



**Alternate Dispute Resolution
(ADR) Online System
For Users**

September 26, 2017

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Accessing TNCourts.gov Judicial e-Services

TNCourts.gov Judicial e-Services is a browser-based application, which allows a person interested in applying to become a Rule 31 Listed Mediator or an approved Rule 31 Listed Mediator access to the ADR online system. The ADR online system will allow applicants to apply for a Rule 31 Mediator Listing. The ADR online system will allow Rule 31 Listed Mediators to renew each year, and to submit Rule 31 reports.

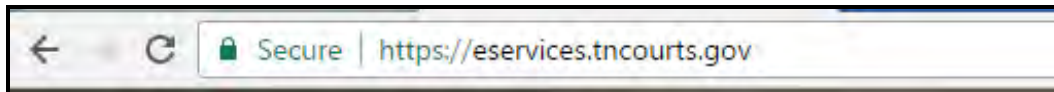
- The best browser to use is Google Chrome but you can use IE, Firefox, or Safari.
- Please do not use special characters such as commas, quotes, periods etc. in the name of your PDF's. This can cause problems when you upload your documents.
- Example: Smith, John,resume.pdf **would not** be a good name.
- Instead use Example: John_Smith_resume.pdf

To access the ADR online system, enter the web address: <https://eservices.tncourts.gov>. Please add this address to your favorites list in your browser or set up a shortcut on your desktop for easy access.

A person wanting to fill out an application for a Rule 31 mediator listing will first register through TNCourts.gov Judicial e-Services. You must have a valid email address to register. Please contact the AOC if you need assistance logging in.

ADR Login Page

Select your browser to connect to the Internet. Enter the web address: <https://eservices.tncourts.gov>. Save this address as a favorite or bookmark.

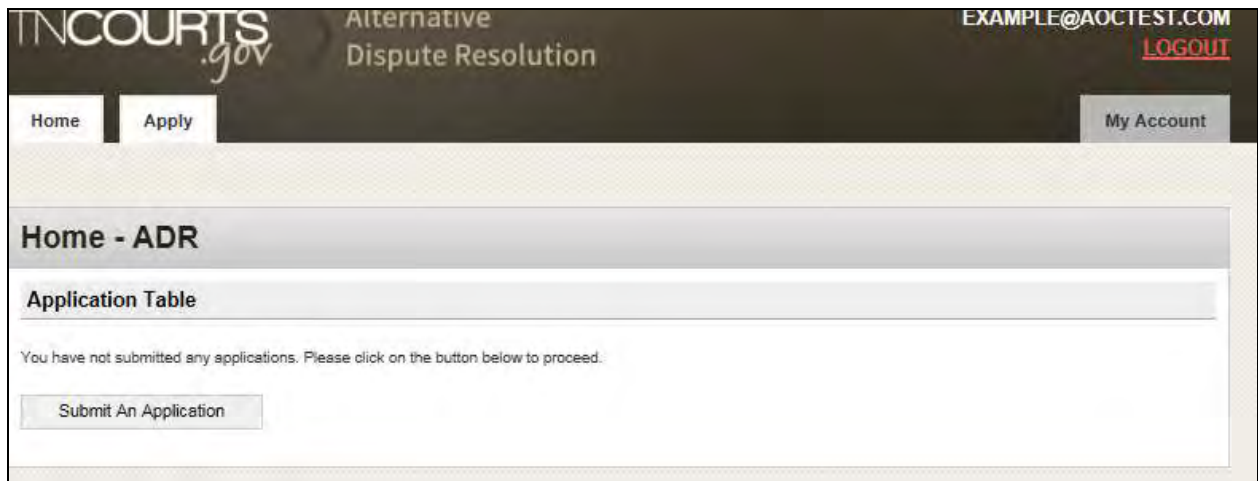


This web address will open the TNCourts.gov Judicial e-Services web site. Look for the Login section. Enter your email address and password. Click on "Login"



ADR Home Page

Once you login the following page will appear. Click on the "Submit an Application" button to start filling out your application.



ADR Application: Step 1 Information Page

Step 1 explains the application process and tells you all the required documents you will need to upload before submitting the application.

Application: Step 1

Application Instructions

An applicant shall not advertise or proclaim in any manner that he/she is listed as a Rule 31 mediator until approved by formal action of the Tennessee Supreme Court Alternative Dispute Resolution Commission.

Your application must be received at the Administrative Office of the Courts by close of business at 4:30 p.m. (CDT) on the application deadline date listed on www.tncourts.gov to be reviewed at the corresponding meeting date. According to the ADREC policy, there is an application fee to be mailed-in once you submit your application and all required documents. Please click on the link to view Policy 23 - Rule 31 Application Fee Structure: <https://www.tncourts.gov/programs/mediation/resources/mediators/policies>

The following documents are required in order to apply to be a Rule 31 Mediator. [Please click on this link to review Rule 31.](#) Please have the following documents saved as PDF files (.pdf) and ready for upload before continuing.

