



Alternative Dispute Resolution System

Mediator User Guide

October 31, 2019

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| | | | |

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Alternative Dispute Resolution System Overview

The Alternative Dispute Resolution (ADR) system is designed to integrate multiple applications, which the mediators had to provide data. Not only is there integration within a single application now the data is also integrated.

When a mediator enters their Report of Mediation by a Rule 31 Mediator or adds a new Continuing Mediation Education (CME) course that data is available and pulled to populate fields when it comes time for the Mediator to renew. The system is able to complete many of the sections on the renewal applications lowering the amount of time required to complete a renewal.

Along with the data entered by the Mediator's course providers have the ability to enter their new course requests and to provide the system with a roster of attendees for their courses. Once entered by the provider that course is added to the individual mediator's CME record.

The system keeps track of your CME course hours entered and will indicate on the Mediator Portal when you have successfully reached the required hours based on the Mediation listing types.

The Mediators have the ability with the ADR system to view all their previous Report of Mediation by a Rule 31 Mediator since they have been captured electronically. The same is true about the CME course data, which has been interred into the system.

Alternative Dispute Resolution System Functions

System Messages Screen

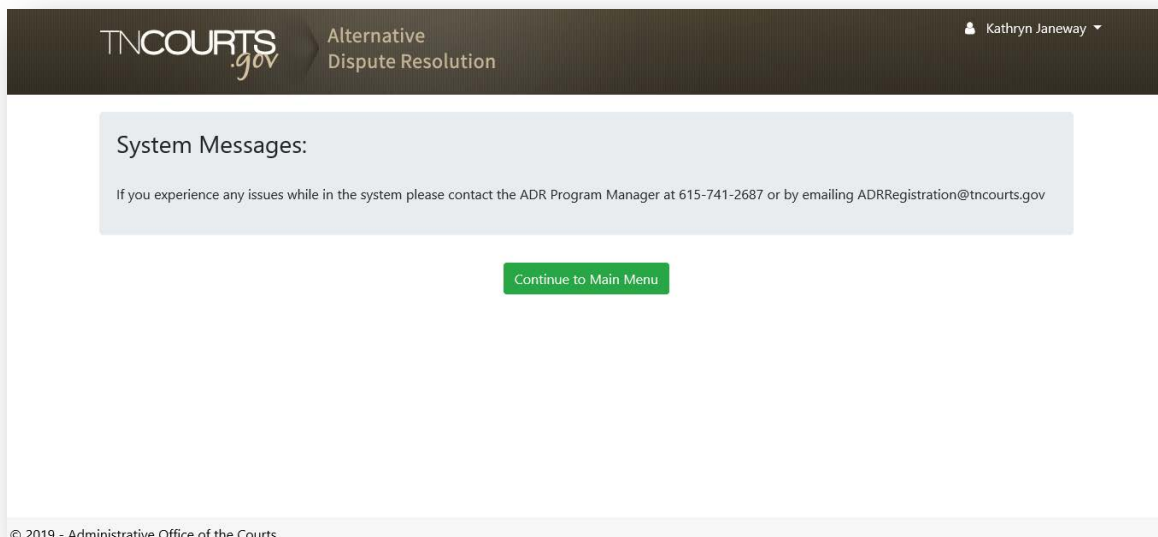


Figure 1 - System Message Screen

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After logging into the system the first screen that will display is the System Message screen. The ADR Administrators have the ability to post information on this screen to notify you of important information. To proceed to the mediator portal click on the **Continue to Main Menu** button.

Alternative Dispute Resolution Mediator Portal Overview

The screenshot displays the 'Rule 31 Mediator Portal' interface. At the top, the TN COURTS .gov logo is visible alongside 'Alternative Dispute Resolution'. The main header reads 'Rule 31 Mediator Portal'. Below this, three status indicators are shown: 'Your Next Renewal Year: 2020', 'You have 10 current year Rule 31 Mediation reports entered', and 'Your CME Renewal Year: 2021'. The central area contains several blue links: 'Mediator Application', 'View all my previous Mediation Reports', 'Add a new Rule 31 Mediation Report', 'View all my previous CME courses', 'Add a Continuing Mediation Education Course', 'Renew my Listing', and 'Edit My Profile'. A red message states: 'You have a Renewal Application pending. You will not be able to submit again until the administrator has approved your application.' Below this, a section titled 'Your Continuing Mediation Education Hours to date' contains a table with the following data:

| General Mediation Issues | Mediation Ethics | General Continuing Education | TN Family Law |
|--------------------------|------------------|------------------------------|---------------|
| 4.25 | 0 | N/A | 0 |

A green check mark indicates you have met the CME requirements for your renewal.

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Figure 2 - Rule 31 Mediator Portal

The Alternative Dispute Resolution (ADR) Mediator functions allow mediators the ability to enter the following data:

1. Mediator Application
2. Rule 31 Mediation Reports
3. Continuing Mediation Education (CME) Course
4. Renew your Mediation listing
5. Edit your Profile data

Along with entering data, a mediator is able to view:

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1. Rule 31 Mediation Reports that they had entered since they started meditating. The report view will display a PDF of the initial data entered when completing the Rule 31 Mediation Report excluding the Case Number, and names of the Plaintiff and Defendant.
2. Previous CME Courses information. Only the courses entered into the system are captured and displayable. Courses completed for prior renewal periods are stored with the original renewal application for a period of seven (7) years.

Other data displayed on the portal page are:

1. Your Next Renewal Year: This year indicates the year of the renewal
2. The number of Rule 31 Mediation Reports entered for the current renewal period
3. Your CME Renewal Year: This year indicates the CME renewal year. The system varies that the required training has been achieved before the renewal can be submitted.
4. Appropriate messages will display informing the mediator of the status of their renewals and other issues.
5. At the bottom, there is displayed a grid that indicated the number of hours credited for the renewal period based on the CME courses entered by the mediator or by a provider. Providers have the ability to enter the class rosters after a training session that will apply the course to the mediator's records.

