
How to submit Employment Records of Settlement online

Quick User Guide

Introduction

From 30 March 2016, Employment Records of Settlement can be submitted online via the Resolve online system.

This User Guide takes you through the steps you'll need to take to submit a Recorded Settlement online.

Why submit an Employment Record of Settlement online?

The signing of Employment Records of Settlement is a service we provide to people who have been able to reach their own agreement about an employment relationship problem or issue and want to have the agreement formalised by an Employment Mediator.

Having the submission process available online is part of our plan to make it easier, faster and more secure for people and businesses to access and interact with us as a service.

What do you need to submit a Recorded Settlement online?

You will need:

- all the information you usually include when submitting a Recorded Settlement - e.g.
 - an electronically-scanned copy of the Employment Record of Settlement being submitted (e.g. a completed and signed form)
 - contact details for all parties involved
 - any other supporting documentation
 - a RealMe[®] account and login¹, which is the government's identification verification system – N.B. you can set this up at any time, and if you need help, call the RealMe Help Desk on 0508 633 564 or visit www.realme.govt.nz
 - a Resolve account and login, which is Resolution Services' online system – N.B. you can set this up from 30 March 2016
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What happens once you submit a Recorded Settlement online?

Each Employment Record of Settlement submitted online will be placed automatically in a queue and then allocated to an Employment Mediator.

The Employment Mediator will then carry out the usual checks before signing the Record of Settlement (if appropriate) and finalising the process.

¹ RealMe[®] is the Government's identification verification system. It provides extra security and protection for people and organisations accessing government services. You may already have a RealMe[®] account; if you don't, it's very easy to set up and useful for accessing many government services. Simply visit the [RealMe website](http://www.realme.govt.nz) and follow the simple steps. You can do this at any time. If you need help, call the RealMe helpdesk on 0508 633 564.

Why go online?

Submitting an Employment Record of Settlement online means you will be able to:

- include all the necessary information upfront, which means better accuracy and more efficient processing
- track the Record of Settlement throughout the entire process, from initial submission through to conclusion
- check and add to the information if needed before submitting
- reference each Record of Settlement more easily if discussing it

It also means less manual handling of information, which makes for a more efficient, more consistent and more accurate process overall.

What about submitting Records of Settlement using post, fax, or email?

For those people who usually email or fax signed Records of Settlement into us, we will work with you over coming months to help you get used to using the new system.

For people without online access, we will still accept and manually process paper Employment Records of Settlement received by post at our offices. Once the paper Record of Settlement has been received, processed and entered into our system, it will be placed in the queue to be allocated to a Mediator.

Need more help or information?

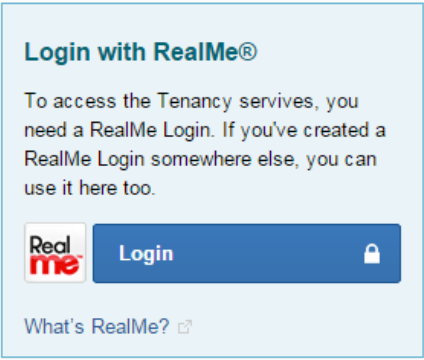


If you need help or more information about submitting an Employment Record of Settlement online or setting up a RealMe account and login, you can:

- visit www.employment.govt.nz and visit the Employment Records of Settlement page
 - call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz
 - call our Employment Mediation Services Contact Centre
 - From within NZ, call 0800 20 90 20 during business hours (8.30am - 5.00pm Monday to Thursday, 9.00am - 5.00pm Friday excluding public holidays)
 - If you're calling from overseas, call +64 9 969 2950
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About creating a Resolve online account

<p>What is it?</p>	<p>A Resolve online account gives you automatic and secure access to our online Employment Mediation Services.</p> <p>From 30 March 2016, you can submit Employment Records of Settlement online using your Resolve account.</p>
<p>Who sets up the Resolve account?</p>	<p>The first user account created for your organisation becomes the Administrator by default. You need to decide how your organisation wants to set up and administer this Administrator account.</p> <p>Each organisation account has one Administrator who will be the only user in the organisation responsible for:</p> <ul style="list-style-type: none"> • adding registered members to the account to allow other individuals or staff members within the organisation to make applications and manage submitted applications on behalf of the organisation • assigning applications to any registered member or reassigning applications from one registered member to another • removing registered members when they are no longer approved to make or manage applications made on behalf of the organisation
<p>How many account members can each organisation have?</p>	<p>Your organisation can have as many members as required. These members can only view and manage applications they have either been assigned by their Administrator or have filed for the organisation using their registered member account.</p> <p>You may:</p> <ul style="list-style-type: none"> • have one account for your organisation and nominate your organisation's Administrator to set up the organisation's account • have multiple accounts for your organisation by setting up different organisation accounts for different regional offices and have an administrator in each office manage that office's account • prefer each individual staff member to create an individual account so that each staff member manages their own files themselves without the need for an Administrator for the organisation

