## Case Accepted

### Required Field Checklist

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>User Guide Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Open Case</strong> (Cases Tab, Click <strong>New</strong> Button)</td>
<td>Case Type: Internal, Anonymous, DFEH, EEOC, Management Inquiry, Other&lt;br&gt;Case Accepted is Yes&lt;br&gt;For Anonymous and Management Inquiry, enter How Complaint Originated&lt;br&gt;For Other enter Other Case Type</td>
<td>8-10</td>
</tr>
<tr>
<td>2. <strong>Add Incident</strong> (Details Subtab, Click <strong>Edit</strong> Button or Edit Icon)</td>
<td>Incident Occurred on or About or Date unknown checked&lt;br&gt;Complaint Summary</td>
<td>11</td>
</tr>
<tr>
<td>3. <strong>Assign Investigator</strong> (Details Subtab, Click <strong>Edit</strong> Button or Edit Icon)</td>
<td>Assign Investigator or External Investigator&lt;br&gt;Date Investigator Assigned</td>
<td>12</td>
</tr>
<tr>
<td>4. <strong>Enter Complaints</strong> (Complaints Subtab, Click <strong>New</strong>)</td>
<td>Complaint Type: Discrimination, Harassment, Retaliation, Denial of RA&lt;br&gt;Protected Category for each selected complaint type (Exception: retaliation)</td>
<td>14-15</td>
</tr>
<tr>
<td>5. <strong>Enter Parties</strong> (Parties Subtab, Click <strong>New</strong>)</td>
<td>Respondent-required for all case types (First and Last Name)&lt;br&gt;Complainant-name required except for Anonymous or Management Inquiry case types&lt;br&gt;Party Type: State Employee, Volunteer, Vendor, Contractor, Public, Other&lt;br&gt;If state employee, lookup required</td>
<td>17-20</td>
</tr>
<tr>
<td>6. <strong>Outcomes</strong> (Complaints Subtab, Click <strong>Edit</strong> from Drop-Down)</td>
<td>Outcome for each complaint: Substantiated, Unsubstantiated, Withdrawn, Statute of Limitations Run</td>
<td>25-26</td>
</tr>
<tr>
<td>7. <strong>Approval Process and Case Closure</strong></td>
<td>Investigation Completion Date (Details Subtab) Note: All of the required fields above must be entered before the Investigation Completion Date is entered&lt;br&gt;Officer or Manager- Click Close Case button (All Subtabs) or change Status to Closed (Details Subtab)&lt;br&gt;Investigator- Click the Submit for Approval button and the approval process will begin (All Subtabs)</td>
<td>28-31</td>
</tr>
</tbody>
</table>
9. **Action Against Respondents**  
   - Action Type
   - Action Date
   - *If Disciplinary: Dismissal, Suspension, Reduction in Salary, Demotion, Other*
   - *If Corrective: Corrective Action, Training, Other*
   - *Action Details if Corrective Action Type*
   - *If Other or None, Other Action Taken or If None, please explain*

10. **Post Investigation Activities**  
    - Activity Type
    - *If Filed with DFEH and EEOC: Date Received, Response Date*
    - *Date of Resolution*
    - *Resolution Type: Monetary, Non-Monetary, Both, None*
    - *If Monetary, Resolution Amount*
    - *Terms of Resolution*
    - *If Other, Other Post Investigation Activity*
Case Not Accepted
Required Field Checklist

1. **Open Case** (Cases Tab, Click **New** Button)  
   - Case Type: Internal, Anonymous, DFEH, EEOC, Management Inquiry, Other
   - Date Complaint Received
   - Department Name
   - Case Accepted is No
   - Case Not Accepted Reason
   - For Anonymous and Management Inquiry, enter How Complaint Originated
   - For Other enter Other Case Type

2. **Add Incident** (Details Subtab, Click **Edit** Button or Edit Icon)  
   - Incident Occurred on or About or Date unknown checked
   - Complaint Summary

3. **File Upload** (Click in Share an Update Box - Click **Attach Icon**)  
   - Upload Complaint Document – **Must Click Share to complete upload**
   - Check Complaint Document Uploaded box (Details Subtab)

4. **Approval Process and Case Closure**  
   - Officer or Manager- Click Close Case button (All Subtabs) or change Status to Closed (Details Subtab)
   - Investigator- Click the Submit for Approval button and the approval process will begin (All Subtabs)