Training Documents

Please see ADRC approved list of current trainers here: <http://www.tncourts.gov/programs/mediation/become-rule-31-mediator>. If applying for waiver of training requirement, you will need a course outline to complete your application.

- Copy of Diploma or Transcript (for Non-Attorney)
- Certificate of Course Completion for Listing / Course Outline

Letter of Good Standing and Disciplinary History Report

- Provide a "Letter of Good Standing" and a Disciplinary History Report from the Board or Agency charged with issuing licenses to practice in your profession for each license listed on your application. The letter must include that you are currently in good standing with the Board or Agency and whether or not you have 3 or more open disciplinary complaints. [Click on this link](#) and scroll to Section 17(a)(2)(A-B) and 17(b)(1)(A) for complete details.

Two Character References

Two Character References are required in order to submit your Rule 31 Application. You may use the Application's e-mail feature to send the [Character Reference](#) for Rule 31 Mediator Applicant document to two individuals and request that each fill out the Character Reference and return it to you.

- Ask each individual to fill out the Character Reference for Rule 31 Mediator Applicant document and send the completed document back to you.
- You will then need to upload each Character Reference for Rule 31 Mediator Applicant document using the "Add New Document" feature. Select "Character Reference" as the Document Type for each and then click "Choose File" to upload the file from your computer to the Application. Then, click "Add".
- Once you have uploaded the two required Character References, you can use the "Manage Documents" feature to ensure both documents were uploaded correctly by clicking on "View PDF".

Next

After clicking next on the Step 1 page, you will get a warning that you are submitting a new application. Click on OK if you wish to proceed with filling out an application.

Application: Step 1

Application Instructions

An applicant shall not advertise or proclaim in any manner that he/she is listed as a Rule 31 mediator until approved by formal action of the Tennessee Supreme Court Alternative Dispute Resolution Commission.

Your application must be received at the Administrative Office of the Courts by close of business at 4:30 p.m. (CDT) on the application deadline date listed on www.tncourts.gov to be reviewed at the corresponding meeting date. According to the ADRC policy, there is an application fee to be mailed-in once you submit your application and all required documents. Please click on the link to view Policy 23 - Rule 31 Application Fee Structure: <http://www.tncourts.gov/programs/mediation/resources-mediators/policies>.

The following documents are required in order to apply to be a Rule 31 Mediator. [Please click on this link to review Rule 31](#). Please have the following documents saved as PDF files (.pdf) and ready for upload before continuing.

Training Documents

Please see ADRC approved list of training requirements, you will need a copy of each of the following:

- Copy of Diploma or Transcript
- Certificate of Course Completion

Letter of Good Standing

- Provide a "Letter of Good Standing" for each profession for each license listed on your application. The letter must include that you are currently in good standing with the board or Agency and whether or not you have 3 or more open disciplinary complaints. [Click on this link](#) and scroll to Section 17(a)(2)(A-B) and 17(b)(1)(A) for complete details.

Two Character References

Two Character References are required in order to submit your Rule 31 Application. You may use the Application's e-mail feature to send the [Character Reference](#) for Rule 31 Mediator Applicant document to two individuals and request that each fill out the Character Reference and return it to you.

- Ask each individual to fill out the Character Reference for Rule 31 Mediator Applicant document and send the completed document back to you.
- You will then need to upload each Character Reference for Rule 31 Mediator Applicant document using the "Add New Document" feature. Select "Character Reference" as the Document Type for each and then click "Choose File" to upload the files from your computer to the Application. Then, click "Add".
- Once you have uploaded the two required Character References, you can use the "Manage Documents" feature to ensure both documents were uploaded correctly by clicking on "View PDF".

Next

Message from webpage

Warning: You are about to submit a new application. Are you sure you want to perform this action?

OK Cancel

ADR Application: Step 2 Personal Information Page

You will see your name and email address filled in the blanks. You can select a minimum of 1 up to a maximum of 7 counties you are willing to serve as a mediator in and to be included in your Rule 31 Mediator Listing, should your application be approved. Continually hold down the CTRL Key while

clicking on the counties you would like to select.

Application: Step 2

Instructions: Enter your personal and address information. Any field with a red asterisk * is a required field. You will not be able to proceed to the next page until information is entered on all required fields.

Personal Information

* Prefix * First Name Middle Initial * Last Name Suffix

Mr. ▼ EXAMPLE 1 ▼

* Counties willing to serve
Note: (Continuously hold the control key (Ctrl) while selecting 1-7 counties)

- Anderson
- Bedford
- Benton
- Bledsoe
- Blount
- Bradley
- Campbell
- Cannon
- Carroll
- Carter

Next, you will enter your Business and Mailing Address. You may enter both or just one. If you enter both, you will need to select which address you want to publish to the AOC website as part of your Rule 31 Mediator Listing. After entering all personal information fields, click the “Next/Save” button at the bottom of the page.