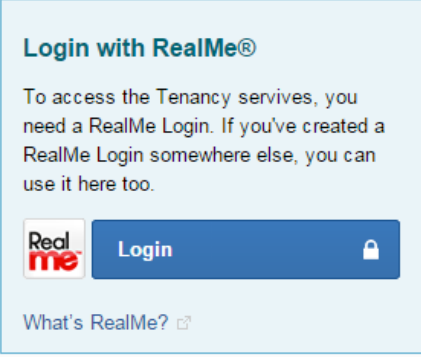

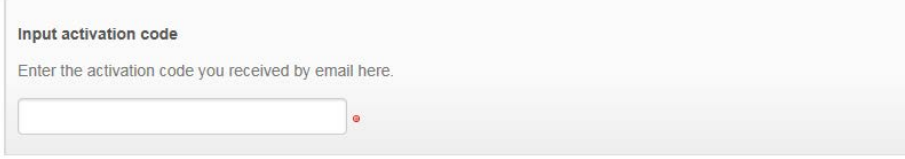

Registering a Resolve account for the first time

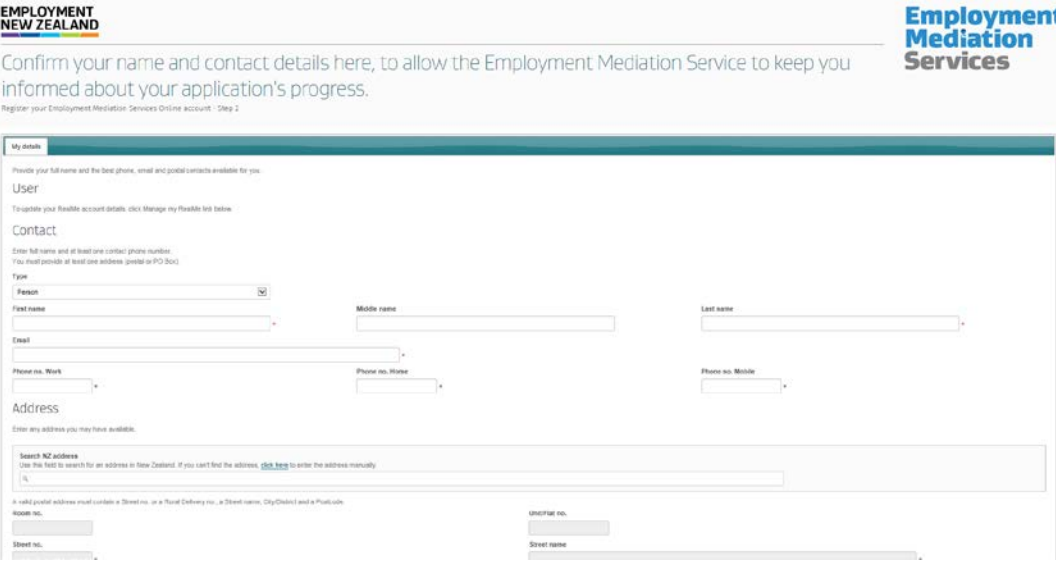

STEP	ACTION
1	Navigate to https://dispute.employment.govt.nz .
2	<p>Click Login. You need to login using a RealMe account.</p> 
3	<p>If you don't already have a RealMe account, see page xx of this User Guide and follow the steps to create one.</p> <p>If you do have a RealMe account, log into it as usual and continue the steps below.</p>
4	<p>Click <input type="radio"/> an individual representing myself, or an Administrator user for my Organisation then check the mandatory boxes and click  at the bottom right of the screen.</p> <p>This displays the "Register your Employment Mediation Services account - Step 2" screen.</p>
5	<p>Complete all your details here and then click  at the bottom-right corner of your screen.</p> <p>You are now the Administrator for your organisation and are ready to make an online Employment Mediation Services application for your Organisation or to register or manage other members in your organisation.</p>

NOTE: As the Administrator for your Organisation, the contact details, name and address you provide in the [Register your Employment Mediation Services account - Step 2](#) screen will automatically populate in this screen when Members register with Employment Mediation Services. Think about what these defaults will be when an Administrator completes this section.

