

Ethical Advocate

Anonymous Online Incident Reporting

Users Guide for

City of Gunnison

Updated January 2018

Users Guide for Anonymous Online Incident Reporting

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Updated January 2017

Printed in the United States of America

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Create a User Account

We suggest not using your organization's technology such as computers or phones to submit a report as usage can be tracked.

1. Enter the appropriate Ethical Advocate (EA) incident-reporting assigned URL for
City of Gunnison
<https://gunnison.ethicaladvocate.com/>

The screenshot shows the login page for the City of Gunnison Ethical Advocate. At the top left is the EA logo with the tagline 'Confidential. Secure. Anonymous.' and the City of Gunnison seal at the top right. The page has a dark blue header with 'Login' on the left and 'Contact EA' on the right. Below the header is a 'Select A Language' menu with options in various languages including English, Spanish, French, Italian, German, Chinese, Russian, Dutch, Portuguese, Swedish, Japanese, Korean, Dari, Pashto, Icelandic, Haitian Creole, and Farsi. The main content area is titled 'Login' and contains a form with 'Username:' and 'Password:' fields, each with a password strength indicator and an asterisk. A 'Login' button is below the fields. To the right of the form is a 'Create Account ...' link. Below the form is a message: 'If you are a new user, select "Create Account". If you are a returning user, insert the username and password you created when you established your new account. If you forgot your username or password, you will need to create a new account.' At the bottom of the form area are links for 'Welcome Letter', 'Ethics Policy', and 'Ethical Advocate Privacy Policy', each with a document icon. Two red arrows originate from the instructions below: one points to the 'Create Account ...' link and the other points to the 'Login' button.

2. If you are a new user, click "Create Account".
3. If you are a returning user type in your user name and password and click 'Login.'
4. The Ethical Advocate system enables incident reporting in numerous languages. Determine the language you will use on the drop down menu
5. Create a username that is at least 6 characters long. No special characters (for example, &* %@+=)
6. Create a password at least 8 characters long, containing at least one number and at least one special character (for example, &* %@+=). Retype password. See instructions below before typing password.

The password is case sensitive, so it must be used exactly as you create it.



The screenshot shows a registration form with the following fields and instructions:

- Username:** [Text input field] →
Please enter a username that is alphanumeric and at least 6 characters long.
- Password:** [Text input field] →
Please enter a password at least 8 characters long, containing a number and one special character other than a number or letter (for example, &*%@+=).
- Retype Password:** [Text input field]

For security reasons, your **username and password** are not retrievable.
Please make sure to write down your username and password **in a secure location** for future use.

When you create a User Name and Password, you must retain it for future use. For your benefit and anonymity the system does not collect information about you in any manner, nor can it identify you, and does not have the ability to retrieve a user name and password. Write it down and keep it in a private place.

When you re-enter the system in the future, log in with your user name and password ***exactly as you created it***. After three consecutive failed attempts the account is locked with no way to unlock it.

Read the Terms of Use and then check the checkbox at the bottom stating you agree to the terms. If you do not agree to the terms the system will not allow you to continue.

Changing Your Password

1. Click the Password Change if you wish to change your password. Remember to record it and your user name in a secure place as it cannot be retrieved if lost or forgotten.



2. If you wish to change your password, enter your current password, the new password, and retype your new password.
Follow the password guidelines shown to the right when creating a new password

3. Click Change Password when done.

The screenshot shows a 'Password Change' dialog box. It has a title bar 'Change Password' and a main area with three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Each field has a red arrow pointing to it from the right. To the right of the fields is a text instruction: 'Please enter a password at least 8 characters long, containing a number and one special character other than a number or letter (for example, &*%@+=)'. At the bottom are two buttons: 'Change Password' and 'Cancel'.

PASSWORD NOTE:

If you lose your user name and password, create another account following the instructions above. If your incident report is still open, that is, you have not received communication that it has been completed or closed, re-submit the report as a new incident report, describing the incident and everything you initially wrote as best you can.

In the last box on the reporting form, titled “Do you have any additional comments,” write that you have already submitted this report, but had to re-submit, as you lost your username and password. Be as specific as you can regarding when you initially submitted the report. Ask that this new report be the one that is responded to.

Saving a Draft of Your Report: Once you start creating a report, if you want to complete it in another session you can save a draft in the system before submitting it. Click on the Save button and exit the system.