Address & Contact Information

Phones and E-mail

* Primary Phone Fax Number * Email Address

Area Code Phone Number Ext. Area Code Fax Number example@aocrest.com

Business Address

Business Name PO Box / Address 1 Address 2

City State Zip Code

Mailing Address

PO Box / Address 1 Address 2 City State

Zip Code

* Address to be used for publications on the AOC website:

Mailing Address Business Address

Next/Save

ADR Application: Step 3 Education Information Page

You will need to enter your highest degree attained. You can enter up to 10 schools and information by clicking on the Add School tab to provide your educational background. All fields are required before you will be able to go to Step 4. Click the "Next/Save" button.

Application: Step 3

Instructions: Provide your education information. Click on the circle with the plus sign to add additional education information. Select the circle with the minus to remove education information.

Education

* Highest Degree Attained
[Dropdown menu]

* School Information

School Name	City	State	Attended From	Attended To
[Text box]	[Text box]	[Dropdown menu]	MM/YYYY	MM/YYYY

Degrees Attained [Text box] Major(s) [Text box] [+ Add School](#)

Next/Save

ADR Application: Step 4 Work History Information Page

You will need to enter at least 4 years of full time work experience. Please note: some applicants will be required to show 10 years of full time work experience per the requirements of Section 17. It is recommended that applicants provide 10 years of full time work experience when applicable. You can enter up to 10 work experiences. If you are currently in the job, leave the End Date blank to indicate that you are currently in the role. The Job Responsibilities character box has a character limit of 4,000. You will not be able to proceed with submitting you application if you go over 4,000 characters. Click the "Next/Save" button.

Application: Step 4

You must list 4 years or more of work history on this page. The number of work history years is based on the type of listing you are applying for and your degrees earned. Please review Rule 31 Section 17 to determine the amount of work history you are required to list. Click on this [link](#) and scroll to Section 17.

Instructions: Click on the circle with the plus sign to provide additional work history. Select the circle with the minus to remove work history.

Work History

Occupation

* Primary Occupation

Counselor ▼

* Work Experience

I worked

Full-Time Part-Time

Company Name

Test

Job Title

test

Start Date

08/01/2000

End Date

MM/DD/YYYY or Leave Blank

Address

test

City

test

State

Kentucky ▼

Zip

3705

[+ Add Experience](#)

Job Responsibilities

test comments

Character Count: 13

Next/Save

ADR Application: Step 5 License Information Page

If you have no license, you may skip these questions. If you have multiple licenses, you will be required to upload a letter of Good Standing and Disciplinary History for each license. After you enter your license information, you will continue to the Additional Information tab.

Application: Step 5

License Information

If you hold or have ever held any licenses, please select one, both, neither of the following options:

Attorney License

Other Professional License(s)

If I hold, or have ever held, a license to practice law.

If I hold, or have ever held, a professional license other than that of an attorney.

Tennessee Attorney License/BPR # Year Licensed

Attorney License Information (Non-Tennessee)

State	Date Licensed	License #
<input type="text" value="▼"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="▼"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="▼"/>	<input type="text"/>	<input type="text"/>

The additional Information Tab is where you will be able to list Professional Affiliations and Volunteer Work. These are optional fields to provide Professional Affiliations and volunteer work/life experience to supplement your application. Continue to Other Background Section. All four of these are required fields and will need to be complete before you can proceed. If you select yes for any question, please provide an explanation. Click the "Next/Save" button.

Application: Step 5

License Information

If you hold or have ever held any licenses, please select one, both, neither of the following options:

Attorney License If I hold, or have ever held, a license to practice law. Other Professional License(s) If I hold, or have ever held, a professional license other than that of an attorney.

Additional Information

List Professional Affiliations that may be relevant to this application

Optional

List volunteer work or other relevant life work experience pertinent to this application

Optional

Other Background

The failure of an applicant to acknowledge that she or he has been (1) convicted of a violation of the law other than a traffic violation not involving suspension of a drivers license; (2) disciplined by a professional organization or had his/her professional privileges curtailed; or (3) that criminal or professional disciplinary proceedings are pending; may result in denial of listing or subsequent removal of neutral from listing.

I have read and understand the above statement.

1. Have you ever been convicted of any violation(s) of the law? Exclude traffic violations unless they resulted in the revocation or suspension of your license.

Yes No

2. Have you ever been subjected to discipline by any professional organization?

Yes No

3. Have your professional privileges been curtailed at any time?

Yes No

Next/Save

ADR Application: Step 6 Mediation and Training Information Page

You may choose one or both of the listings. (You will be prompted later to add DV) Click the "Next/Save" button.