1. How to set up other Member accounts

Your organisation’s Administrator will need to add you as a registered Member and you will receive an activation code by email.

Step	Action
1	Navigate to https://dispute.employment.govt.nz .
2	<p>Click Login. You need to login using a RealMe account.</p> 
3	<p>If you don't already have a RealMe account, see page xx of this User Guide and follow the steps to create one.</p> <p>If you do have a RealMe account, log into it as usual and continue the steps below.</p>
4	<p>Click <input type="radio"/> a new Member user with an activation code from my Organisation and click  at the bottom right of the screen.</p> <p>Result: This box will display.</p> 
5	Copy the activation code from the email you received when your Organisation’s Administrator entered you as a registered Member, into the free-text field.
6	Click  at the bottom right of the screen.

7	<p>The “Register your Employment Mediation Services account - Step 2” screen displays.</p> 
8	<p>Enter your details into this page then click  at the bottom right corner of your screen.</p>
9	<p>You are now ready to submit records of settlement to online on behalf of your Organisation.</p>

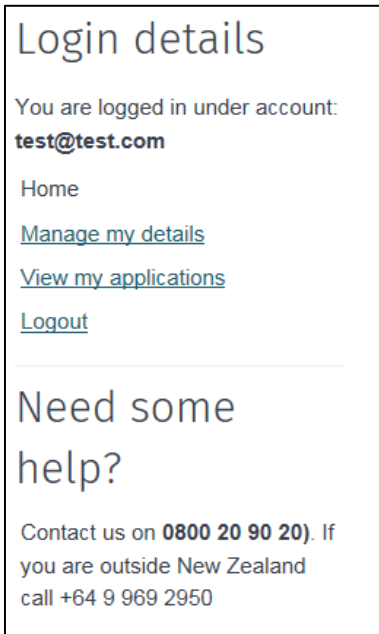
2. Managing Registered Members

As Administrator for Employment Mediation Services Online, you are responsible for maintaining your Organisation's profile, adding and deleting registered Members and delegating applications amongst registered Members.

In this section are steps showing how to:

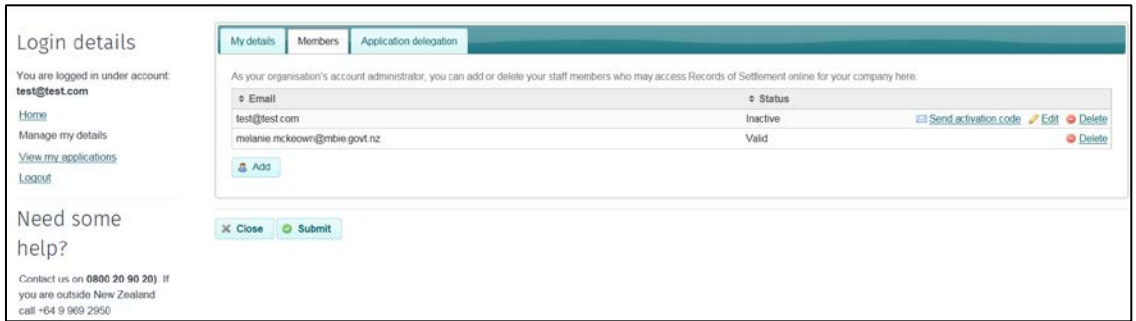
- A. Add registered Members
- B. Delete registered Members
- C. Delegate applications

A. Adding registered Members

STEP	ACTION
1	Login to Employment Mediation Services Online
2	Click Manage my details 

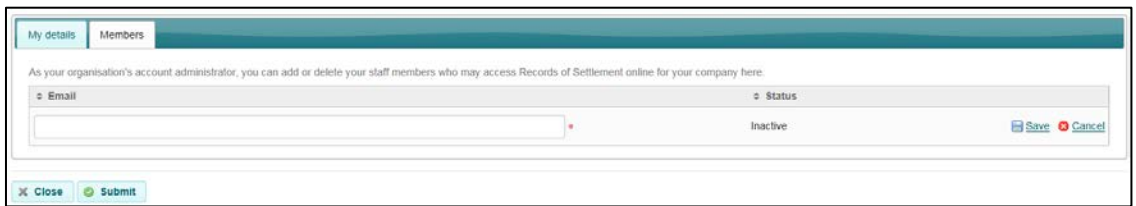
3

Click the Members tab.



