## TENNESSEE COURT SYSTEM



# Alternative Dispute Resolution System

Mediator Renewal Guide

November 18, 2019



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# **Document History**

Date	Author	Version	Description
11-11-2019	Terry Tewell	.01	DRAFT

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### **Alternative Dispute Resolution System Renewal Process Overview**

The design of the Alternative Dispute Resolution (ADR) system was to integrate multiple applications, which were used by the mediators. This guide is to help you complete the Renewal process for your Rule 31 Mediation listing. The renewal process is linked to the Add a new Rule 31 Mediation Report and Add a Continuing Mediation Education Course features. Data entered into these features will populate certain fields on the renewal form.

If this is your renewal year that requires your Continuing Mediation Education (CME), you must enter that data first before entering the renewal application. The system will incorporate the data into the renewal application for you.

If this is your renewal year that does not require Continuing Mediation Education (CME) credits you may enter your renewal application.

To access the renewal application simply click on the Renew my Listing link on the Mediator Portal.

### **Alternative Dispute Resolution Mediator Portal Overview**

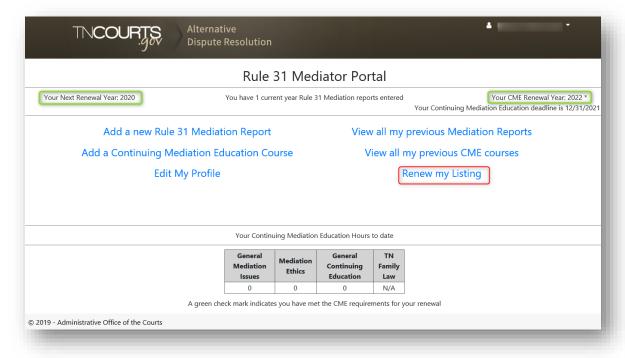


Figure 1 - Rule 31 Mediator Portal

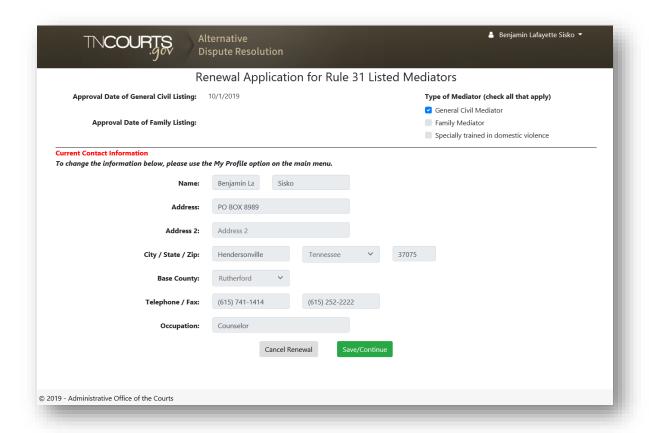


Figure 2 - Renew My Listing Contact

Most of the information on this screen is loaded from the mediator's profile. If you need to change any of the data, you will need to go to the Edit My Profile feature from the Mediator's Portal. The exceptions are the *Approval Date of General Civil* Listing and *Approval Date of Family Listing*. The system will preselect the Type of Mediator based on your original mediator applications.

You may cancel the renewal back clicking on the back button until you reach the first page or click on Save/Continue

The second screen lists all of your Current Continuing Mediation Education.

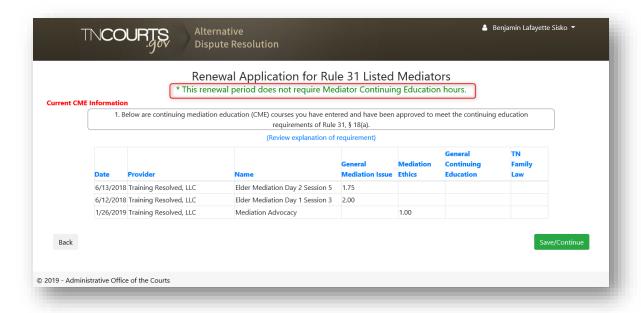


Figure 3 - Renew My Listing Education

In this example for Mediator Sisko, it is not his renewal year that requires CME credits. However, the system will display any courses already entered by the mediator or a provider in the two-year cycle for taking the required training. The information displayed is:

- Date of Training
- Provider Name
- Name(Course Title)
- Training categories and the number hours credited from each.