The screenshot shows a web form titled "Application: Step 6" with a sub-header "Mediation and Training". Below the header, there is a note: "When applying for both (General Civil and Family) then each listing and/or designation will be on a separate page." The form asks "I am applying for listing as a:" and provides two radio button options: "General Civil Mediator" and "Family Mediator (With or Without Domestic Violence designation)". At the bottom of the form is a "Next/Save" button.

You will then be required to choose what type of training you have received. You may also choose a waiver as a training requirement if you did not take a Tennessee ADRC approved training. You are required to enter the number of hours, course name, location, completion date, and training/organization name. If need to remove the General Civil from your application simply click on the "Remove General Civil Listing" button. Click the "Next/Save" button.

The screenshot shows a web form titled "Application: Step 6" with a sub-header "General Civil Mediation". Below the header, there is a note: "Mouse click on the statement that applies to your training requirements to view training options. You may only choose one statement and one training option. Click on the statement again to collapse those training options." There are two expandable sections: "I have completed the following ADRC-approved Mediation Training within 15 years of submission of this application: (CLICK TO VIEW OPTIONS)" and "Waiver of Training Requirements for Certain Rule 31 Mediators: (CLICK TO VIEW OPTIONS)". Below these sections, there is a note: "List the training course(s) then provide a copy of the certificate of completion or other proof of completion for each course listed. Click on the circle with the plus sign to provide additional training courses." A table with five columns is provided: "# Hrs.", "Course Name", "Location", "Completion Date", and "Trainer/Organization". The "Completion Date" column has a placeholder "MM/YYYY". A plus sign icon is visible to the left of the first row. At the bottom of the form are two buttons: "Next/Save" and "Remove General Civil".

If you have selected to apply for Family, you will need to select your training and fill out the number of hours, course name, location, completion date, and trainer/organization. If you need to remove Family Listing from your application, simply click on the “Remove Family” button. Click the Next/Save button.

Application: Step 6

Family Mediation

Mouse click on the statement that applies to your training requirements to view training options. You may only choose one statement and one training option. Click on the statement again to collapse those training options.

I have completed the following ADRC approved Mediation Training within 15 years of submission of this application: **(CLICK TO VIEW OPTIONS)**

Waiver of Training Requirements for Certain Rule 31 Mediators: **(CLICK TO VIEW OPTIONS)**

List the training course(s) then provide a copy of the certificate of completion or other proof of completion for each course listed. Click on the circle with the plus sign to provide additional training courses.

# Hrs.	Course Name	Location	Completion Date	Trainer/Organization
⊕ 15	test	test	08/2017	test

Next/Save **Remove Family**

If you receive this error message, you did not complete all fields. Please review and fill out all the required fields. Click the “Next/Save” button.

Application: Step 6

Please correct the following errors:

- Error: a course must have all fields completed.

Family Mediation

Mouse click on the statement that applies to your training requirements to view training options. You may only choose one statement and one training option. Click on the statement again to collapse those training options.

I have completed the following ADRC approved Mediation Training within 15 years of submission of this application: **(CLICK TO VIEW OPTIONS)**

Waiver of Training Requirements for Certain Rule 31 Mediators: **(CLICK TO VIEW OPTIONS)**

List the training course(s) then provide a copy of the certificate of completion or other proof of completion for each course listed. Click on the circle with the plus sign to provide additional training courses.

# Hrs.	Course Name	Location	Completion Date	Trainer/Organization
⊕			MM/YYYY	

Next/Save **Remove Family**

If you select to apply for DV, you need to select your training and fill out the number of hours, course name, location, completion date, and trainer/organization. Click the “Next/Save” button.

Application: Step 6

Domestic Violence Designation

Click the check box if you want a Domestic Violence designation. If not, click 'Next/Save' to continue.

I would like the Rule 31 Family Mediator's Additional Designation as "Specially Trained in Domestic Violence Issues."

Mouse click on the statement that applies to your training requirements to view training options. You may only choose one statement and one training option. Click on the statement again to collapse those training options.

I have completed 12 hours of ADRC approved "Specially Trained in Domestic Violence Issues" Mediation Training **(CLICK TO VIEW OPTIONS)**

I have completed 12 hours of ADRC approved "Specially Trained in Domestic Violence Issues" Mediation Training within 15 years of submission of this application.

WAIVER of Domestic Violence ADRC approved "Specially Trained in Domestic Violence Issues" Mediation Training Requirements **(CLICK TO VIEW OPTIONS)**

List the training course(s) then provide a copy of the certificate of completion or other proof of completion for each course listed. Click on the circle with the plus sign to provide additional training courses.

