

# Reasonable Accommodation eFile Access Portal User Guide

Version 2.2.0



Empowering people who serve the public®



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# Contents

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

# 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.

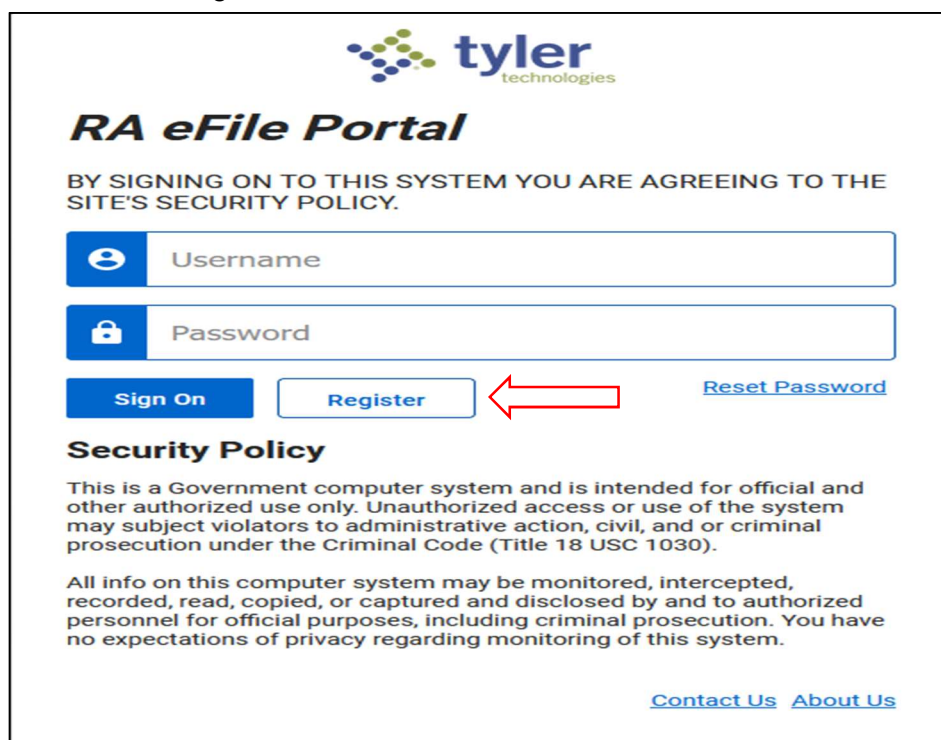
The user can then log into the eFiler Access portal. They will be required to change their temporary password when first logging on. They can then perform limited actions such as creating requests for accommodations or checking the status of previously submitted requests.


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.

 Username

 Password

[Sign On](#) [Register](#) [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.