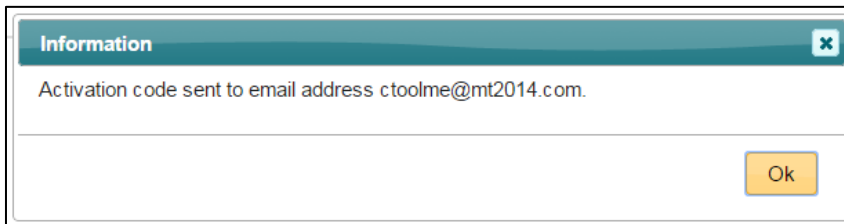
4

Click Add.



5

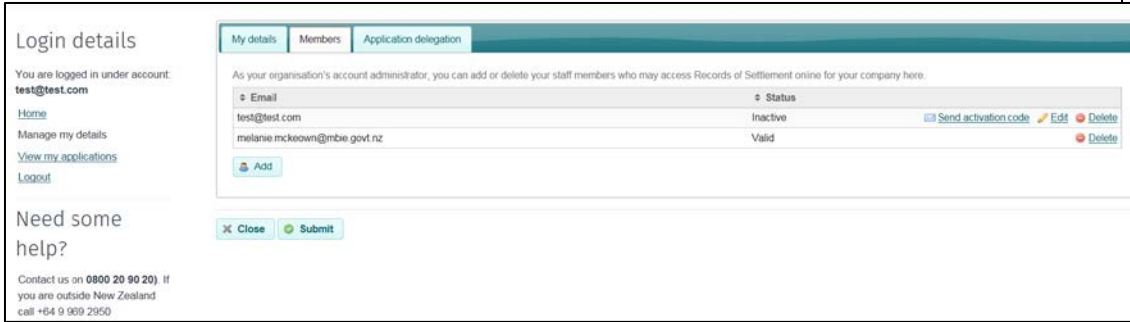
Type the email address for the Member you wish to add into the box and click Save. You will have a window pop up to confirm this has been done. Click Ok.



This causes an email to be sent to the Member to provide an activation code. This code must be used by the new Member to access Employment Mediation Services Online (following the steps outlined Registering a Member Account).


You will see the status for the newly added Member shows as inactive and options are available to regenerate an activation code, edit the email address or delete the Member.

B. Deleting registered Member

STEP	ACTION
1	Login to Employment Mediation Services Online
2	<p>Click Manage my details</p> <div data-bbox="336 506 716 1135" style="border: 1px solid black; padding: 10px;"> <p>Login details</p> <p>You are logged in under account: test@test.com</p> <p>Home</p> <p>Manage my details</p> <p>View my applications</p> <p>Logout</p> <hr/> <p>Need some help?</p> <p>Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950</p> </div>
3	<p>Click the Members tab.</p> <div data-bbox="336 1256 1474 1576" style="border: 1px solid black; padding: 10px;">  </div>
4	<p>Locate the Member you wish to delete within the list and click Delete. A pop up window will appear asking you to confirm that you intend to delete this Member.</p> <p>Click on Yes if you are happy that you have selected the correct Member for deletion or No if you have not.</p> <div data-bbox="336 1800 1102 1989" style="border: 1px solid black; padding: 10px;"> <div style="background-color: #007060; color: white; padding: 5px;">Confirmation ✕</div> <p>This action will remove the users access to Employment Mediation Services Online for your company. Do you want to continue?</p> <p><input type="button" value="Yes"/> <input type="button" value="No"/></p> </div>

C. Delegating applications

As Administrator for Employment Mediation Services Online, you are able to delegate applications amongst registered Members of your Organisation.

STEP	ACTION
1	Login to Employment Mediation Services Online
2	<p>Click Manage my details</p> <div data-bbox="338 640 716 1270" style="border: 1px solid black; padding: 10px;"> <p>Login details</p> <p>You are logged in under account: test@test.com</p> <p>Home</p> <p>Manage my details</p> <p>View my applications</p> <p>Logout</p> <hr/> <p>Need some help?</p> <p>Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950</p> </div>
3	<p>Click the Application delegation tab.</p> <div data-bbox="338 1391 1423 1713" style="border: 1px solid black; padding: 10px;"> </div>
4	<p>There are several ways you may locate files using the Search criteria. If you know the Ref no. for a file you can enter it in the corresponding box, click  and have the system locate your file this way. For example:</p>

My details Members Application delegation

As your organisation's account administrator, you may allocate Records of Settlement to your registered staff members.

Search

Ref. no. Case type Status [Select](#)

Submission date to

1 Application(s)

Ref. no.	Type	Status	Submitted date	User in charge	Modified date
<input type="checkbox"/> 160	Record of Settlement	Filed	11/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:18:59 p.m.