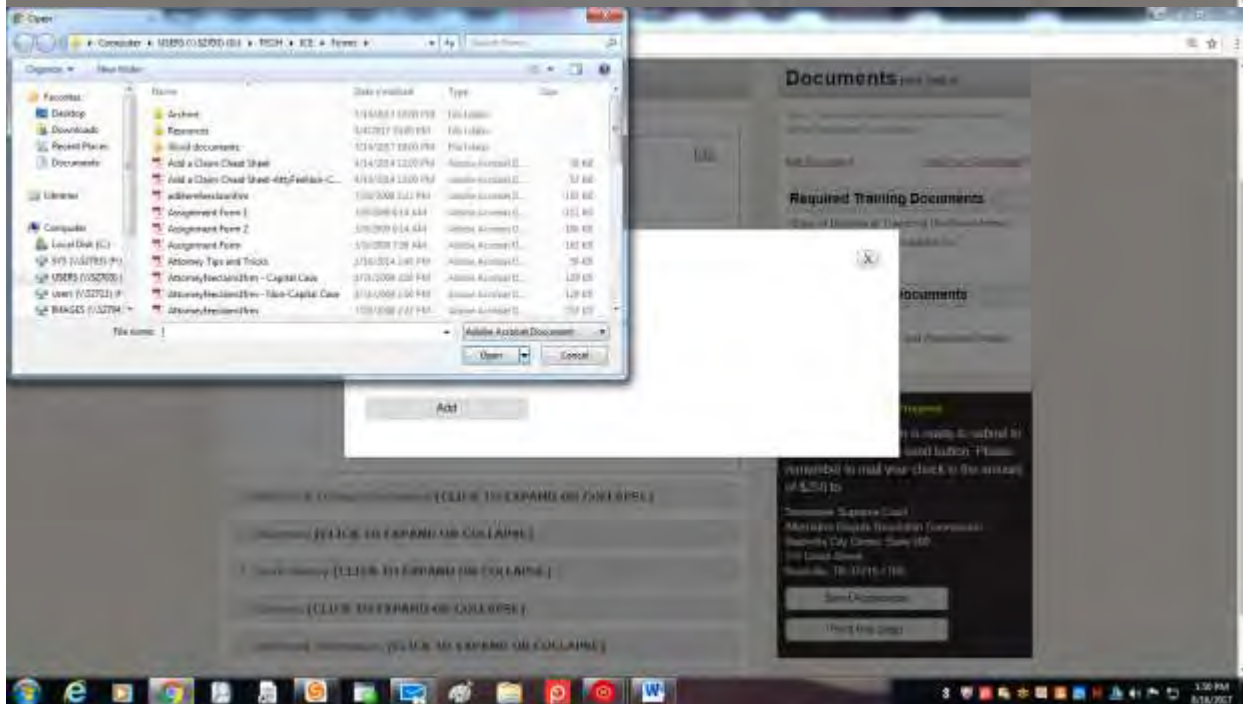
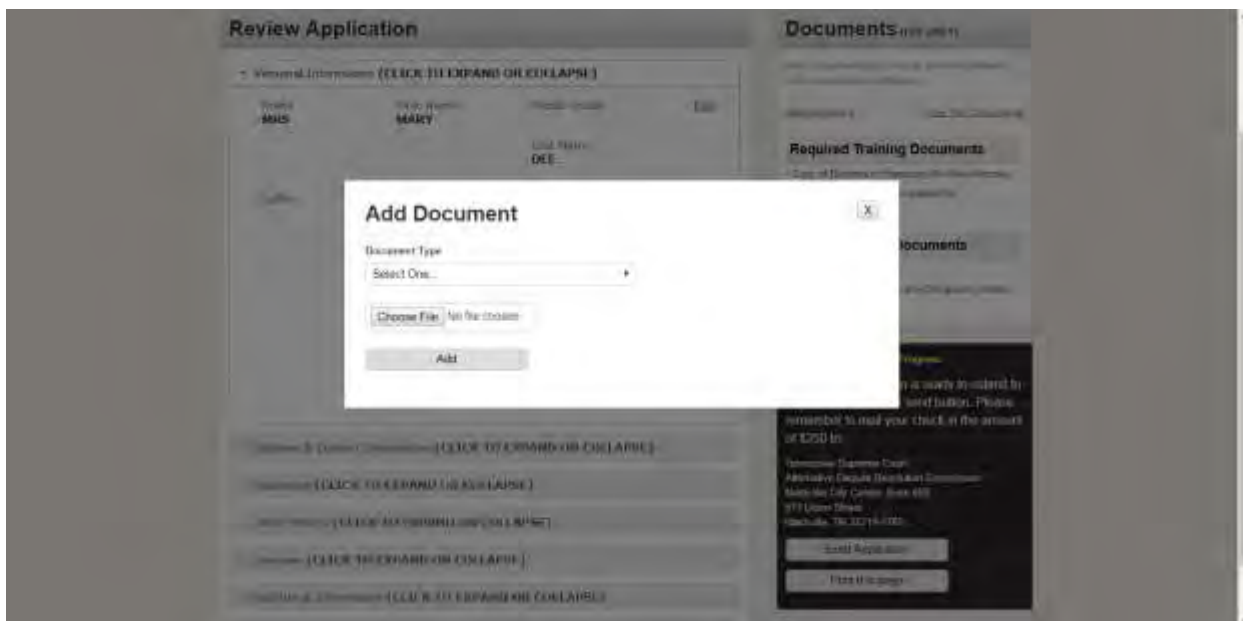
# Hrs.	Course Name	Location	Completion Date	Trainer/Organization
12	test	test	08/2017	test