You may Cancel the renewal or click on Save/Continue

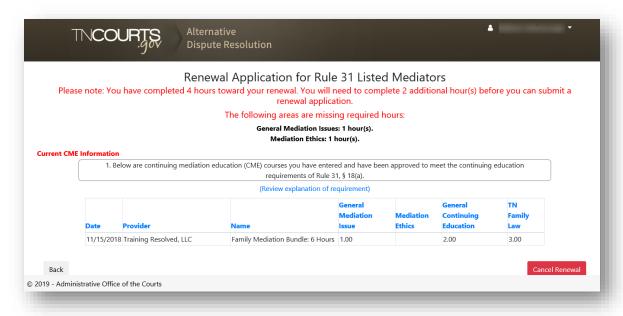


Figure 4 - Renew My Listing Education not Complete

In this example for our mediator, his renewal year requires CME credits. In this, case the system displays a series of messages on the Current CME Information screen. Including the number of CME hours entered, the number of hours still required and a breakdown of the training Categories that still need training hours. These messages are based on the type of listing(s) to be renewed. The only option for the mediator is to cancel their Renewal until the correct number of hours has been added to their records.

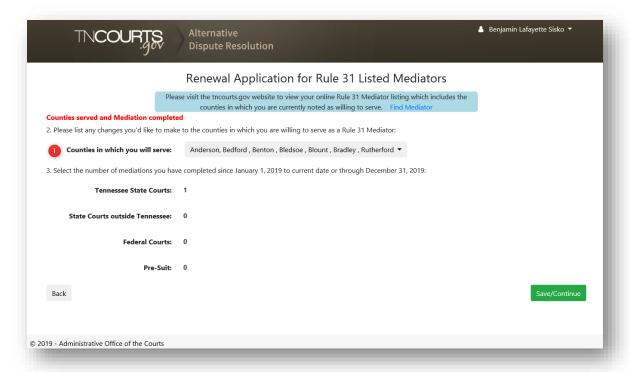


Figure 5 - Renew My Listing Counties and Mediations

On this page, the only entry needed is to lists the counties in which you will serve. The system will allow a maximum of seven (7) selections from the drop-down list when you click on the down arrow in the input field.

The system maintains all the Rule 31 Mediation reports that have been entered for the calendar year of the renewal and preloads the counts to the renewal. If you believe the numbers are not correct, cancel the renewal and use the View all my Mediation Reports.

You may Cancel the renewal or click on Save/Continue

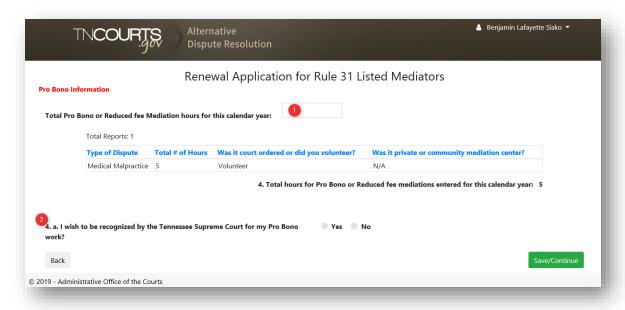


Figure 6 - Renew My Listing Pro Bono

This page is for the Pro Bono information. The system will calculate the number of Pro Bono mediations and displays a list of the Mediations that have a fee type of Pro Bono or Court order Pro Bono and shows the total hours you have entered.