[Select all](#) - [Select none](#)

You can select one or more applications to delegate. Please ensure you select the correct user in-charge email to delegate the application(s) to

In this example Ref no. 160 was searched for by entering the ref. no. in the Ref. no. field. No information was entered into the other search fields.

5 Alternative search methods include locating a file by its Status or Submission date.

6 To delegate one or more applications to a specific user, select the file(s) by clicking on the check box in front of the application.

My details Members Application delegation

As your organisation's account administrator, you may allocate Records of Settlement to your registered staff members.

Search

Ref. no. Case type Status [Select](#)

Submission date to

9 Application(s)

Ref. no.	Type	Status	Submitted date	User in charge	Modified date
<input type="checkbox"/> 196	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:26:17 p.m.
<input type="checkbox"/> 198	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:26:16 p.m.
<input type="checkbox"/> 192	Record of Settlement	Filed	16/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:16:35 p.m.
<input type="checkbox"/> 199	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:46 a.m.
<input type="checkbox"/> 195	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:37 a.m.
<input type="checkbox"/> 177	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:30 a.m.
<input type="checkbox"/> 197	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:03:49 a.m.
<input type="checkbox"/> 178	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	15/03/2016 11:02:22 a.m.
<input type="checkbox"/> 176	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	14/03/2016 4:59:54 p.m.

[Select all](#) - [Select none](#)

You can select one or more applications to delegate. Please ensure you select the correct user in-charge email to delegate the application(s) to

7 Using the drop down menu at the bottom right, select the User you want to delegate the applications to then click . The applications will move to the selected User's applications list.

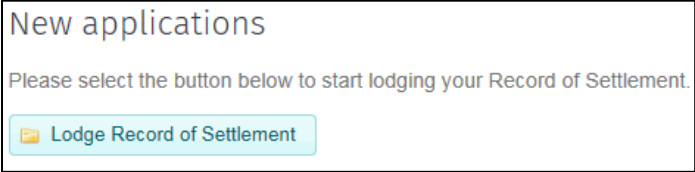
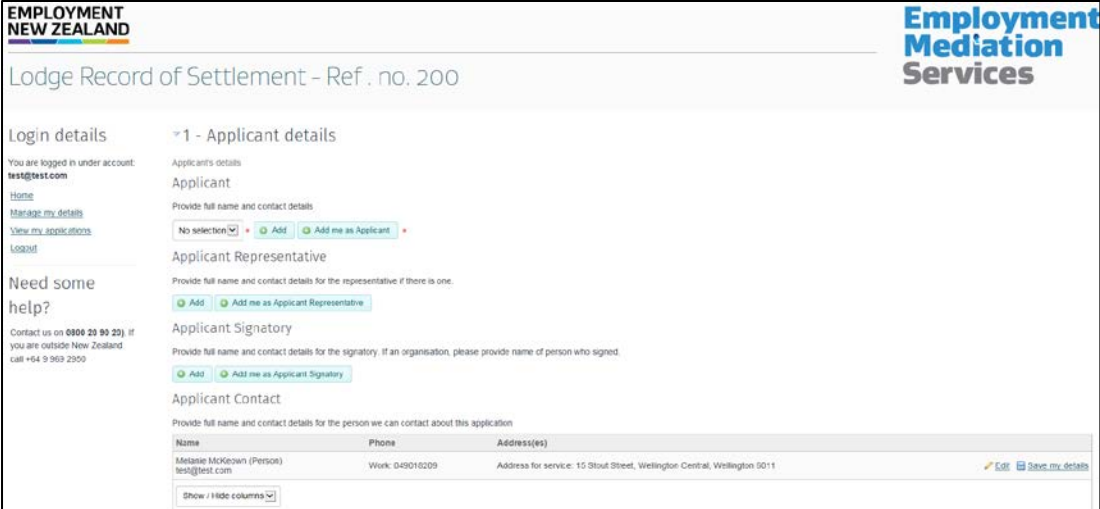
1. Apply

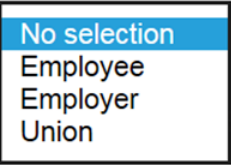

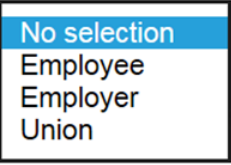
This section outlines the steps for:

- A. Submitting a Record of Settlement online
- B. Viewing draft or submitted Employment Records of Settlement applications online

A. Submitting an Record of Settlement online

This table shows how to record details of and submit a Record of Settlement in Resolve