## ***RA eFile Portal***

### **Register**

#### **Account Information**

[Contact Us](#) [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**

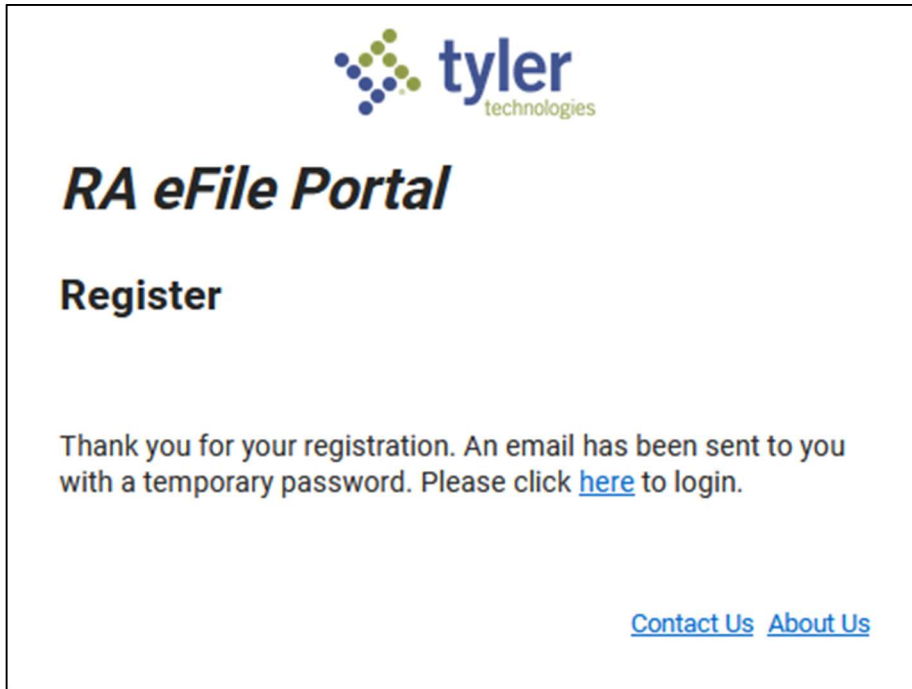
#### **Identification Information**

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

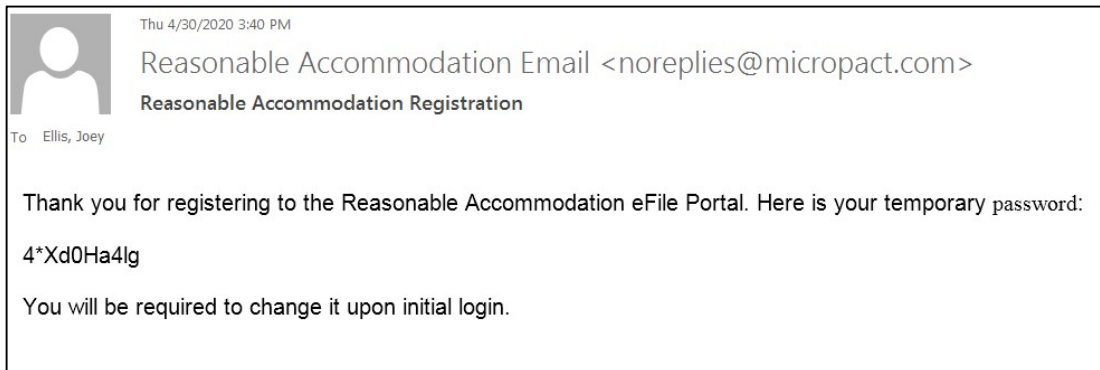
#### **Account Information**

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

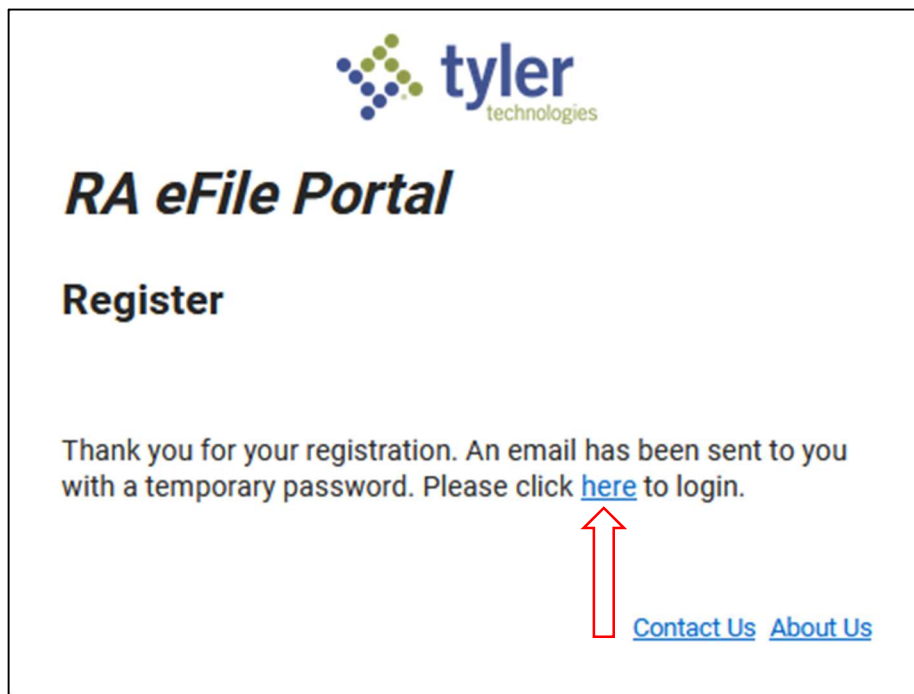
The following will display if you were successfully registered.



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



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.

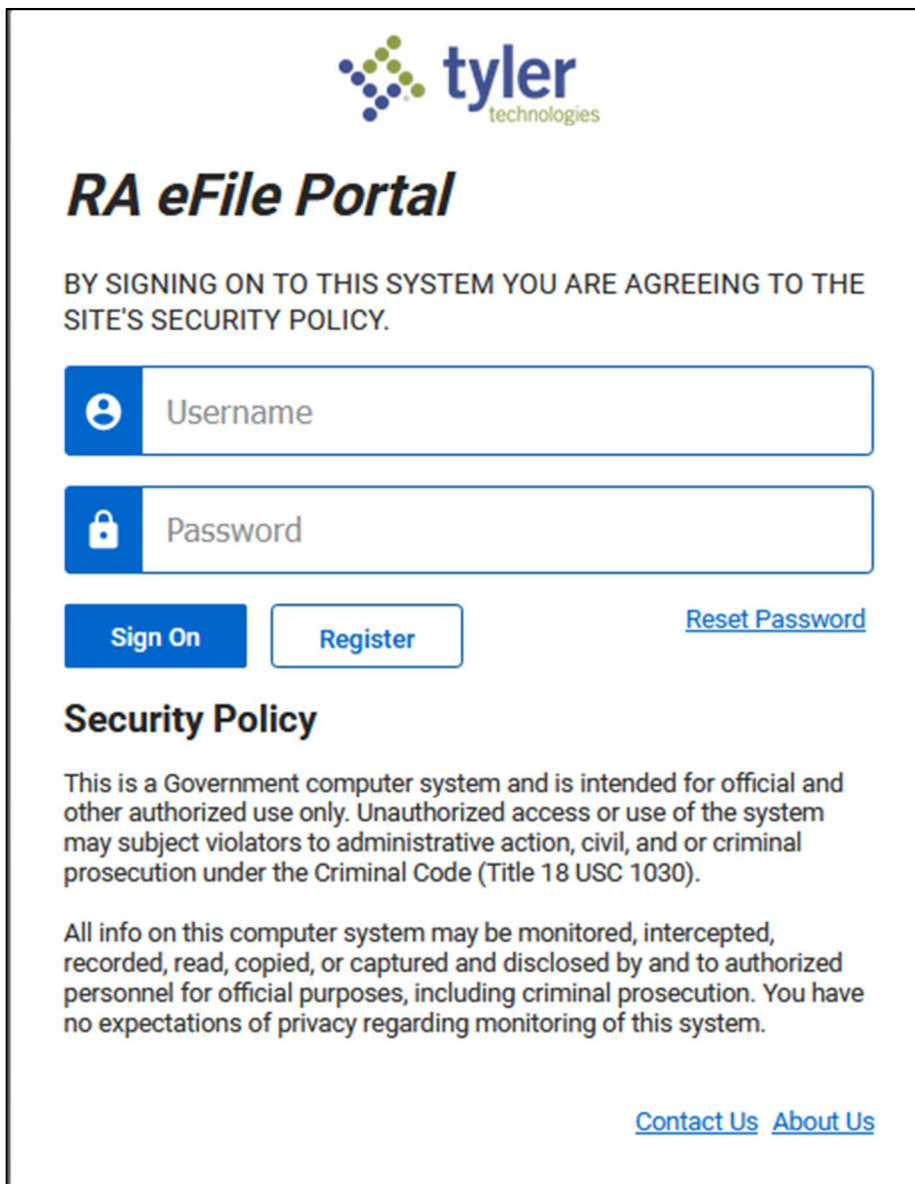
Enter the temporary password you were sent by email in the Current Password field. Then enter a new password in the New Password and Confirm Password field. Click the Change Password button.


## 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

**Sign On** **Register** [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 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**

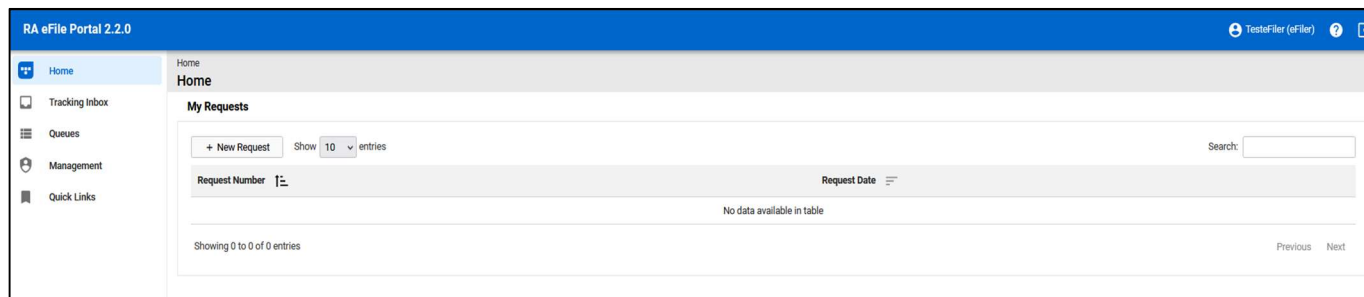
The system allows three attempts with an incorrect username or password. If all three attempts are unsuccessful, the account becomes locked and an error message appears. An administrator must be contacted to unlock the account unless your system administrator has enabled the Forgot Password option.