General considerations:

- a. The best browser to use is Google Chrome but you can use IE, Firefox, or Safari.

Mediator Application

For detail instructions on completing a mediator application see the Mediator Application Guide.

Rule 31 Mediation Reports

The Rule 31 Mediation Reports function allows the mediator to enter the Rule 31 Mediation Reports. The data is saved in the database and later used to complete some of the information needed when entering the Renewal. All Mediation Reports enter into the system as well as all past reports submitted electronically are viewable within the system. See [View all my previous Mediation Reports](#) for how to access this data.

For detail, instructions on completing the Mediation Report Information data go to [Add a New Mediation Reports](#)

Continuing Education Course

Mediators can enter their Continuing Education Courses during the year as they take it and not have to wait for the renewal period to enter the data. The mediators are able to select from a list of pre-approved providers and their courses. Upload proof of attendance. CME pre-approved courses are automatically approved and added to the mediator's records.

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Along with the list of pre-approved providers and courses, the mediator has the ability to add a new course or a new provider and course. These new courses will be forwarded to the ADR administrators to approve. Once approved the course is added to the mediator records.

The system tracks the number of hours in the various training categories based on the courses assigned values and the mediator's listing type. Once the prerequisite hours are attained, the system will indicate this on the portal page.

For detail, instructions on completing the CME course Information go to [Add a Continuing Mediation Education Course](#)

Editing Your Profile

On the Edit My Profile screen, a mediator can change any of the information displayed. The data on this screen is considered the mediator's primary information for the ADR system. A mediator cannot change their email address here, which must be done within the AOC Access Management Portal (AMP). See Appendix A for instructions on how to change a mediator's email.

For detail, instructions on editing the Profile Information go to [Profile Information Data Entry](#)

View all my previous Mediation Reports

When clicking on this link you are taken to a screen that displays all the Rule 31 Mediation Reports a mediator has entered into both the legacy system and within the new ADR system. From this screen, you can view all the reports entered or just those for the current calendar year. The grid displays the Mediation Ceased Date, Mediation Type, County, Court, Dispute Type, Hours in Mediation, Fee Type, and Outcome.

| Mediation Ceased Date | Mediation Type | County | Court | Dispute Type | Hours in Mediation | Fee Type | Outcome | Action |
|-----------------------|----------------|------------|-----------------|--|--------------------|----------|---------------------|----------------------|
| 9/24/2019 | Pre-Trial | Cumberland | Chancery Court | Real Property | 0.00 | | | View |
| 9/17/2019 | Court Order | Cumberland | Chancery Court | Product Liability | 10.00 | Standard | All Issues Resolved | View |
| 9/17/2019 | Court Order | Cumberland | Appellate Court | Domestic Relations - Divorce with Children | 20.00 | Standard | All Issues Resolved | View |
| 9/17/2019 | Informal | Crockett | Chancery Court | Personal Injury | 73.00 | Standard | All Issues Resolved | View |

If you click on the view link, the system displays a form that can be printed or saved. The ADR system does not retain the Plaintiff or Defendant Names or the Case Number for privacy considerations.

Cancel

All Since last CME Renewal

List of continuing mediation education (CME) courses you have taken to meet the continuing education requirements of Rule 31, § 18(a).

| Date | Provider | Name | General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-----------|------------------------|--|-------------------------|------------------|------------------------------|---------------|
| 5/15/2018 | Lipscomb ICM | 2018 Southeast Conference on Conflict Management Track #2 Session 4 | 1.50 | | | |
| 6/13/2018 | Training Resolved, LLC | Elder Mediation Day 2 Session 5 | 1.75 | | | |
| 8/18/2018 | Clay Phillips, PhD | Law & Mediation Practice Professionalism: Diversity in the Workplace | | | 2.00 | |
| 6/12/2018 | Training Resolved, LLC | Elder Mediation Day 1 Session 3 | 1.00 | | | |

All of the CME courses entered by the mediator or submitted by the Provider are viewable by clicking on this link. Only courses submitted through the ADR system are retained in the mediator’s history. The grid includes Date (Date the course was taken), Provider, Name. The remaining fields indicated the hours credited to the mediator in each of the training categories (General Mediation Issues, Mediation Ethics, General Continuing Education, and TN Family Law).

The All CME Courses is the default display. You can filter the grid to display only courses since the last CME Renewal period.

Renew my Listing

Renewing your ADR listing is integrated with the Rule 31 Reports and the Continuing Mediation Education data. The system pulls your Pro Bono information, Continuing Mediation Education courses, and the number of mediations by courts type from the database and loaded to the renewal application. The system also will populate the approval dates from your original applications and the listing type(s) for your renewal.

The system keeps track of your renewal years and for the years where you are not required to have the 6 hours of training the system will let you know. Likewise, when it is time for your CME renew year the system will track your training status. If you do not have any hours in your records of not enough to meet the 6 hours requirement the system will not let you renew,

For detail, instructions on completing your renewal listing go to [Renew my Listing Data Entry](#)

Data Entry Instructions

Mediation Reports Data Entry

Alternative Dispute Resolution

Kathryn Janeway

Report of Mediation by a Rule 31 Mediator

IN THE: COURT FOR: COUNTY

AT: City ,TENNESSEE

Plaintiff: CIVIL ACTION/DOCKET NO.:

VS.

Defendant:

Notice: Entering the above information is ONLY required if you wish to create a printable report that can be submitted to the court or to create a record for yourself. Should you choose to enter the above information, the printed reports that are generated by this form are the only places that this information will appear. The information above is neither collected nor recorded, and not stored in any manner by the Administrative Office of the Courts, thereby maintaining confidentiality of the case.

