Contact record to review it.

The screenshot shows the RA eFile Portal 2.0.0 interface with the 'Contact Listing' page. The 'Contact' tab is selected. At the top, there are buttons for '+New', 'Print', and 'CSV'. Below is a table with columns: Contact Type, First Name, Middle Name, Last Name, Email Address, Phone Number, and Comments. A red arrow points to the first row of the table:

Contact Type	First Name	Middle Name	Last Name	Email Address	Phone Number	Comments
Legal Representative	Legal		Rep			Added when draft.

RA eFile Portal 2.0.0

Tracking Inbox / Request / Contact Listing / Contact

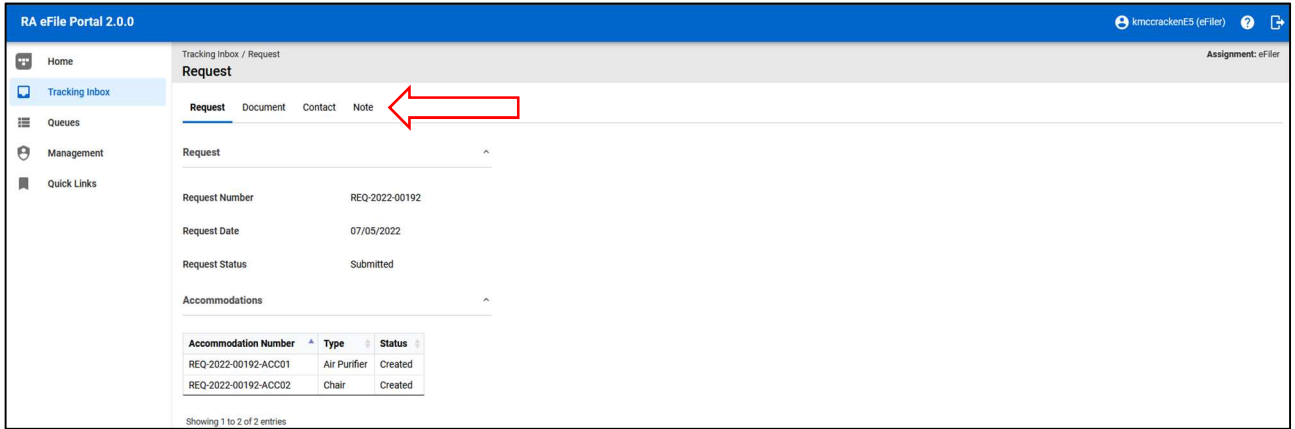
Contact

Contact

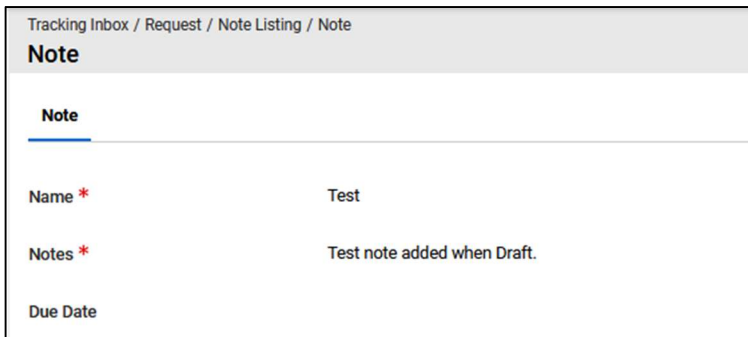
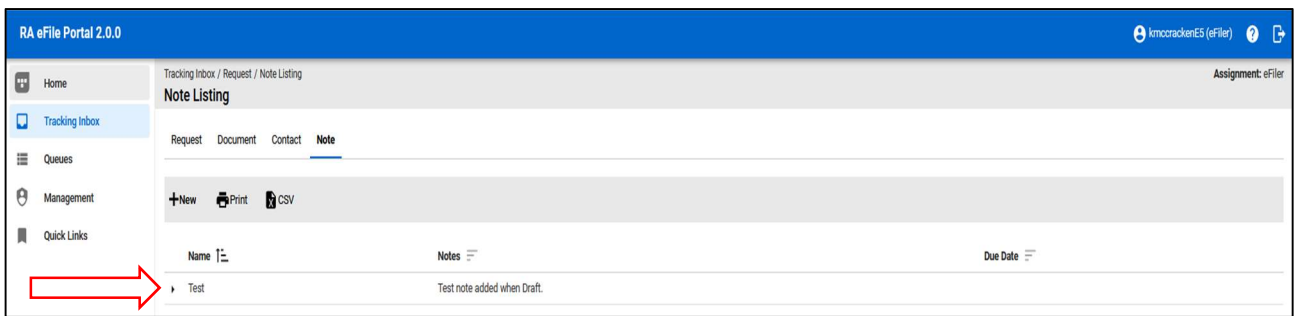
Contact Type *	Legal Representative
Title	
First Name *	Legal
Middle Name	
Last Name *	Rep
Suffix	
Email Address	
Phone Number	--
Phone Number (intl)	
Address	
Address Line 2	
City	
Country	
State	
Zip Code	
Comments	Added when draft.