## **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.

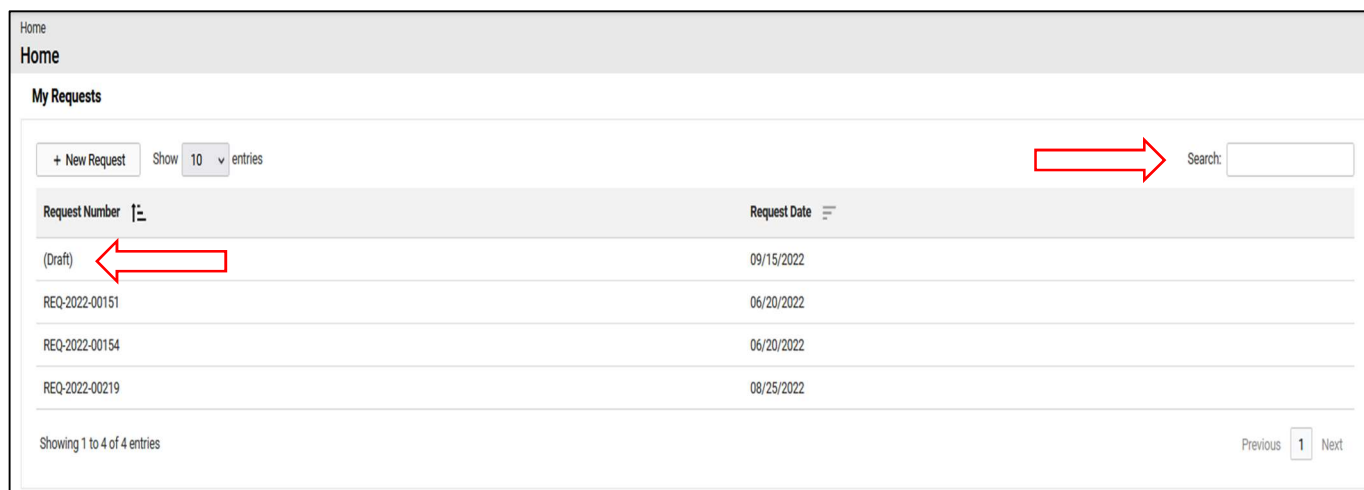
You can also navigate to the Tracking Inbox tab to view all of your records. The tabs in the Navigation Bar provide areas to which you have access.

### 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	
<div> <div>+ New Request</div> <div>Show 10 entries</div> <div>Search: 19</div> </div>	
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.

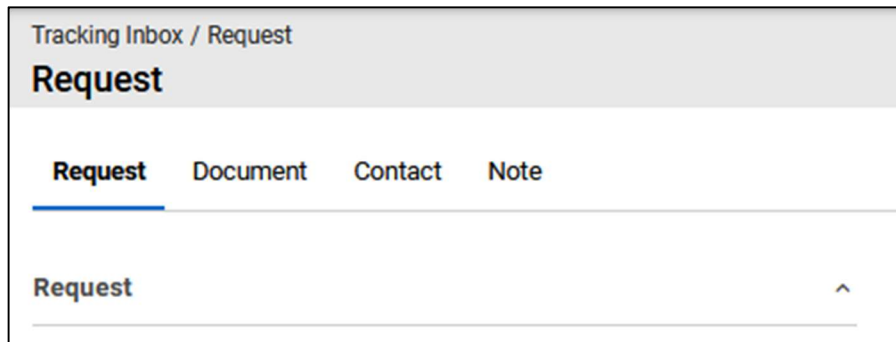
## 3.4 Using the Navigation Bar

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.

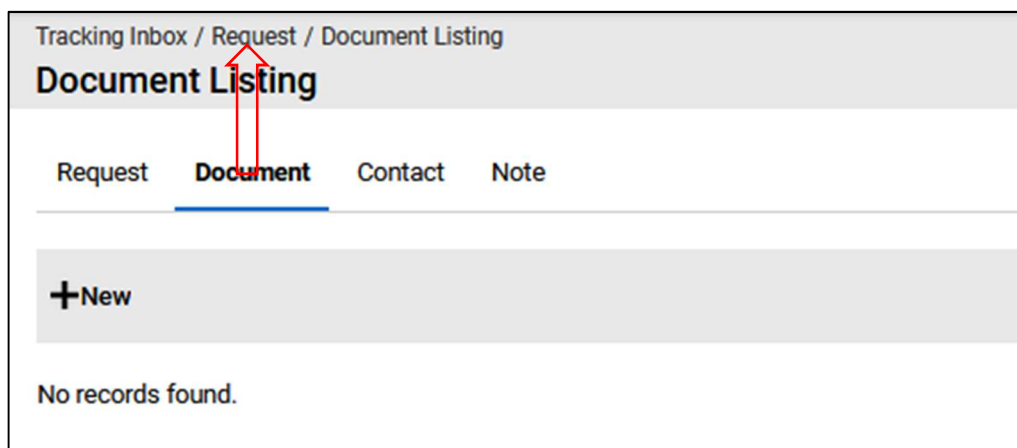
## 4 Navigating within a Record

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 \* [?]

Employment Benefits and Privileges

Accommodation Category \* [?]