Cancel Save/Continue

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Figure 3 - Rule 31 Mediation Case Data

If you are going to print reports for the local court, you need to complete this page. Otherwise, just click on the Save/Continue

1. In The [] Court -field select the court type the mediation was held for.

- Appellate Court
- Chancery Court
- Circuit Court
- Federal Court
- General Sessions Court
- Juvenile Court
- Municipal Court
- Out of State Court
- Probate Court

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2. For [] County - field select the county the mediation was held in.

| | |
|---|---|
| <ul style="list-style-type: none">AndersonBedfordBentonBledsoeBlountBradleyCampbellCannonCarrollCarterCheathamChesterClaiborneClayCocke | <p>1. If you selected Federal or Out of State Court in 1 then the county field is not editable.</p> |
|---|---|

3. AT [city], TENNESSEE- field select the city the mediation was held in.
- a. If you selected Federal or Out of State Court in 1 then the county field is not editable.



The flowing data is not stored in the system once the report is submitted due to privacy consideration. If you need to print these reports to turn into the local courts there is an option on the last page of the report entry.

4. **Plaintiff** - Enter the name of the plaintiff in this space.
5. **CIVIL ACTION/DOCKET NO.:** Enter the Civil Action or Docket ID in this space.
6. **Defendant** - Enter the name of the defendant in this space
7. **Save/Continue** - Clicking on this control stores the data while the Rule 31 Mediation Report is being entered and takes you to the next screen
8. **Cancel** – Clicking this control cancels the entry process for the Rule 31 Mediation Report and none of the data is saved.

TNCOURTS.gov Alternative Dispute Resolution Kathryn Janeway

[Cancel](#) **19** Report of Mediation by a Rule 31 Mediator

This report should be completed for all mediation proceedings conducted by Rule 31 mediators except those related to out of state cases.
 With the exception of the second address line "Address2," and "Email," all data fields must be completed by making an entry or a selection.

Mediator Name: Kathryn **1** Janeway **2** AOC-Test-8@tncourts.gov **3**
First Name Last Name User Name

Mediator Address: 2600 Adrienne Way **4** Address 2 **5** Louisville **6** [Add New Address](#) **11**
Street & Number Address 2 City [Select From List](#) **12**

Tennessee **7**
State

38012 **8**
Zip Code

Mediator Phone: 615-231-1527 **9** [Add New Phone](#) **13** [Select From List](#) **14**
Phone

Mediator Email: AOC-Test-8@tncourts.gov **11** [Add New Email](#) **15** [Select From List](#) **16**
Email Only enter your email address if you want to receive an email confirming the AOC has received the submitted information

[Back](#) **18** [Save/Continue](#) **17**

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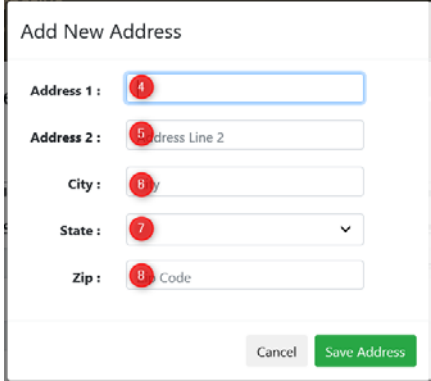
The data on this screen is preloaded from the Mediator’s Primary Profile information. To modify the (1) **First** and (2) **Last** Names you will have the change that in the [Edit my Profile](#) function. Your (3) **User Name** is the same as your (11) **Mediator Email** and cannot be changed in the system.

The remaining fields on this page exist in three categories Address, Phone, and Email. Each category allows you to simply keep the default data or modify what is going to show on the printed Rule 31 Reports. This functionality allows a mediator, who uses multiple locations to enter once and then select the appropriate data.

For the Mediator’s address section (4) – (8)

- 11. Add New Address** – Click on this control to display the Add New Address pop-up.

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The screenshot shows a form titled "Add New Address" with the following fields and callouts:

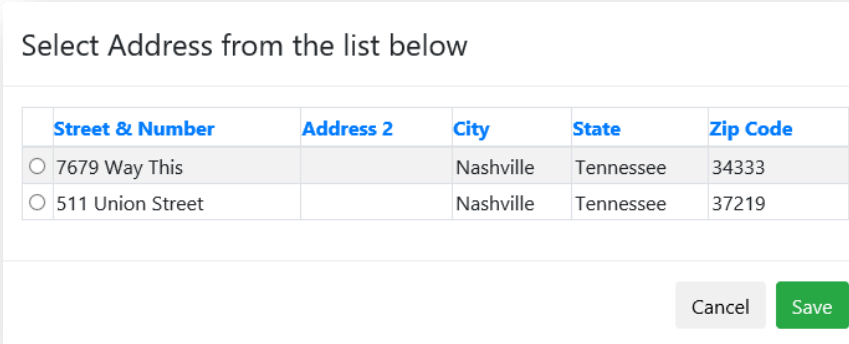
- Address 1 :** A text input field with a red circle containing the number 4.
- Address 2 :** A text input field with a red circle containing the number 5.
- City :** A text input field with a red circle containing the number 6.
- State :** A dropdown menu with a red circle containing the number 7.
- Zip :** A text input field with a red circle containing the number 8.

At the bottom of the form are two buttons: "Cancel" and "Save Address".