9.4 Review Note Records

1. Click the Note tab to access a listing of the Notes added to the Request.



- Click a Note record to review it.



10 Supervisor Approval

The Reasonable Accommodation System provides a separately licensed module that allows registered eFiler's that are Supervisors to access some additional functionality.

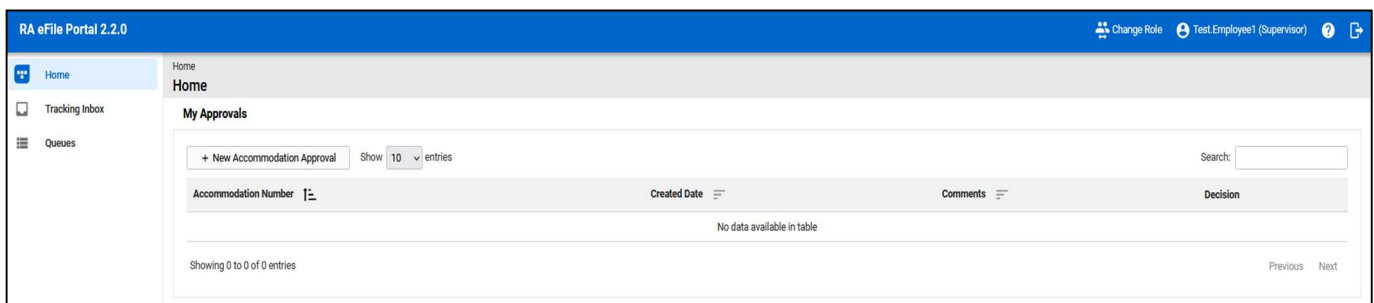
It allows the Supervisor to submit a decision and upload any supporting documentation for an accommodation request created for one the employee's that report to them.

The RA eFile Product Administrator will add the Supervisor role to your eFile profile to gain access to Supervisor Approval.

The Change Role option at the top right of the form can be used to switch to the Supervisor role.



When you first access the role, you will see the Home screen.



The Home screen contains links to typical actions you may need to perform such as creating a new record or managing your account.

You can also navigate to the Tracking Inbox tab to view all of your records. The tabs in the Navigation Bar provide areas to which you have access.

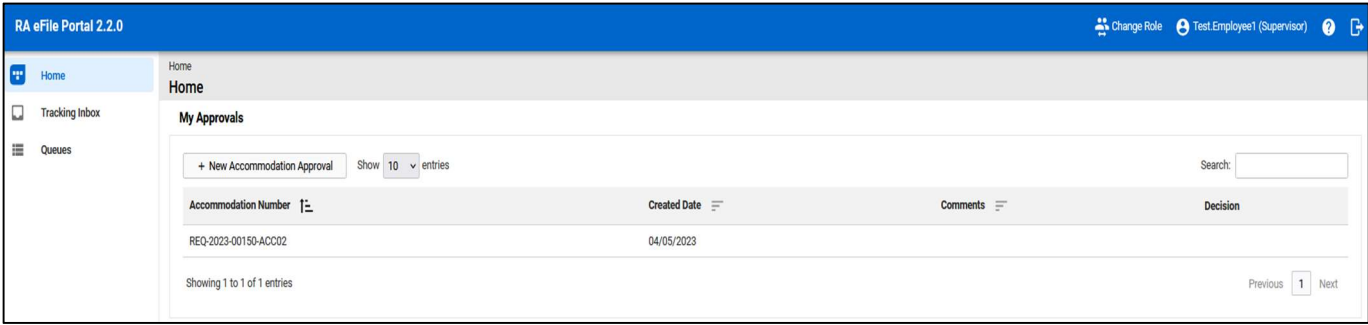
10.1 My Approvals Queue

The My Approvals Queue shows:

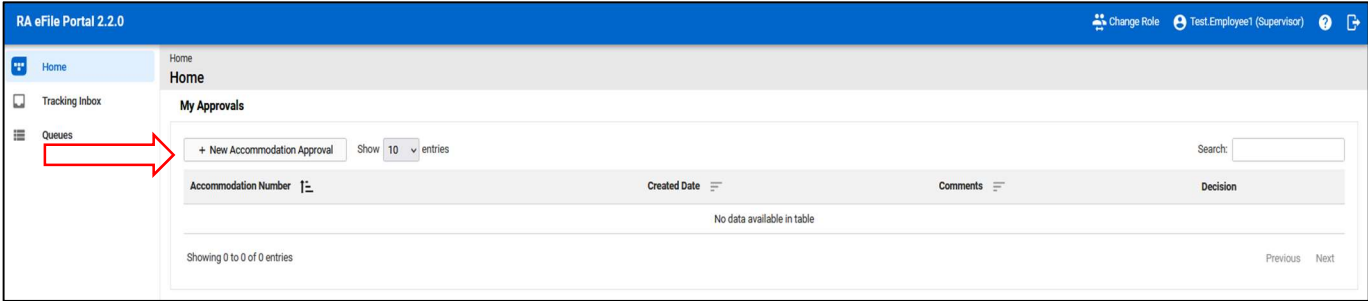
- Accommodation decisions that you have submitted
- Draft Accommodation decisions that you have not yet submitted a decision for

Accommodations can only be added to the queue if the Assigned Specialist for the request has entered a Recommendation Approve/Deny event and selected you as the Supervisor responsible for the decision.

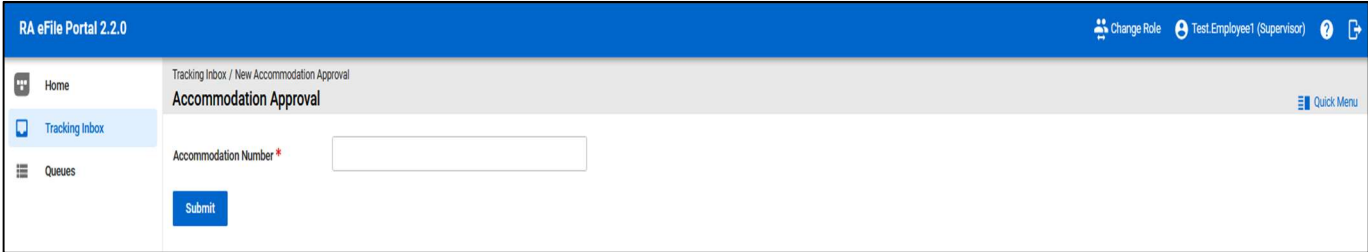
The My Approvals queue is empty for a newly registered eFiler. The queue below shows approvals added by the eFile Supervisor.



To submit a decision for an accommodation request click the New Accommodation Approval button.

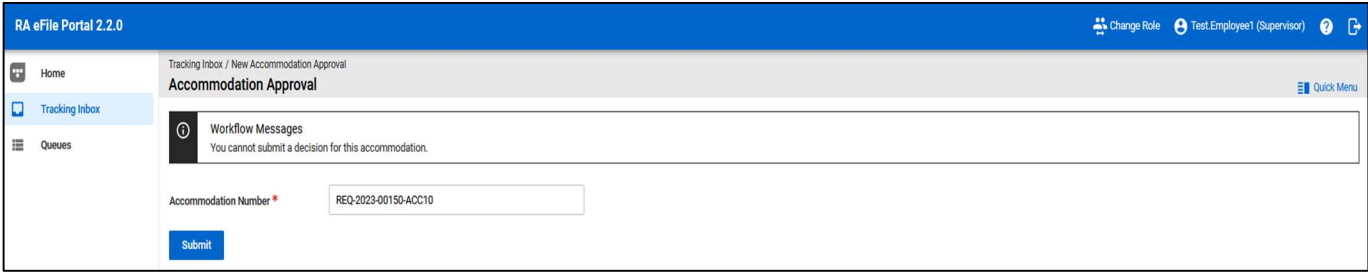


You will be prompted for the accommodation # that you would like to record a decision for.



Enter the unique identifier for the accommodation # that you would like to submit a decision for.

If you enter an accommodation # that is invalid or that you do not have the authority to enter a decision for you will receive a workflow error message.



You should have received an email notification of the following format informing you of the request for you to review and enter a decision for the accommodation.