STEP	ACTION
1	Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.
2	<p>Click Lodge Record of Settlement to start the submission process.</p> 
3	<p>The “Lodge Record of Settlement– Ref. no xxx” will display.</p> 
4	<p>Enter all required information as below:</p> <p>N.B. To save details of an application at any stage before completing, click Save then Close. To retrieve the draft application again, select View my applications then Edit the draft application.</p>

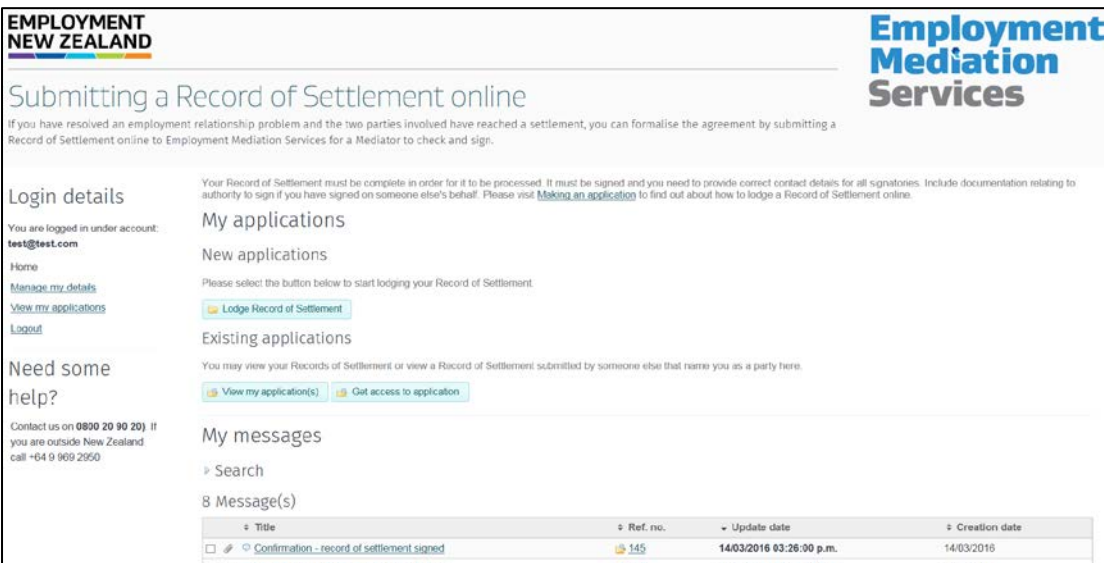
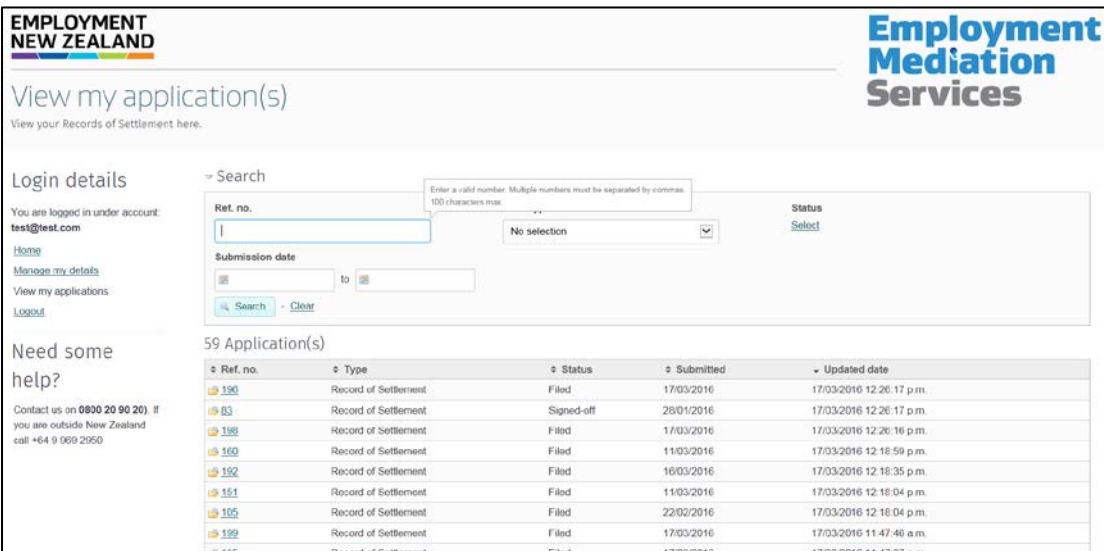
Section	Notes or action
<p>1 – Applicant details</p> <p>▽1 - Applicant details</p>	<p>Applicant: Select the type of applicant from the drop down menu:</p>  <p>Click Add to display the Edit Applicant screen. Select the Type of entity from the drop down menu.</p>  <p>If a Company, use Search Company to search for the company and automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.</p> <p>Applicant Representative: Click Add to enter the details of the Applicant’s representative. Enter contact and address details, then click Submit.</p> <p>Applicant Signatory: If the applicant is a company, click Add and enter the Contact and Address details for the signatory (person who signed the agreement on behalf of the company) and then click Submit.</p>
<p>2 – Other Party details</p>	<p>Other Party: Select the type of party from the drop down menu:</p>  <p>Click Add to enter the details of the Other Party. Enter contact and address details, then click Submit. Select the Type of entity from the drop down menu.</p>