Figure 4 - Add New Address

- Address 1** (required) 50 characters
- Address 2** (optional) 50 characters
- City** (required) 50 characters
- State** select from drop-down list
- Zip** (required)
- Cancel** Erases data that was entered and closes pop-up box
- Save Address** Add address to the mediator list

12. Select From List – Click on this control to display a list of previously added Address pop-up.



The dialog box is titled "Select Address from the list below" and contains a table with the following data:

| | Street & Number | Address 2 | City | State | Zip Code |
|-----------------------|------------------|-----------|-----------|-----------|----------|
| <input type="radio"/> | 7679 Way This | | Nashville | Tennessee | 34333 |
| <input type="radio"/> | 511 Union Street | | Nashville | Tennessee | 37219 |

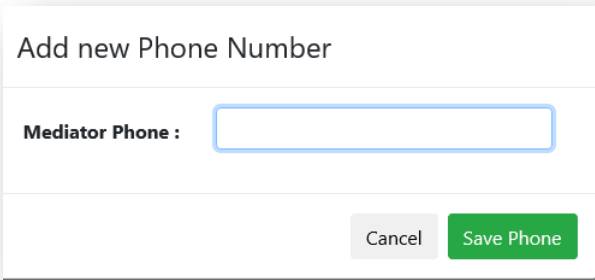
At the bottom right of the dialog box are two buttons: "Cancel" and "Save".

Figure 5 - Select Saved Addresses

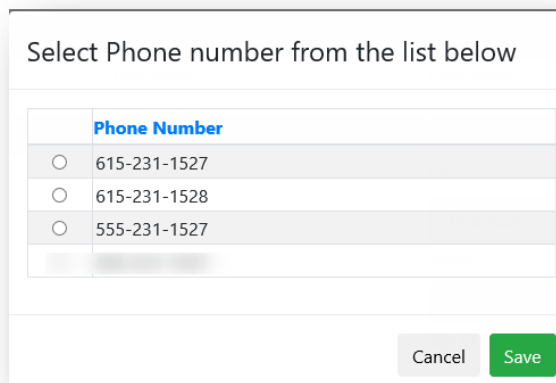
Select the address you want to use for the Rule 31 Mediation Report being added. When you click Save the address on the report will change.

9. Mediator Phone This is pre-loaded from the mediator's profile information. As with the address, you can add new phone numbers to be used for a given Report.

12. Add New Phone

| | |
|---|--|
|  | <p>As you enter the phone number the system will format it as 999-999-9999</p> <p>Cancel: Closes the pop-up box and does not save the data.</p> <p>Save Phone: saves the phone number to the mediator's records.</p> |
|---|--|

13. Select From List



| | Phone Number |
|-----------------------|--------------|
| <input type="radio"/> | 615-231-1527 |
| <input type="radio"/> | 615-231-1528 |
| <input type="radio"/> | 555-231-1527 |

Figure 6 - Select Phone Number

Select the phone number you want to use for the Rule 31 Mediation Report being added. When you click Save the phone number on the report will change.

9. Mediator Email: This is pre-loaded from the mediator’s profile information. As with the address, you can add a new Email address to be used for a given Report.

14. Add New Email

Add new Email Address

Mediator Email :

Only enter your email address if you want to receive an email confirming the AOC has received the submitted information

Enter the new email address

Cancel: Closes the pop-up box and does not save the data.

Save Email: saves the phone number to the new email mediator’s records.

Figure 7 - Add New Email Address

15. Select From List

Select Email address from the list below

| | Email Address |
|-----------------------|------------------------|
| <input type="radio"/> | AOC-Test-8@hotmail.com |
| <input type="radio"/> | AOC-Test-8@Yahoo.com |

Figure 8 - Select Email address from List

Select the Email address you want to use for the Rule 31 Mediation Report being added. When you click Save the Email, the address on the report will change.

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17. Save/Continue - clicking on this control saves the data and displays the new input page.

18. Back - Clicking on this control takes you back to the previous page.

19. Cancel - Clicking on this control cancels this session and takes you back to the main mediator menu.

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Figure 9 - Rule 31 Mediation Report Page 3

1. Type of Mediation

Select all that applies for the mediation session being report.



If you select Pre-Suit as the Mediation Type, the system removes the next question about where the suit is pending.

2. If a Litigated matter, where is suit pending:

Select the county where the suit is pending

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3. This is a case that was or would have been filed in:



Figure 10 - Rule 31 Mediation Report Courts

The system now has Federal and Out of State Courts so these can be reported.

Select only one

4. Date of First Mediation:

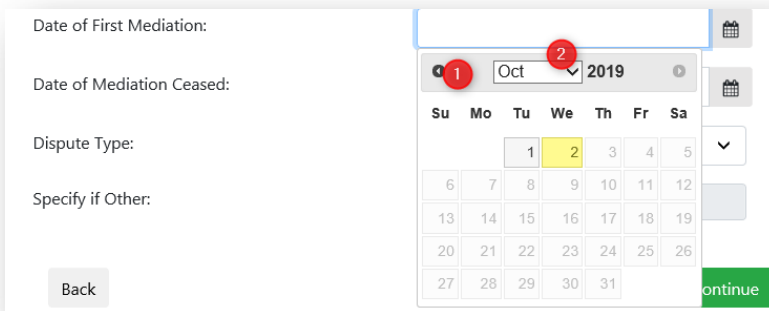


Figure 11 - Rule 31 Mediation Report Date Calendar

This is the first date of the Mediation Session. The system will only allow you to select the current day or earlier

You can enter your date in two ways. The first is to type the date in the box in the mm/dd/yyyy format. For September 30, 2019, enter 09/30/2019

The calendar will default to the current day and you can navigate by using the controls (1) and (2). Control one in the example above will move the calendar back by one month. Calendar control (2) will display a list of months. If you select a month, the display changes to that month.

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5. Date of Mediation Ceased:

This is the last date of the Mediation Session. The system will only allow you to select the current day and a date after the date entered in the Date of First Mediation. See Figure 11 for calendar display.