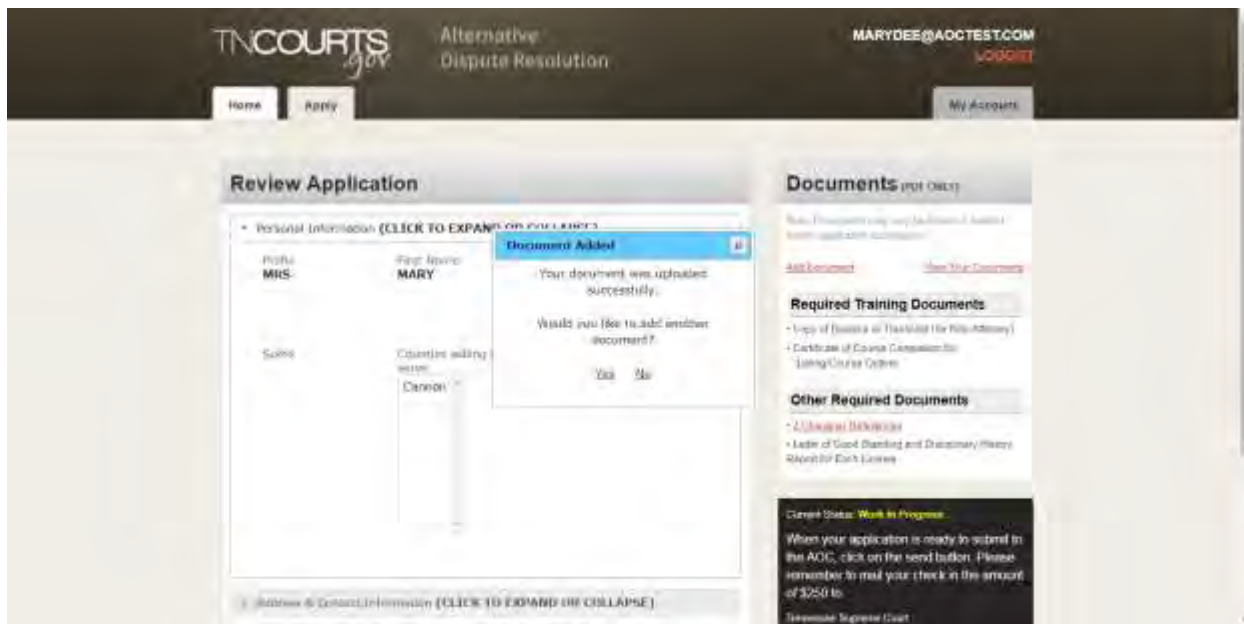
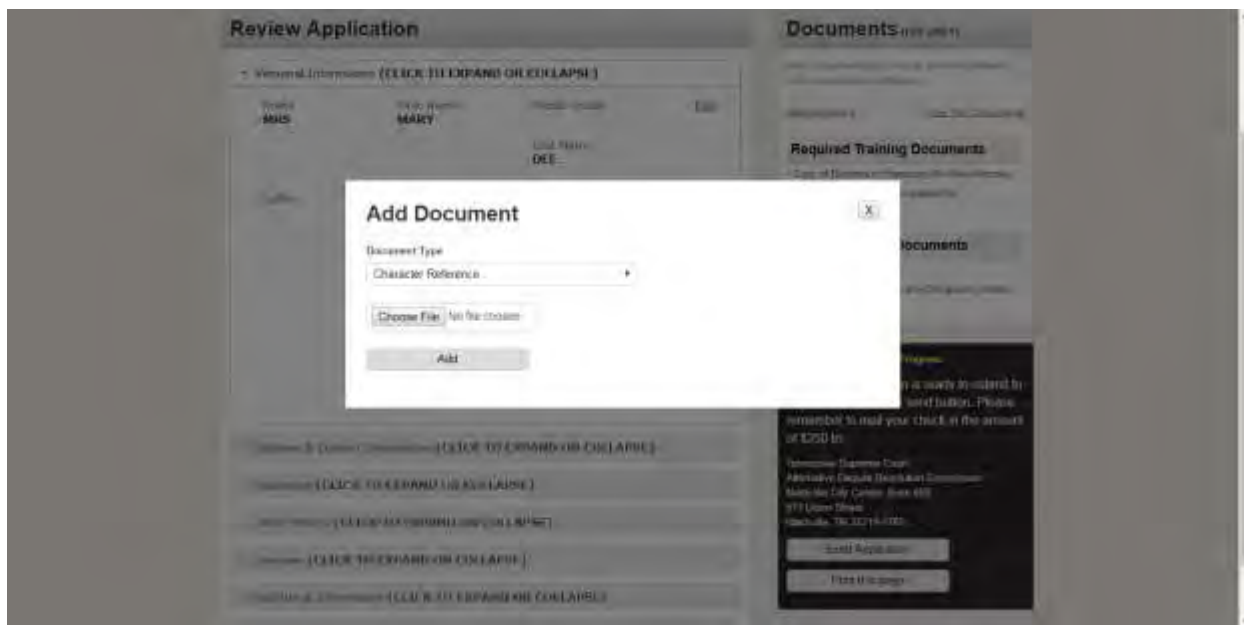
Next/Save