		<div data-bbox="619 210 967 421" style="border: 1px solid black; padding: 2px;"> <ul style="list-style-type: none"> Person <li style="background-color: #e0e0e0;">Company Trust Union Incorporated Society Partnership Sole Trader </div> <p>If a Company, use Search Company to search for the company and automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader and complete the Contact details for the applicant.</p> <p>Other Party Representative:</p> <p>If applicable, click Add and enter contact and address details for the other party's representative.</p> <p>Other Party Signatory:</p> <p>If the Other Party is a company, click Add and enter the Contact and Address details for the signatory (person who signed the agreement on behalf of the company) and then click Submit.</p>	
	<p>3– Settlement document</p>	<p>Attach the settlement agreement and any other supporting documents.</p> <p>Indicate whether the record of settlement relates to an existing or previous mediation matter. If you know the file number, enter the file number into the free-text field.</p> <div data-bbox="619 1323 1246 1458" style="border: 1px solid black; padding: 5px;"> <input checked="" type="checkbox"/> Record of settlement relates to an existing or previous mediation matter Please provide the mediation file number <input style="width: 100px;" type="text"/> </div> <p>Indicate whether the record of settlement relates to an existing or previous ERA matter. If you know the file number, enter the file number into the free-text field.</p> <div data-bbox="619 1630 1197 1794" style="border: 1px solid black; padding: 5px;"> <input checked="" type="checkbox"/> Record of settlement relates to an existing ERA matter Please provide the ERA file number <input style="width: 100px;" type="text"/> </div> <p>Enter any details required for managing the record of settlement effectively, eg timelines the applicant is trying to meet, in to the free-text field.</p>	

5	<p>Click Submit.</p> <p>The application will then be submitted and will display in your View my application(s) page.</p>
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B. View Applications

This table shows the steps to view your draft or submitted Employment Records of Settlement.