Search Accommodation Category

AccommodationType \*

✓ Done

Select All | Deselect All

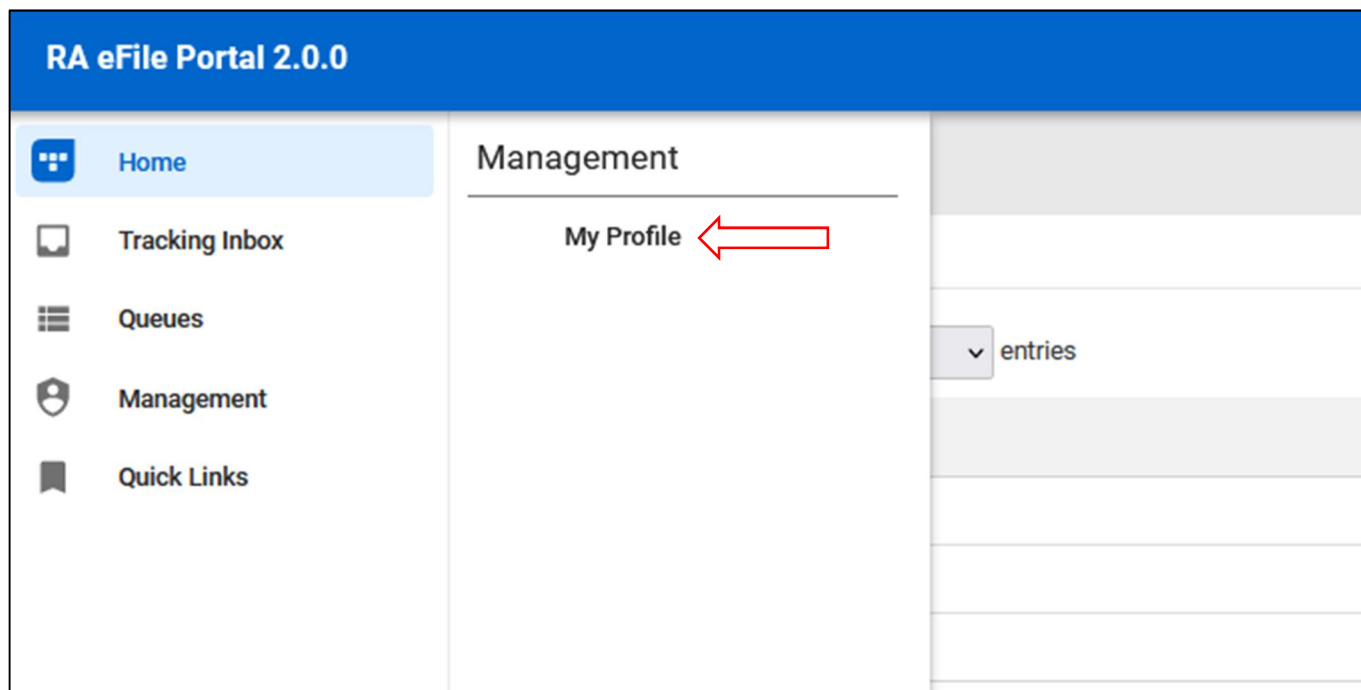
## 6 Changing your Profile and Password

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.

A screenshot of the 'Account Information' form. The form has a title bar 'Account Information' with a close icon. It contains several fields: 'Account Name' with the value 'TesteFiler', 'Password' with a red arrow pointing to a 'Change Password' link (pencil icon), 'Authentication Type' with a dropdown menu showing 'Local Authentication' and a red asterisk indicating it is required, and 'Password Expiration Date' with a date field showing '07/02/2023' and a calendar icon, followed by the format '(mm/dd/yyyy)'.

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



The image shows a 'Change Password' dialog box with a title bar containing a close button (X). Inside the dialog, there are three text input fields labeled 'Current Password \*', 'New Password \*', and 'Confirm New Password \*'. At the bottom left, there is a blue 'Save' button. A red arrow points to the 'Save' button from the right.


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"/>

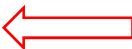
**Account Information** ^

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

Save



## 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](#)

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 \***

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

☐ Air Purifier

☐ Anti-Glare Screen

☐ Braille Embosser

☐ Chair

[Done](#)

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) \* [?] ^

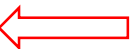
[Search Major Life Activities \(Select all That Apply\)](#)

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



**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 shows the RA eFile Portal 2.0.0 interface. On the left is a navigation menu with links: 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. A red arrow points to this link. Below the tabs, there is a 'Request' section with a 'Request Number' field containing the value '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.

**RA eFile Portal 2.0.0**


Tracking Inbox / Request / New Document

**Document**

Request **Document** Contact Note


Document Type \*

Name \*

Document \*  

Received Date \* 07/05/2022

Description

**Save** 

## 8.2 Create a Contact Record

Contact records may not be created for submitted requests.

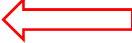
1. Hover over the Contact tab and then click the New Contact link.

**RA eFile Portal 2.0.0**

Tracking Inbox / Request

**Request**

Request Document **Contact** Note

New Contact 

Reasonable Accommodation Request

Request Category \* [?]

Accommodation Category \* [?]

[Search Accommodation Category](#)

Direct Service

All fields with the \* icon are required fields.

In the desired fields enter or select the applicable information.

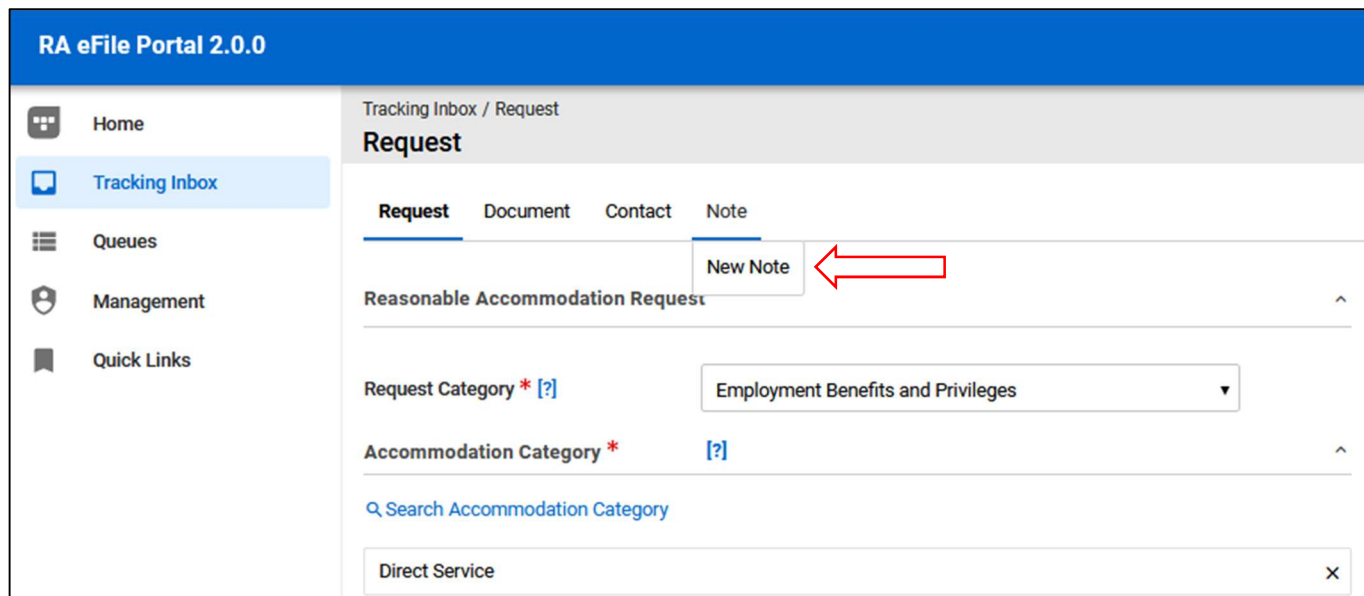
Once all desired information has been added click Save.