6. Dispute Type:



| |
|--|
| Adoption/Surrender |
| Appeal from Administrative Hearing |
| Conservatorship/Guardianship |
| Contract/Debt/Specific Performance |
| Damages/Torts Other Than Personal Injury |
| Domestic Relations - Child Custody/Visitation Only |
| Domestic Relations - Child Support Only |
| Domestic Relations - Divorce with Children |
| Domestic Relations - Divorce without Children |
| Domestic Relations - Post Divorce Issue |
| Juvenile Appeal |
| Landlord/Tenant |
| Legitimation/Paternity |
| Medical Malpractice |
| Other |
| Personal Injury |
| Probate/Trust |
| Product Liability |
| Real Property |
| Workers Compensation |
| Wrongful Death |

Select only one of the choices from the drop-down list. If your dispute type is not listed, select **other** and enter your information in the next field.

7. Specify if Other:

You must have selected **Other** on the previous question to enter the Dispute type description. You may enter up to 200 characters.

8. Save/Continue - clicking on this control saves the data and displays the new input page.

9. Back - Clicking on this control takes you back to the previous page.

10. Cancel - Clicking on this control cancels this session and takes you back to the main mediator menu.

Cancel 0

TNCOURTS .gov Alternative Dispute Resolution

Kathryn Jarneway

Report of Mediation by a Rule 31 Mediator

1 Total Hours in Mediation: Enter a number between 1 and 999

2 Which of the Following Parties Appeared and Participated in the Mediation Process? (Check all that apply):

- Defendant
- Defendant's Attorney
- Defendant's Representative
- Plaintiff/ Co-Plaintiff
- Plaintiff Attorney
- Plaintiff Representative
- Other

Specify:

3 Settlement Outcome from Mediation (Choose one): All issues resolved
 Issues partially resolved
 No issues resolved

4 Mediation Fees: (Choose one): Standard Supreme Court Rule 38
 Pro Bono Court-Ordered Pro Bono
 Reduced Fee Mediator requests that cost of services be charged as court costs

5 Estimated numbers of hours it would have taken to try case: Enter a number between 1 and 999

7 Back

8 Save/Continue

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Figure 12 - Rule 31 Mediation Report page 5

1. Total Hours in Mediation Enter a number between 1 and 999

Enter you total hours in all the mediation sessions for this mediation you can enter up to 999.99 hours

2. Which of the Following Parties Appeared and Participated in the Mediation Process? (Check all that apply) :

If you check other, you need to enter data in the Specify who participated in the input box. This field will hold up to 500 characters.

3. Settlement Outcome from Mediation (Choose one)

Select an outcome of the sessions

4. Mediation Fees: (Choose one)

Select the Mediation Fee type for this mediation. If you select Pro Bono or Court-Ordered PRO Bono as your fee type, the system will pre-load this mediation session on your Renewal application.

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5. **Estimated numbers of hours it would have taken to try the case:** *Enter a number between 1 and 999*

Enter you total hours in all the mediation sessions for this mediation you can enter up to 999.99 hours

6. **Save/Continue** - clicking on this control saves the data and displays a summary page for your review.
7. **Back** - Clicking on this control takes you back to the previous page.
8. **Cancel** - Clicking on this control cancels this session and takes you back to the main mediator menu.

Administrative Offices of the Court

TNCOURTS.gov Alternative Dispute Resolution Kathryn Janeway

Report of Mediation by a Rule 31 Mediator
IN THE APPELLATE COURT

| | |
|---|--|
| Mediator's Name: | Kathryn Janeway |
| Mediator's User Name: | AOC-Test-8@tncourts.gov |
| Type of Mediation: | Based on Local Practice (Informal/No Written Order) |
| County where suit is pending if litigated matter: | Carter |
| The court case was or would have been filed in: | Appellate Court |
| Date of First Mediation: | 10/1/2019 |
| Date of Mediation Ceased: | 10/3/2019 |
| Dispute Type: | Landlord/Tenant |
| Total Hours in Mediation: | 5.50 |
| Parties appeared and participated: | Defendant, Defendant's Attorney, Plaintiff/ Co-Plaintiff, Plaintiff Attorney |
| Settlement and Outcome: | Issues Partially Resolved |
| Mediation Fees: | Pro Bono |
| Estimated numbers of hours it would have taken to try case: | 800.50 |
| Mediator Address: | 2600 Adrienne Way |
| Mediator Address (Line 2): | |
| Mediator city: | Louisville |
| Mediator State and Zip: | Tennessee, 38012 |
| Mediator Phone Number: | (615) 231-1527 |
| Mediator Email: | AOC-Test-8@tncourts.gov |

[Edit](#) **1** [Post Information](#) **1**

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Figure 13 - Rule 31 Mediation Report Summary

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Report of Mediation by a Rule 31 Mediator
IN THE APPELLATE COURT FOR CARTER COUNTY
AT ANY CITY, TENNESSEE

William Tell,
Plaintiff
vs.
Daniel Boone IX,
Defendant

CIVIL ACTION/DOCKET NO: 51-2019-229-002

| | |
|---|--|
| Mediator's Name: | Kathryn Janeway |
| Mediator's User Name: | AOC-Test-8@tncourts.gov |
| Type of Mediation: | Based on Local Practice (Informal/No Written Order) |
| County where suit is pending if litigated matter: | Carter |
| The court case was or would have been filed in: | Appellate Court |
| Date of First Mediation: | 10/1/2019 |
| Date of Mediation Ceased: | 10/3/2019 |
| Dispute Type: | Landlord/Tenant |
| Total Hours in Mediation: | 5.50 |
| Parties appeared and participated: | Defendant, Defendant's Attorney, Plaintiff/ Co-Plaintiff, Plaintiff Attorney |
| Settlement and Outcome: | Issues Partially Resolved |
| Mediation Fees: | Pro Bono |
| Estimated numbers of hours it would have taken to try case: | 800.50 |
| Mediator Address: | 2600 Adrienne Way |
| Mediator Address (Line 2): | |
| Mediator city: | Louisville |
| Mediator State and Zip: | Tennessee, 38012 |
| Mediator Phone Number: | (615) 231-1527 |
| Mediator Email: | AOC-Test-8@tncourts.gov |

[Print Report](#) **4** [Post Information](#) **1** [Edit](#) **2**

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Figure 14 - Rule 31 Mediation Report Summary with Header

The Summary screens display somewhat differently depending on if you entered data on the first screen where the case data can be entered. If you entered data on that screen, you will see a summary as shown in figure 14. This includes the court information, Civil Action or Docket Number and the Plaintiff and Defendant's names.