The screenshot shows a 'File Report' form. It has two main sections: 'Where did this incident occur?' with a 'Select:' dropdown menu, and 'Choose a Category' with a 'Report Category:' dropdown menu. At the bottom are two buttons: 'Continue' and 'Save'. To the right of the 'Save' button is the text: 'Click Save if you would like to save a draft of this report.'

When you re-access the system you will be guided to the draft and be able to resume where you left off.

Reviewing Your Report

When you complete the questions you will have the opportunity to review all the information you entered. Upon completing the review you will see the four buttons below.

The screenshot shows a 'Files' dialog box. At the top, there is a dark grey header with the word 'Files' in white. Below the header is a light grey area containing a text input field with the placeholder text 'Describe the contents of the file.' and a 'File Name' field. Below this is a white area with the text 'Submitting your report may take a few seconds. You only need to click the submit button once.' At the bottom of the dialog are four buttons: 'Submit', 'Finish Later', 'Cancel', and 'Make Changes'.

If you wish to make changes, click on the 'Make Changes' button and not the back button on your browser.

If you wish to not submit the report, click the 'Cancel' button. None of the information will be recorded or kept in any manner; however use your user name and password if you wish to submit another report in the future.

If you are not ready to submit the report, click on 'Finish Later.' You can then log out and when ready, log back in, review your answers and complete it.

When you are ready to submit the report, click the 'Submit' button. A confirming dialogue box will appear on your screen. Without seeing this box, the report has not been submitted.

The screenshot shows a confirmation dialog box with a light blue background. It contains the text 'Thank you! Your report was successfully submitted.' Below this text is a checkbox with the label 'Prevent this page from creating additional dialogs.' At the bottom right of the dialog is an 'OK' button.

Once submitted the report cannot be edited.

After You Submit a Report

When you submit a report, it is entered in the Ethical Advocate secure database and an e-mail is automatically sent to a designated Issue Administrator at Carriage Services saying a report has been submitted.

That person will go to the Ethical Advocate website to review the report. Only authorized Carriage Services representatives can login to see the report.

The Issue Administrator will respond to you, through the website, that they have received the report. Depending on the circumstances, they might ask you for additional information, or to check back within a certain period.

You and the reviewer can communicate with each other anonymously through the Ethical Advocate website in this manner.

You must check back if you want to communicate, receive communication or find out the status of your report. Check back within a few days after you submit a new report, or to add new information.

Report Manager

After submitting a report, you will be taken to the *Report Manager* page, where you can view the report, add comments, and view or respond to comments or questions from the Issue Administrator (the person from your organization reviewing/investigating your submitted incident).

It is highly recommended you check back to communicate, receive communication or find out the status of your report.

1. Click the Report Manager link on the left hand side of the page.
2. Select the report you wish to open by clicking the folder icon.
3. If you wish to view the status history for this report click “view history”
4. To view your report click the pencil icon located next to the report.
5. You can download any files that you uploaded into the report by clicking on the filename.
6. You can append the report by clicking the *Add Append* button. Selecting Append will allow you to proceed through the original report and give new information where you want to. It does not change the original report, it appends it. For questions regarding this process, please return to the “File a Report” section.

Adding Comments

You can add comments by clicking on the *Add Comment* button. This is extremely important as it allows you and the Issue Administrator to communicate. This section enables anonymous questions and comments between administrator and submitter. Your identity can not be revealed through this mechanism and you remain anonymous as it is a dialogue box on the Report Manager page. Issue Administrators have their own version of the Comments box.

Finishing Your Session

When finished, make sure you know your username and password write it down and keep it in a safe and secure place. Do not share your user name and password with anyone other than the call center agent if you are calling. You may want to print a copy of your report for your records before exiting. Remember to log out on the upper left side of the page. And remember to check back regularly as long as your report has not been resolved.

When the review is final, the reviewer updates the Report Manager page that the report is complete, and depending on the circumstances and confidentiality, they may indicate outcomes.

Submitting Subsequent New Reports

Should you wish to submit future (unrelated) reports, use your existing user name and password, as there is no need to create a new one.

You will be taken back to your account page; click on 'Create New Report.'

User Guidelines

Whenever possible, use only secure networks/wireless systems to use Ethical Advocate's incident reporting services. We suggest not using your organization's technology such as computers or phones to submit a report as usage can be tracked.

If at any point you see or experience anything of a security concern in the system, notify Ethical Advocate as soon as possible with as many details as possible by sending a message to support@ethadv.com or clicking on the "Contact EA" link in your browser. If you choose to contact EA in this way, please note the only way we can contact you is by your providing your name and a way to reach you