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"/>
<input type="button" value="Save"/> 	

## 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.



RA eFile Portal 2.0.0

Tracking Inbox / Request

**Request**

Request Document Contact **Note**

New Note

Reasonable Accommodation Request

Request Category \* [?] Employment Benefits and Privileges

Accommodation Category \* [?]

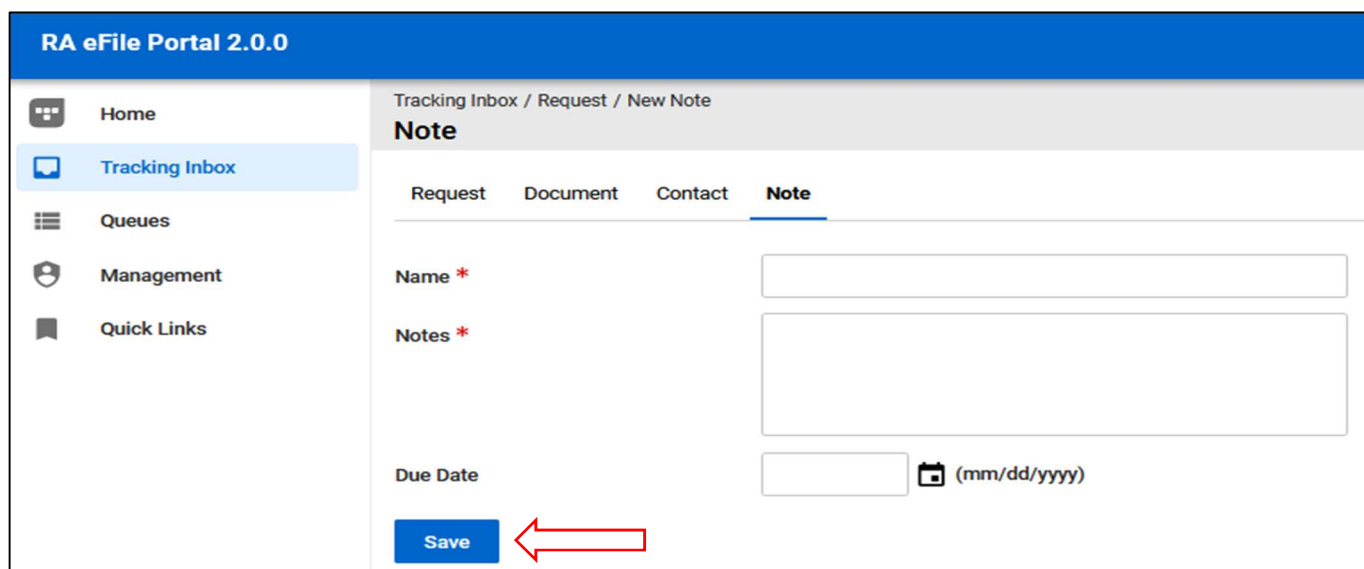
Search Accommodation Category

Direct Service

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.



RA eFile Portal 2.0.0

Tracking Inbox / Request / New Note

**Note**

Request Document Contact **Note**

Name \*

Notes \*

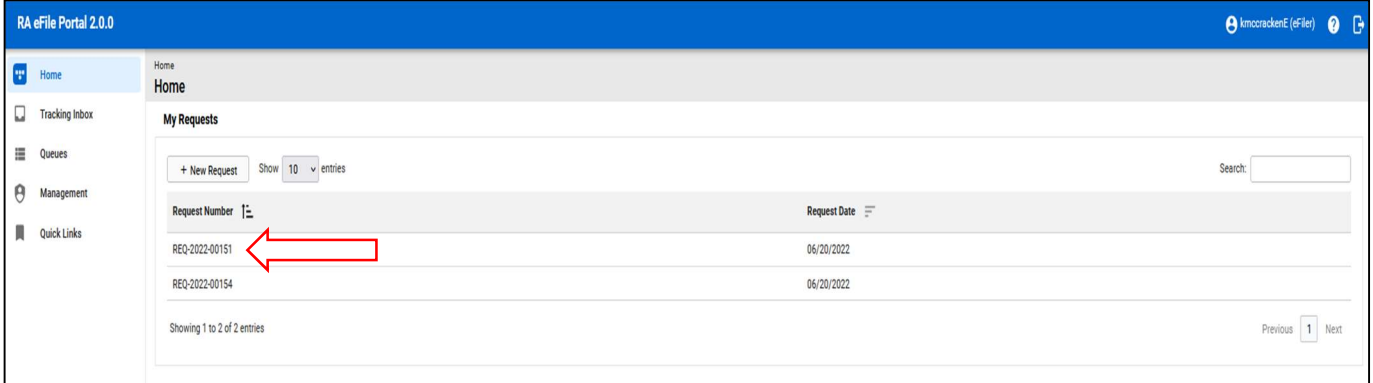
Due Date (mm/dd/yyyy)

Save

## 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.

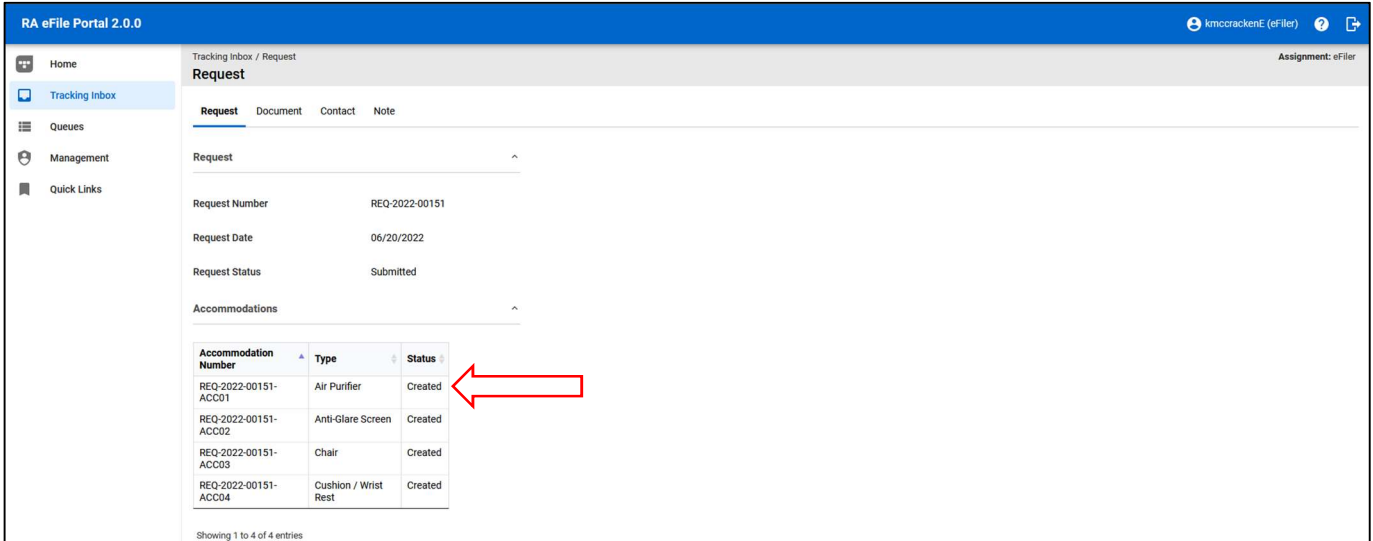


The screenshot shows the 'My Requests' section of the RA eFile Portal 2.0.0. A table lists two requests:

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

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

The status of each Accommodation within the Request is listed.