The screenshot shows an email notification interface. The top bar indicates the status is 'In Process', the last event is 'Interact with Requestor', the last event date is '04/01/2023', and the request age is '3 (Active)'. The left sidebar contains navigation options: Home, Tracking Inbox, Search, Queues, Management, Actions, and Reports. The main content area is titled 'Notification' and shows the following details:

- Recipient ***: Test.Employee1@Test.com
- CC**
- Subject ***: Accommodation REQ-2023-00150-ACC02 is ready for your Approval
- Body ***:
 - Requestor : Seven, Employee
 - Requestor Email : Employee.Seven@Test.com
 - Office : Agency Headquarters
 - Self Request : No
 - Employee : Yes
 - Needed by :
 - Time Sensitive :
 - Request Date : 04/01/2023
 - Major Bodily Function : Cardiovascular
 - Major Life Activities : Interaction with Others
 - Assigned Specialist : Ken McCracken
 - Assigned Specialist Email : ken.mccracken@tylertech.com
 - html body
- Attachment**: Request Documents
- Send Email**: Yes
- Date Sent**: 04/05/2023 08:26 PM

After entering an accommodation number and clicking Submit, the system will validate that you are authorized to submit a decision.

Enter an initial approval/denial decision or reconsideration approval/denial decision, subject to which is appropriate.

You may also attach a supporting document to the approval.

RA eFile Portal 2.2.0

Tracking Inbox / Accommodation Approval

Change Role Test.Employee1 (Supervisor) Assignment: Supervisor Quick Menu

Home Tracking Inbox Queues

Accommodation Approval

Workflow Messages
You can now process a decision for this accommodation.

Accommodation Number * REQ-2023-00150-ACC02

Decision *

Comments *

Document Type

Supporting Document

Details

Requestor: Seven, Employee
Accommodation Category: Equipment
Accommodation: Laptop
Accommodation Duration:
Event Name: Recommendation - Deny
Event Date: 04/05/2023
Comments: Laptop may not be the appropriate accommodation in this case.
Assigned RA Specialist: McCracken, Ken
Email Address of RA Specialist: kenneth.mccracken@tylertech.com
Work Phone # of RA Specialist: (123) 456-7890

Submit Decision Delete

When ready, click Submit to post the decision to the system. The assigned specialist will be alerted that the decision was submitted by you.

11 Contextual Help Module

The Reasonable Accommodation System provides a separately licensed module that allows registered eFiler's to access Help that is related to the action you are taking.

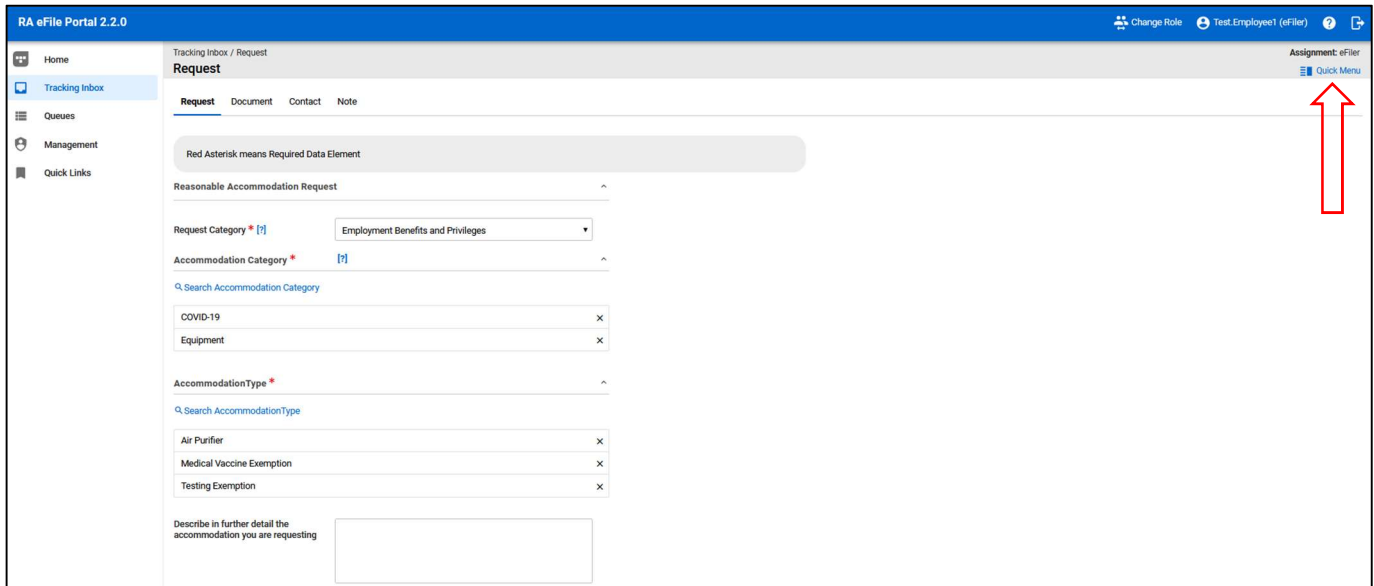
The Help can include:

- Explanations relating to the form you are working with
- The ability to click and download the User Guide
- Links to external web pages
- The ability to click and access the Tyler Learning Management System (LMS) where short form videos will reside

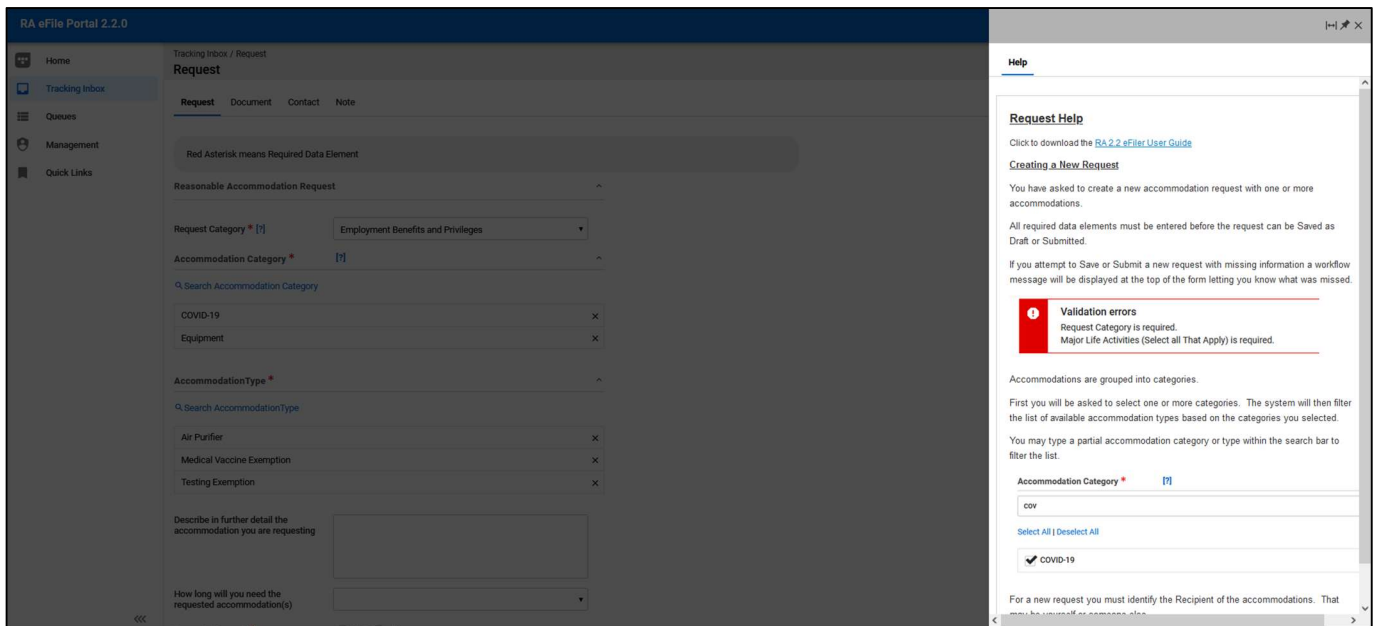
Help is available by clicking the Quick Menu link in the upper right corner of the form.

Quick Menus can contain one or more Tabs.

Help will be available as one of the Tabs if it is available and enabled.



The screenshot displays the RA eFile Portal 2.2.0 interface. The top navigation bar includes 'Change Role', 'Test Employee (eFiler)', and a 'Quick Menu' link. The main content area shows a 'Request' form with tabs for 'Request', 'Document', 'Contact', and 'Note'. The form includes a 'Reasonable Accommodation Request' section with a 'Request Category' dropdown set to 'Employment Benefits and Privileges', an 'Accommodation Category' dropdown, and a list of selected categories: 'COVID-19' and 'Equipment'. Below this is an 'AccommodationType' section with a list of selected types: 'Air Purifier', 'Medical Vaccine Exemption', and 'Testing Exemption'. A text box at the bottom is labeled 'Describe in further detail the accommodation you are requesting'. A red arrow points to the 'Quick Menu' link in the top right corner.



The Help text is scrollable both vertically and horizontally using the scroll bar controls.

The Help can be displayed in different ways using the Quick Menu controls:



- Opened in full screen mode
- Pinned to the current form so that you can continue development of the request while the Help remains open
- Once pinned to an open form, unpinned from the current form