ADR Application: Review Application Screen

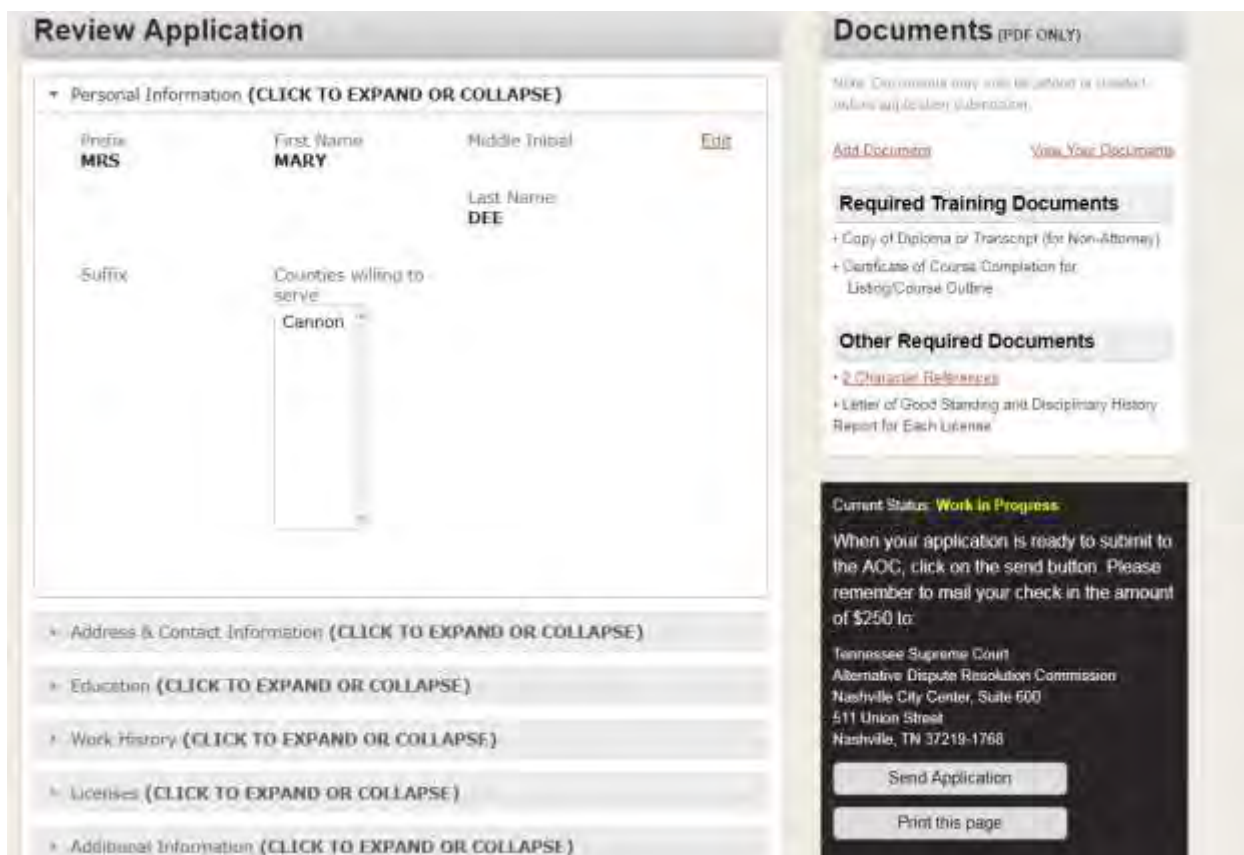
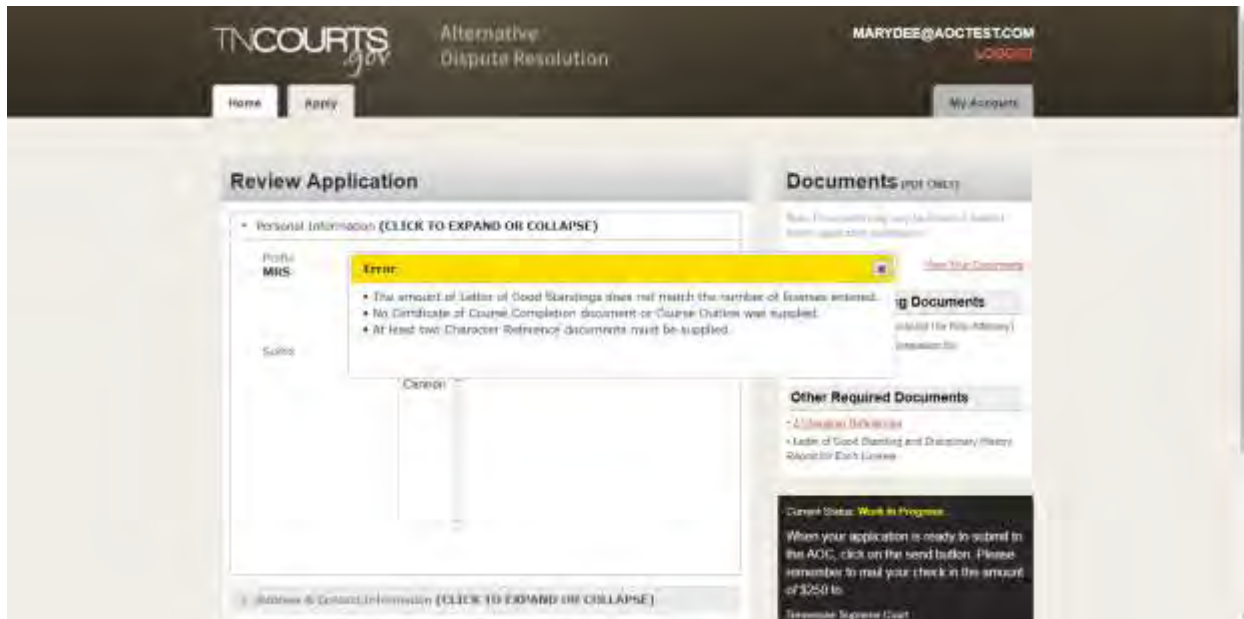
You have now made it to the Review Application Screen. Here you will be able to edit and review any of your information by clicking on the tab and opening up the box with the red edit button in the upper right hand corner. Please make all changes before submitting your application to the AOC. You will not be able to edit your application once it has been submitted.