Administrative Offices of the Court

After reviewing the data, you can select four (4) options to continue;

1. **Post Information:** - Once you have reviewed the data and are finished with entering your data this will post the data to the database and return you to the main Mediator Menu.

| | |
|---|--|
|  | Once you post the information, you will not be able to change the data for this mediation session or print out the reports with the Case information page. |
|---|--|

A confirmation screen appears showing a confirmation number. Click on the Return to Mediator Home page to return to your menu.

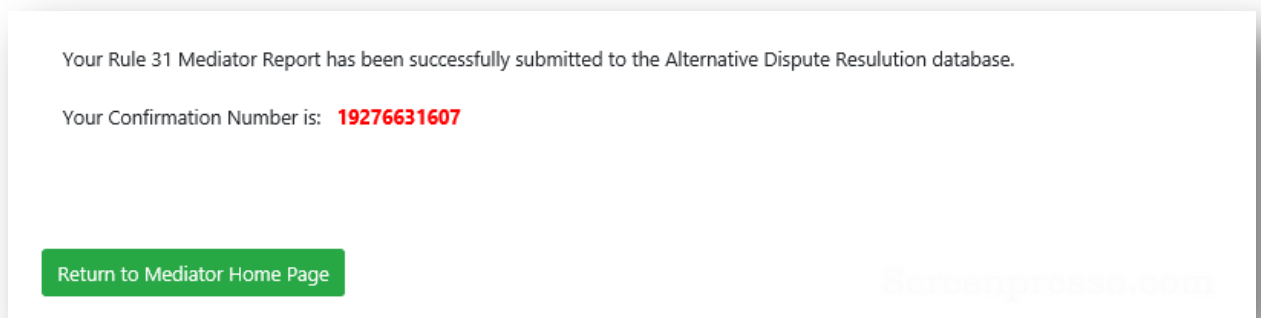


Figure 15 - Rule 31 Mediation Session data posting confirmation

2. **Edit:** - Allows you to edit the data. When you click on this control, you are taken back to the input screens and you can use the **Back** and **Save/Continue** to navigate through the screens. To return to the summary screen you need to **Save/Continue** through all the data entry screens.
3. **Cancel** - Clicking on this control cancels this session and takes you back to the main mediator menu.
4. **Print Report - This** generates a PDF version of the reports which you can print the document. Depending on the browser you have the printing steps will be different.

Report of Mediation by a Rule 31 Mediator

IN THE APPELLATE COURT FOR CARTER COUNTY
AT ANY CITY, TENNESSEE

William Tell
Plaintiff
Vs.
Danial Boone IX
Defendant

CIVIL ACTION/DOCKET NO: 51-2019-229-002

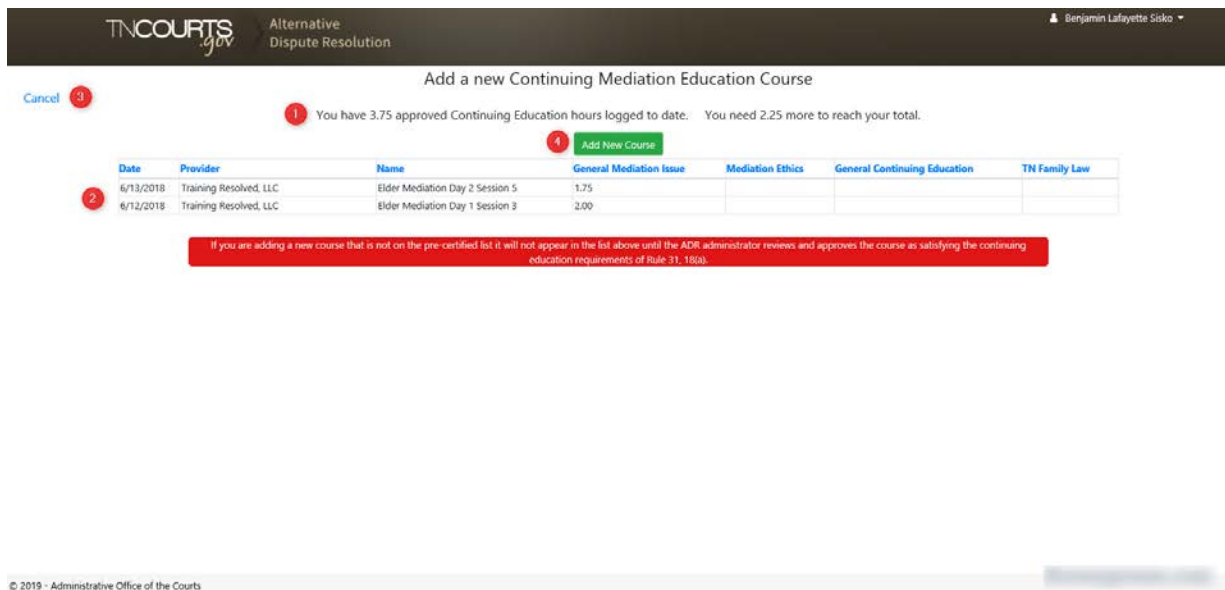
| | |
|---|---|
| Mediator's Name: | Kathryn Janeway |
| Mediator's User Name: | AOC-Test-8@tncourts.gov |
| Type of Mediation: | Based on Local Practice (Informal/No Written Order) |
| County where suit is pending if litigated matter: | Carter |
| The court case was or would have been filed in: | Appellate Court |
| Date of First Mediation: | 10/1/2019 |
| Date of Mediation Ceased: | 10/3/2019 |
| Dispute Type: | Landlord/Tenant |

Figure 16 - Report of Mediation by a Rule 31 Mediator Sample

Continuing Mediation Education Course Data Entry

The Mediator, a Provider, or an ADR administrator can add CME courses. In this section, we are describing how a Mediator adds their courses.