The screenshot shows the 'Request' details page for REQ-2022-00151. The 'Accommodations' section contains a table with the following data:

Accommodation Number	Type	Status
REQ-2022-00151-ACC01	Air Purifier	Created
REQ-2022-00151-ACC02	Anti-Glare Screen	Created
REQ-2022-00151-ACC03	Chair	Created
REQ-2022-00151-ACC04	Cushion / Wrist Rest	Created

A red arrow points to the 'Status' column, which shows 'Created' for all accommodations. The page also includes tabs for 'Request', 'Document', 'Contact', and 'Note'.

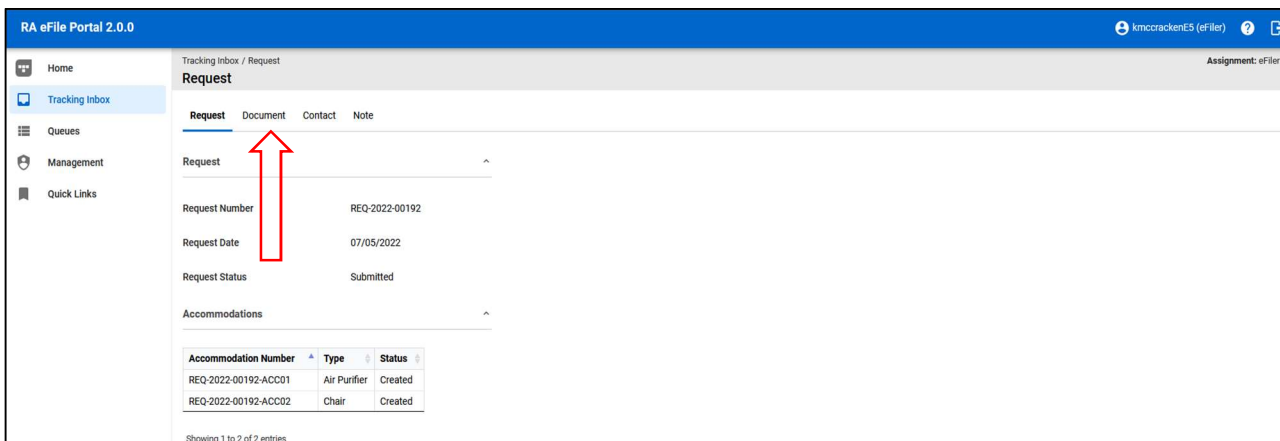
### 9.1 Create a Document Record

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.



RA eFile Portal 2.0.0

Tracking Inbox / Request

Assignment: eFiler

Request

Request Number: REQ-2022-00192

Request Date: 07/05/2022

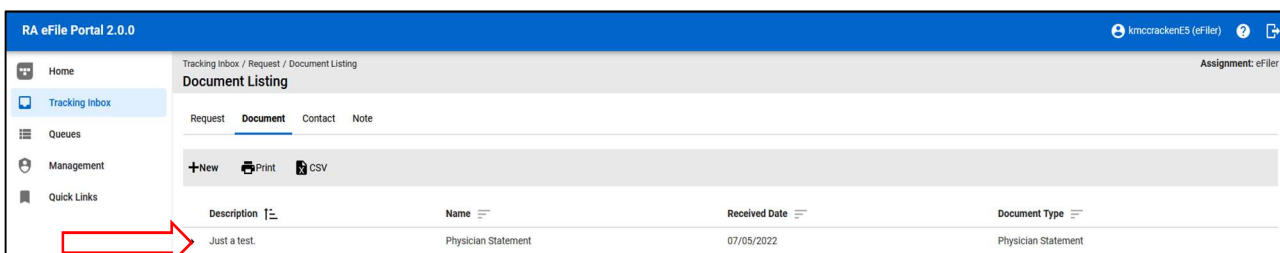
Request Status: Submitted

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

Click a Document record to review it.



RA eFile Portal 2.0.0

Tracking Inbox / Request / Document Listing

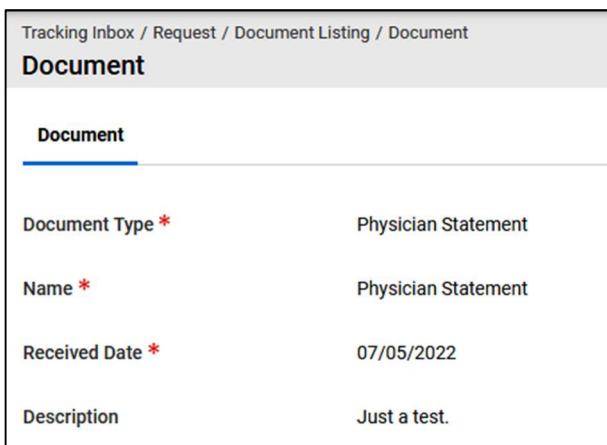
Assignment: eFiler

Document Listing

+New Print CSV

Description	Name	Received Date	Document Type
Just a test.	Physician Statement	07/05/2022	Physician Statement