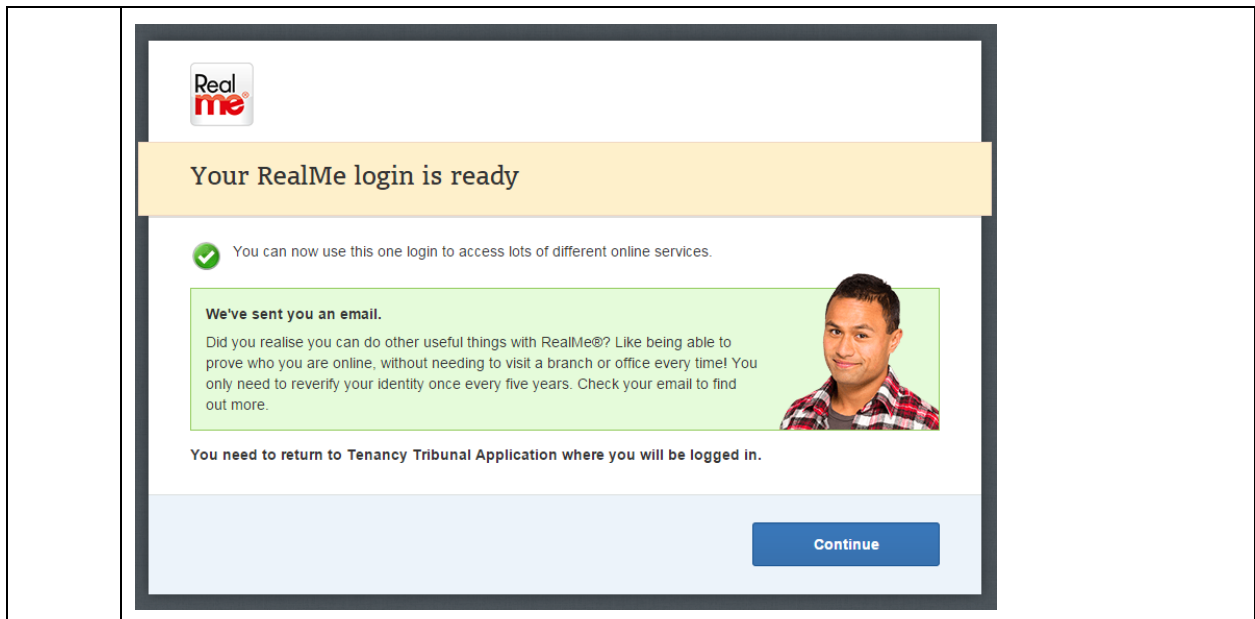
STEP	ACTION																																																		
1	<p>Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.</p> 																																																		
2	<p>Click View my application(s) to view all your draft or submitted records of settlement.</p> <p>Result: The View my application(s) page displays.</p>  <table border="1" data-bbox="518 1803 1412 2004"> <thead> <tr> <th>Ref. no.</th> <th>Type</th> <th>Status</th> <th>Submitted</th> <th>Updated date</th> </tr> </thead> <tbody> <tr><td>190</td><td>Record of Settlement</td><td>Filed</td><td>17/03/2016</td><td>17/03/2016 12:26:17 p.m.</td></tr> <tr><td>83</td><td>Record of Settlement</td><td>Signed-off</td><td>28/01/2016</td><td>17/03/2016 12:26:17 p.m.</td></tr> <tr><td>198</td><td>Record of Settlement</td><td>Filed</td><td>17/03/2016</td><td>17/03/2016 12:26:16 p.m.</td></tr> <tr><td>160</td><td>Record of Settlement</td><td>Filed</td><td>11/03/2016</td><td>17/03/2016 12:18:59 p.m.</td></tr> <tr><td>192</td><td>Record of Settlement</td><td>Filed</td><td>16/03/2016</td><td>17/03/2016 12:18:35 p.m.</td></tr> <tr><td>151</td><td>Record of Settlement</td><td>Filed</td><td>11/03/2016</td><td>17/03/2016 12:18:04 p.m.</td></tr> <tr><td>105</td><td>Record of Settlement</td><td>Filed</td><td>22/02/2016</td><td>17/03/2016 12:18:04 p.m.</td></tr> <tr><td>199</td><td>Record of Settlement</td><td>Filed</td><td>17/03/2016</td><td>17/03/2016 11:47:46 a.m.</td></tr> <tr><td>195</td><td>Record of Settlement</td><td>Filed</td><td>17/03/2016</td><td>17/03/2016 11:47:37 a.m.</td></tr> </tbody> </table>	Ref. no.	Type	Status	Submitted	Updated date	190	Record of Settlement	Filed	17/03/2016	17/03/2016 12:26:17 p.m.	83	Record of Settlement	Signed-off	28/01/2016	17/03/2016 12:26:17 p.m.	198	Record of Settlement	Filed	17/03/2016	17/03/2016 12:26:16 p.m.	160	Record of Settlement	Filed	11/03/2016	17/03/2016 12:18:59 p.m.	192	Record of Settlement	Filed	16/03/2016	17/03/2016 12:18:35 p.m.	151	Record of Settlement	Filed	11/03/2016	17/03/2016 12:18:04 p.m.	105	Record of Settlement	Filed	22/02/2016	17/03/2016 12:18:04 p.m.	199	Record of Settlement	Filed	17/03/2016	17/03/2016 11:47:46 a.m.	195	Record of Settlement	Filed	17/03/2016	17/03/2016 11:47:37 a.m.
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3	Click Close or Home to return to your My Inbox.
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2. Setting up a RealMe account and login

N.B. If you need help setting up a RealMe account and login, you can call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz

STEP	ACTION
1	<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">Create a RealMe login</p> <hr/> <p>To access this service you need a RealMe login.</p> <p>This will give you access to a range of services with a single username and password, and much more. You only need one RealMe login and it's designed to protect your privacy and security.</p> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Create your RealMe login now"/> </div> </div> <p>If you don't have RealMe account and login, follow the steps below to create one: Click Create your RealMe login now.</p>
2	<p>Complete the Create a RealMe login form. Your email address, username and password are mandatory. You are also required to provide responses to three security questions and accept the RealMe Terms of Use.</p> <div style="text-align: center; margin: 10px 0;"> <input type="button" value="Create my RealMe login"/> </div> <p>Then click</p>
3	You will receive an email from RealMe and be navigated to this page:



4

Click Continue. You will be returned to Employment Mediation Services and asked to register your Resolve account.