The ADR system allows you to add their CME course to the system. After you have clicked on the [Add a Continuing Mediation Education Course](#) from the main menu the following screen displays. In this example, two courses have already been added to the mediator's records.



Cancel

1 You have 3.75 approved Continuing Education hours logged to date. You need 2.25 more to reach your total.

4 Add New Course

| Date | Provider | Name | General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-----------|------------------------|---------------------------------|-------------------------|------------------|------------------------------|---------------|
| 6/13/2018 | Training Resolved, LLC | Elder Mediation Day 2 Session 5 | 1.75 | | | |
| 6/12/2018 | Training Resolved, LLC | Elder Mediation Day 1 Session 3 | 2.00 | | | |

If you are adding a new course that is not on the pre-certified list it will not appear in the list above until the ADR administrator reviews and approves the course as satisfying the continuing education requirements of Rule 31.18(a).

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Figure 17 - Add CME Course start page

1. Any approved courses for the current CME renewal period are displayed in a table with the following data;
 - a. Date
 - b. Provider
 - c. Name
 - d. General Mediation Issue
 - e. Mediation Ethics
 - f. General Continuing Education
 - g. TN Family Law
2. The system keeps track of the approved course hours you have earned during the current CME renewal period. The system will also indicate the number of hours needed to satisfy the CME requirements based on the Listing type you have. Here we do not break it out as to the individual training categories.

Administrative Offices of the Court

3. **Cancel** – Closes the Add a Continuing Mediation Education Course session and returns you to the main menu.
4. **Add New Course** - when you click on this control the first page in the process displays

The screenshot shows a web interface for adding a new Continuing Mediation Education (CME) course. At the top left is the TNCOURTS.gov logo and 'Alternative Dispute Resolution'. The user is identified as Benjamin Lafayette Sisko. The main heading is 'Add a new Continuing Mediation Education Course'. Below this, there is a 'Cancel' button with a red circle containing the number 4. A red circle containing the number 1 is next to a link that says 'If the Provider or Course is not shown below, click HERE to add a new course. You must first view the Provider list below.' Below this link are two dropdown menus: 'Provider' with a red circle containing the number 2, and 'Course' with a red circle containing the number 3. The footer contains '© 2019 - Administrative Office of the Courts' and 'Screenpresso.com'.

Figure 18 - Add CME Course Provider

As a mediator, you have the ability to add a course under three scenarios they are

- b. Add a course from the list of approved courses

The ADR administrators maintain the approved courses, which the provider submitted, approved and entered into the system by a mediator.

- c. Add a new course for an existing provider

A provider may offer a course but have not submitted the request for approval for a particular course so the mediator can add that course to their record.


- d. Add a new provider and course

You may take a course from a provider that is not in the system. In this case, you will also have to provide information on the provider and course information

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Pre-Approved Courses

5. **Provider-** Clicking on the down arrow displays a list of providers who have approved courses

| | |
|---|--|
|  <p>The screenshot shows a dropdown menu titled "Provider:" with a blue header bar. Below the header is a scrollable list of 28 provider names. The list includes:</p> <ul style="list-style-type: none">13th Judicial District Child Support OfficeAccess to Justice CommissionAdministrative Office of the CourtsAenzi IncAffordable CLE TNAssociation of Attorney-MediatorsCharlotte U. Fleming / The Fleming Law FirmChattanooga Bar AssociationClay Phillips, PhDCommunity Mediation Center (Knoxville)CoParenting SolutionsEast Tennessee Collaborative AllianceFirst Judicial District Assistance CorporationHutson Mediation Firm, PLLCKnoxville Bar AssociationLipscomb ICMM. Lee SmithMemphis Bar AssociationMental Health America of Middle TennesseeNashville Bar AssociationNashville Conflict Resolution CenterNational Academy of Distinguished NeutralsOn Dev NowPrivate Dispute Resolution Services, LLCRosemary Frank Financial, LLCState of Tennessee Department of Human ResourcesTennessee Association of Professional Mediators | <p>Select the provider's name for the course you want to add.</p> <p>If the provider's name is not on the list, you will have to add a new provider and course. See the instructions to do this,</p> |
|---|--|

Administrative Offices of the Court

- 6. Course-** After selecting the provider the approved the course field is now unlocked and you can select a course from the drop-down list.

The screenshot shows a web interface for adding a new Continuing Mediation Education Course. The header includes the logo for TN Courts of Justice and the text 'Alternative Dispute Resolution'. The user's name, Benjamin Lafayette Sisko, is visible in the top right corner. The main heading is 'Add a new Continuing Mediation Education Course'. There are four numbered red circles indicating steps: 1. A link 'HERE' to add a new course. 2. A 'Provider' dropdown menu with 'Access to Justice Commission' selected. 3. A 'Course' dropdown menu that is open, displaying a list of courses. 4. A 'Cancel' button. The course list includes: Tennessee Family Law Summit, Tennessee Family Law Summit Session 1, Tennessee Family Law Summit Session 2, Tennessee Family Law Summit Session 3, Tennessee Family Law Summit Session 4, Tennessee Family Law Summit Session 5, 2019 Pro Bono Summit with General Continuing Education Hours, 2019 Pro Bono Summit Session 1, 2019 Pro Bono Summit Session 2, 2019 Pro Bono Summit Session 3, 2019 Pro Bono Summit Session 4, 2019 Pro Bono Summit Session 5, 2019 Pro Bono Summit Session 6, 2019 Pro Bono Summit Session 7, 2019 Pro Bono Summit Session 8, 2019 Pro Bono Summit Session 9, 2019 Pro Bono Summit Session 10, and 2019 Pro Bono Summit Session 11. The footer contains '© 2019 - Administrative Office of the Courts' and 'Screenpresso.com'.