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



Tracking Inbox / Request / Document Listing / Document

Document

Document Type \* Physician Statement

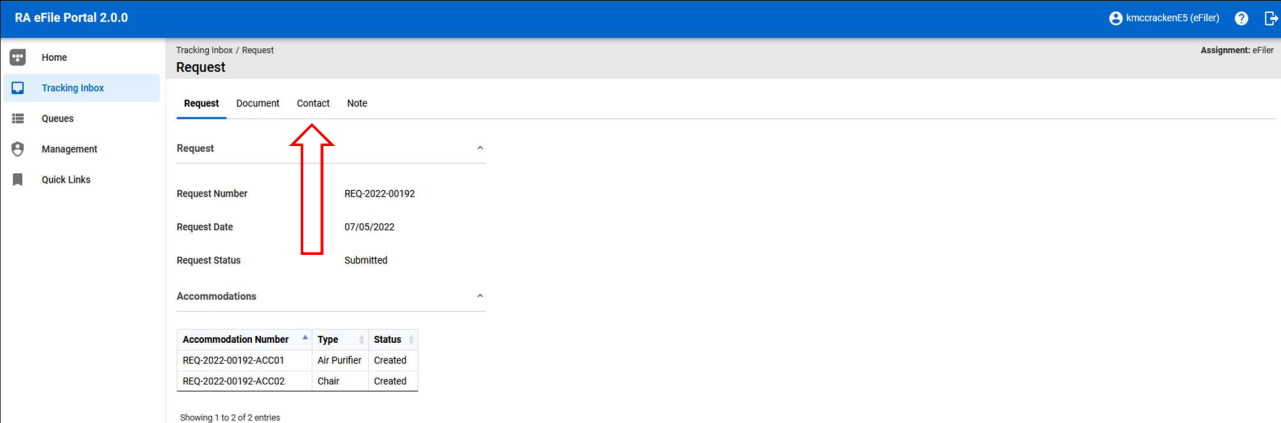
Name \* Physician Statement

Received Date \* 07/05/2022

Description Just a test.

## 9.3 Review Contact Records

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



RA eFile Portal 2.0.0

Tracking Inbox / Request

Assignment: eFiler

Request

Request Number: REQ-2022-00192

Request Date: 07/05/2022

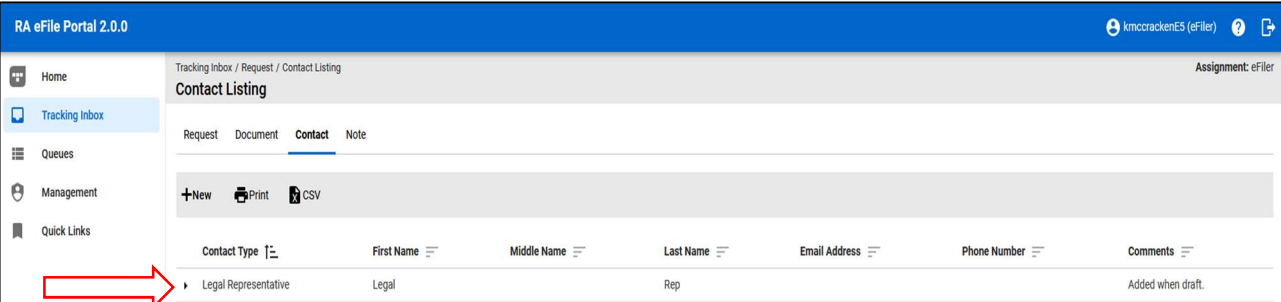
Request Status: Submitted

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

Click a Contact record to review it.



RA eFile Portal 2.0.0

Tracking Inbox / Request / Contact Listing

Assignment: eFiler

Contact Listing

+New Print CSV

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

Home

Tracking Inbox

Queues

Management

Quick Links

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

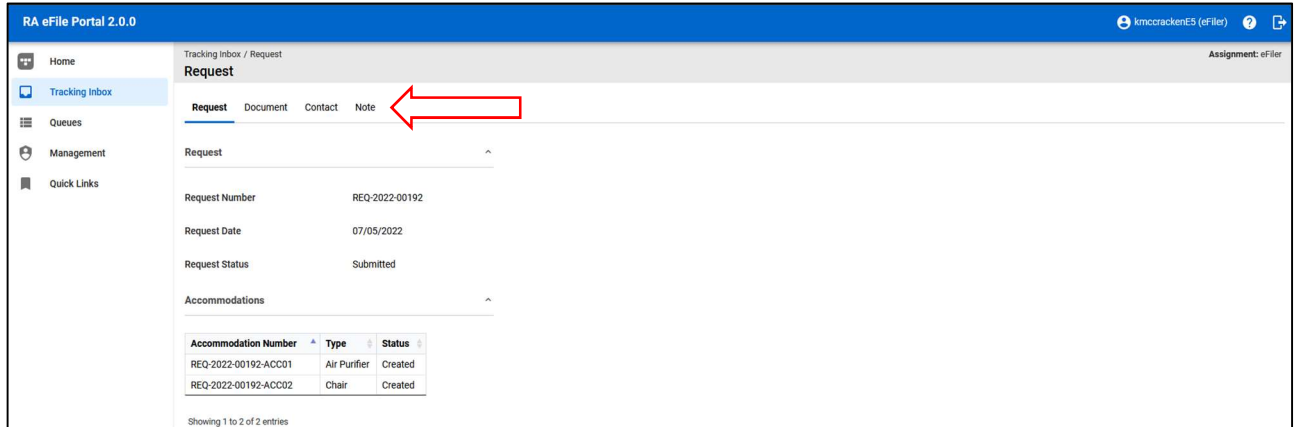
Comments

Added when draft.



## 9.4 Review Note Records

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



RA eFile Portal 2.0.0

Tracking Inbox / Request

Request

Request Number: REQ-2022-00192

Request Date: 07/05/2022

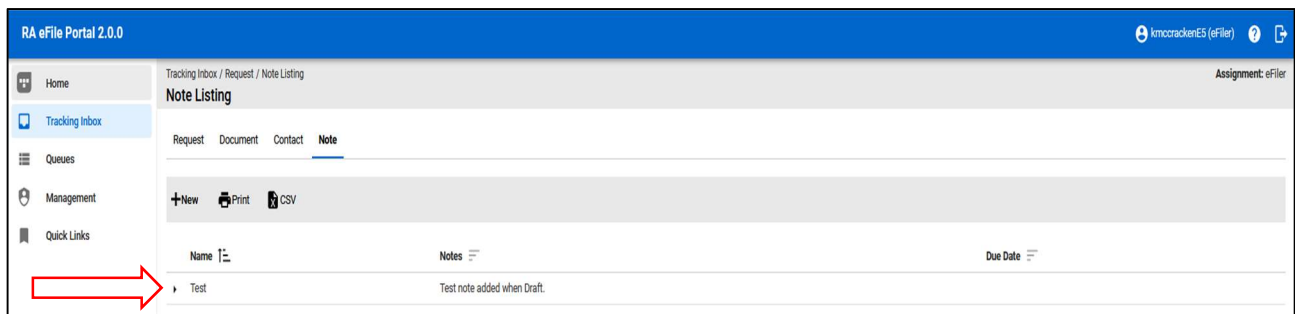
Request Status: Submitted

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

Click a Note record to review it.