You will also be able to upload and view all your required documents. To upload your documents, go to the Documents Tab and click on “Add Documents” then a screen will appear. You will need to select the Type of Document you are going to upload by clicking on the down arrow tab under Document Type. Click on “Choose File”. Select your file by double clicking and it will appear in the Add Document Box. Click on “Add”. You will be at the Review Application screen and asked if you would like to add another document. Continue adding all documents until you have all the required documents.





If you click on the Send Application button, an error message will appear if you do not have all the required documents uploaded.



After uploading your documents click on the “Send Application” button and you will Agree or Cancel. Click “I Agree” and this will Electronically Sign the application. Your status will change from Work in Progress to Submit and you will see the application fee amount and the mailing address for the AOC. The AOC must receive your fee payment before your application will be submitted to the ADR Committee.



You will receive and email confirming the AOC is in receipt of your application.

Rule 31 Listing Application Confirmation
4/15/2016
Administrative Office of the Courts
Alternative Dispute Resolution Listing Application
<http://www.tncourts.gov>

Mr, Mrs, Ms: _____:

Your Rule 31 Listing Application has been received. To finalize your registration, please make your check payable to the Alternative Dispute Resolution Commission for \$ _____ (application fee will populate) and include your Application ID in the memo line. Mail your payment to:

Tennessee Supreme Court
Alternative Dispute Resolution Commission
Nashville City Center, Suite 600
511 Union Street
Nashville, Tennessee 37219

Your payment must be received at the Administrative Office of the Courts by close of business at 4:30 p.m. on the Application Deadline listed on the <http://www.tncourts.gov/programs/mediation/become-rule-31-mediator> webpage to be considered for the next upcoming quarterly meeting review. A decision regarding your application will be sent to you via standard mail to the address you provided during the registration process. Should you have any questions or concerns, please feel free to contact us. When contacting us please provide your Application ID _____. Our contact information is provided at the end of this email.



Respectfully,

Programs Assistant
[615-741-2687](tel:615-741-2687)
ADRRegistration@tncourts.gov