- **1. Total Pro Bono or Reduced fee Mediation hours for this calendar Year:** Enter the total number of hours in Pro Bono and Reduced Fee mediation for the current calendar year.
  - a. Maximum hours enterable is 999.99
  - b. Optional
- 2. I wish to be recognized by the Tennessee Supreme Court for my Pro Bono work. Indicate yes or no by clicking on the appropriate radio button
  - a. Required

You may Cancel the renewal or click on Save/Continue

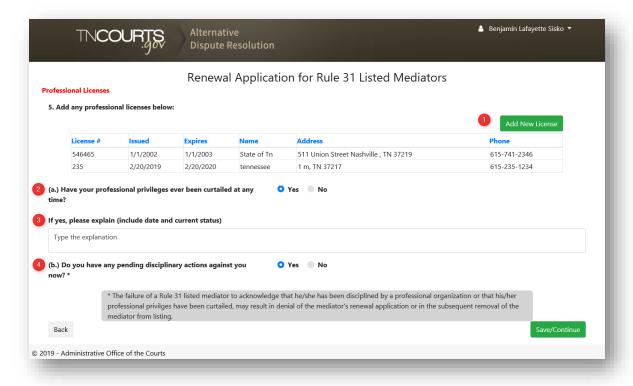


Figure 7 - Renew My Listing Professional Licenses

The system will display any professional licenses that the mediator has entered previously. This, however, does not include licenses entered on the original applications.

1. To add additional licenses click on the Add New License Button.

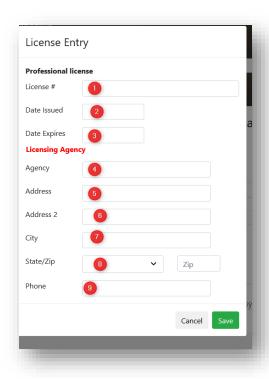


Figure 8 - New License Pop Up

- 1. License #: Enter your license number
  - a. Maximum length is 20 Characters
  - **b.** Required
- **2. Date Issued:** Enter the date the license was issued
  - **a.** Maximum length is 8 Characters
  - **b.** Format mmddyyyy
- **3. Date Expires:** Enter the date the license was issued
  - **a.** Maximum length is 8 Characters
  - **b.** Format mmddyyyy
- **4. Agency**: Enter the name of the issuing organization
  - a. Maximum length is 20 Characters
- **5.** Address: Enter the address of the issuing organization
  - a. Maximum length is 20 Characters
- **6. Address:** Enter additional address information of the issuing organization
  - a. Maximum length is 20 Characters
- **7. City**: Enter the city of the issuing organization
  - a. Maximum length is 20 Characters
- **8. State/Zip**: Select the state and enter the Zip code of the issuing organization
- **9. Phone:** Enter a contact phone number of the issuing organization
  - a. Maximum length is 10 Characters
- **3.** Have your professional privileges ever been curtailed at any time?: Indicate yes or no by clicking on the appropriate radio button
  - a. Required
- 2. If yes, please explain (include the date and current status): Enter in detail an explanation of why your professional privileges were curtailed including date and current status.
  - a. Maximum length is 6000 Characters
  - **b.** Required if the previous question was answered **Yes**
- **4. Do you have any pending disciplinary actions against you now?** \* Indicate yes or no by clicking on the appropriate radio button

a. Required

You may Cancel the renewal or click on Save/Continue

This page allows you to certify all the data entered and indicate what your fee will be and allows you to indicate how you wish to pay.

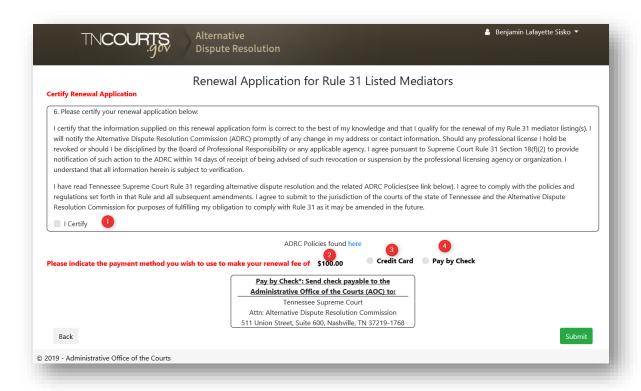


Figure 9 - Certify and Submit Renewal

- 1. By checking the box next to I certify you are if effect legally signing the information for the report.
- **2.** The system indicates the renewal fee associated with the renewal. It is calculated based on the time frame of the renewal
- 3. If you are going to pay by credit card indicate so by checking the Credit Card radio button
  - a. By clicking on credit card, you will be directed to the AOC's Credit Card payment portal when you submit the renewal request.
- 4. If you are going to pay by credit card indicate so by checking the Pay by Check radio button
  - a. Checks must be submitted to:

Tennessee Supreme Court
Attn: Alternative Dispute Resolution Commission
511 Union Street, Suite 600, Nashville, TN 37219-1768

5. Submit: By clicking on the Submit button you will receive a confirmation screen

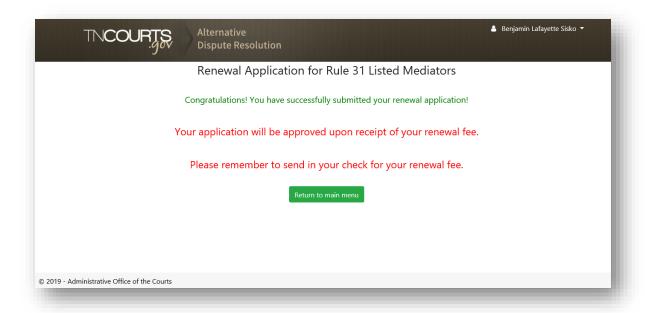


Figure 10 - Renew My Listing Confirmation for Check payment

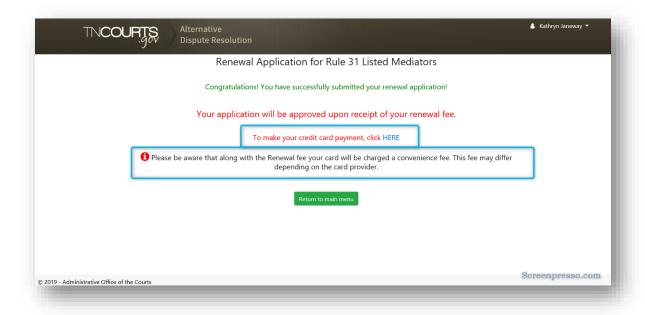
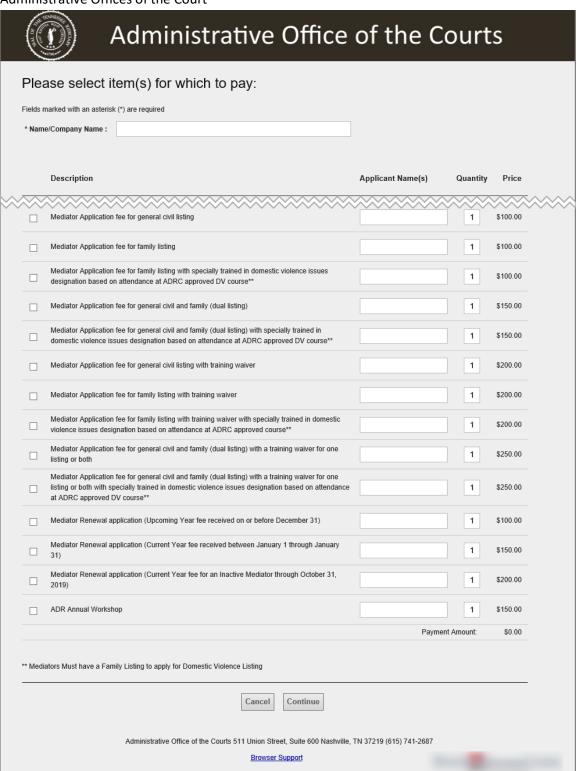


Figure 11 - Renew My Listing Confirmation for Credit Card payment

If paying by Credit Card click on the word HERE on the confirmation screen and you will see the Administrative Office of the Courts Payment portal.



Follow the instructions on the screen to complete the credit card payment. When finished with the payment process you will have the Alternative Dispute Resolution application open

## Administrative Offices of the Court Click on the Return to main menu button to take you back to the Mediator Portal



The renewal process is complete after the Alternative Dispute Resolution Commission has received your payment and the AOC program Manager has approved your renewal. The system will generate an email to the mediator's email (the one use to log into the system) on your renewal status.

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