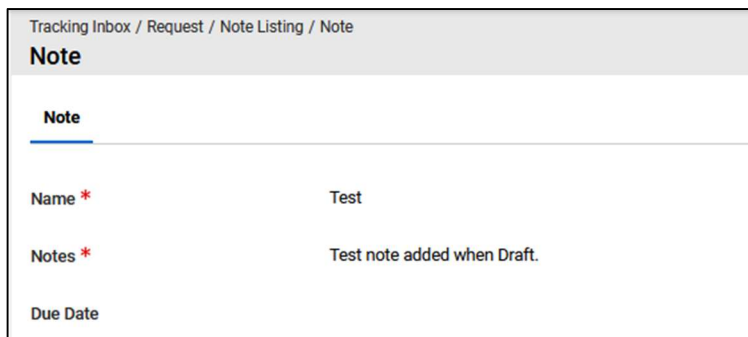
RA eFile Portal 2.0.0

Tracking Inbox / Request / Note Listing

Note Listing

+New Print CSV

Name	Notes	Due Date
Test	Test note added when Draft.	



Tracking Inbox / Request / Note Listing / Note

Note

Name \* Test

Notes \* Test note added when Draft.

Due Date

# 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.

RA eFile Portal 2.2.0

Home

Tracking Inbox

Queues

My Approvals

+ New Accommodation Approval Show 10 entries

Search:

Accommodation Number	Created Date	Comments	Decision
REQ-2023-00150-ACC02	04/05/2023		

Showing 1 to 1 of 1 entries

Previous 1 Next

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

RA eFile Portal 2.2.0

Home

Tracking Inbox

Queues

My Approvals

+ New Accommodation Approval Show 10 entries

Search:

Accommodation Number	Created Date	Comments	Decision
No data available in table			

Showing 0 to 0 of 0 entries

Previous Next

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

RA eFile Portal 2.2.0

Home

Tracking Inbox

Queues

Tracking Inbox / New Accommodation Approval

Accommodation Approval

Quick Menu

Accommodation Number \*

Submit

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.

RA eFile Portal 2.2.0

Home

Tracking Inbox

Queues

Tracking Inbox / New Accommodation Approval

Accommodation Approval

Quick Menu

Workflow Messages

You cannot submit a decision for this accommodation.

Accommodation Number \*

REQ-2023-00150-ACC10

Submit

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 a web application interface for managing accommodation requests. The top navigation bar includes 'Home', 'Tracking Inbox', 'Search', 'Queues', 'Management', 'Actions', and 'Reports'. The main content area is titled 'Notification' and 'Attachment'. It displays an email notification for 'Test.Employee1@Test.com' with the subject 'Accommodation REQ-2023-00150-ACC02 is ready for your Approval'. The body of the email contains the following details:

- 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

Below the email body, there is an 'Attachment' section labeled 'Request Documents'. At the bottom, the 'Send Email' status is 'Yes' and the 'Date Sent' is '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 Change Role Test.Employee1 (Supervisor) Assignment: Supervisor Quick Menu

Home **Tracking Inbox** Queues

Tracking Inbox / Accommodation Approval

**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  No File Selected

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

<<<

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:

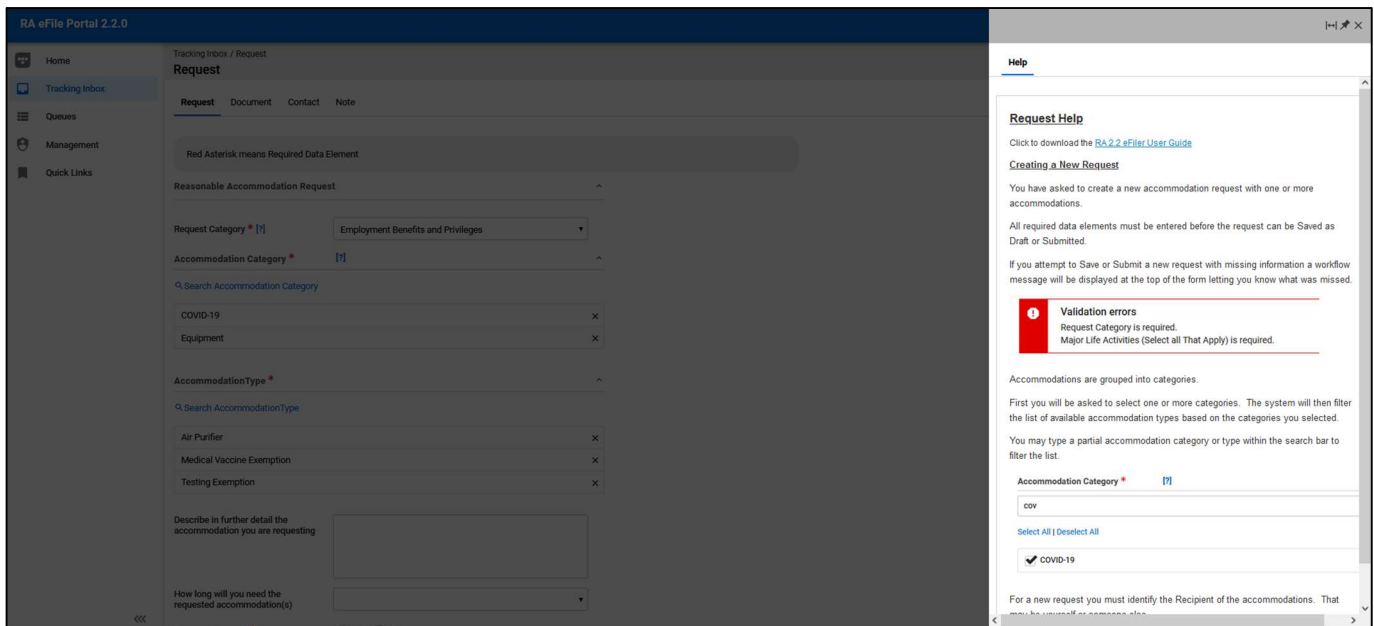
- Explanations relating to the form you are working with
- The ability to click and download the User Guide
- Links to external web pages
- The ability to click and access the Tyler Learning Management System (LMS) where short form videos will reside

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 links for 'Change Role', 'Test Employee1 (eFiler)', and a 'Quick Menu' link. The 'Quick Menu' link is highlighted with a red arrow. The main content area shows the 'Request' form, which includes sections for 'Request Category', 'Accommodation Category', and 'Accommodation Type'. The 'Request Category' dropdown is set to 'Employment Benefits and Privileges'. The 'Accommodation Category' section lists 'COVID-19' and 'Equipment'. The 'Accommodation Type' section lists 'Air Purifier', 'Medical Vaccine Exemption', and 'Testing Exemption'. A red asterisk indicates required data elements.



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