Figure 19 - Add CME Course Providers courses

When a course is actually a break out session from a larger conference, you may select the entire conference or an individual session.

When you select a course, the system will display the course information

Cancel **Add**

If the Provider or Course is not shown below, click [HERE](#) to add a new course. You must first view the Provider list below.

Provider: Training Resolved, LLC **Course:** Mediation Advocacy

1 Course Schedule: Select schedule

2 Total Course Hours: 1 * Please note, the total hours entered cannot exceed this total.

3 Hours in class:

| General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-------------------------|------------------|------------------------------|---------------|
| | | | |

4 Course hours:

| General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-------------------------|------------------|------------------------------|---------------|
| | 1.00 | | |

Please attach proof of attendance such as a CLE Statement, Certificate of Attendance or E-mail Confirmation of Completion from the provider that states the name of the course, date of course and number of hours.

5 Browse for file on my computer No file selected

7 Cancel **8** Save/Continue

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Figure 20 - Add new Continuing Mediation Education Course information

To add a pre-approved course you need to complete two (2) fields and upload proof of attendance.

- 1. Course Schedule** – To complete the course selection you need to select the date you took the course, click on the down arrow to display the list of dates the course was offered.

Course Schedule: Select schedule


- 1/26/2019 at Location: Online/On-Demand

Total Course Hours: 1 * Please note, the total hours entered cannot exceed this total.

Figure 21 - Course Schedule

- 2. Total Course Hours** – This field indicates the total number of hours that can be added to the appropriate training category.
- 3. Hours in class** – You will be able to indicate the number of hours in categories. You will be able to enter hours only in the boxes that are not gray. From the image above, you see that the ADR administrators indicated that the course selected is allocated 1 hour in Mediation Ethics. You can enter any number up to but not exceeding the allocated hours.

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4. **Course hours** – This is the breakdown of how the ADR Administrators allocated the hours for this course
5. **Browse for file on my computer:** See [Attach Documentation](#) section for instructions
6. **Click on** 

You will see a confirmation screen

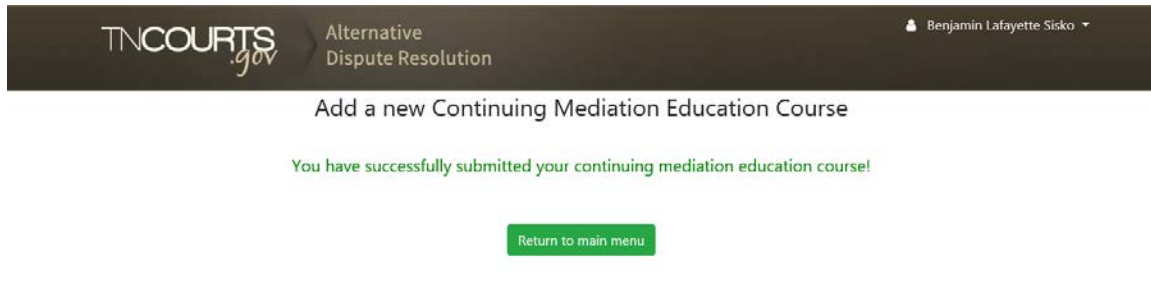


Figure 22 - Course Submitted successfully

Click on the Return to main menu page take you back to the Mediator's portal

Adding a Non Pre-Approved Course

If you take a course that you want to include but is not in the list of providers and courses you may still add the course. You will be required to add either just the course if the provider is listed, or both the provider and course information.

To add a non-pre-approved course you must first to attempt to locate the provider and course first. You notice that the word **HERE** is black. It will remain black until you click on the down arrow in the Provider box. If your course provider is not there click on the word **HERE**. If the provider is there then look for the course. If your course is not there click on the word **HERE**.

TNCOURTS.gov Alternative Dispute Resolution Benjamin Lafayette Sisko

Add a new Continuing Mediation Education Course

Cancel

If the Provider or Course is not shown below, click [HERE](#) to add a new course. You must first view the Provider list below.

1 Provider:

2 Course:

Figure 23 - Add a New Existing Course

TNCOURTS.gov Alternative Dispute Resolution Benjamin Lafayette Sisko

Add a new Continuing Mediation Education Course

Cancel

If the Provider or Course is not shown below, click [HERE](#) to add a new course. You must first view the Provider list below.

1 Provider:

2 Course:

Figure 24 - Add a New Non-Pre-Approved Course

After you click on the activated [HERE](#) control, the add a new Continuing Mediation Education Course screen is displayed.

Benjamin Lafayette Sisko

Add a new Continuing Mediation Education Course

* Note: this course will not show in your completed course list until approved by the administrator.

1 Provider:

2 Course title:

3 Course date:

4 Course location:

5 Session description:

6 Hours in class:

| General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-------------------------------|---------------------|------------------------------------|------------------|
| | | | |

Please attach proof of attendance such as a CLE Statement, Certificate of Attendance or E-mail Confirmation of Completion from the provider that states the name of the course, date of course and number of hours.

7 Type of document: 8 Browse for file on my computer No file selected

9 Type of document: 10 Browse for file on my computer No file selected

12 11 Save/Continue

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Figure 25 - New Non-Pre-Approved-Course

First, let us walk through adding a new Course to an existing Provider

1. **Provider:** click on the down arrow in the provider field. A list of approved providers is displayed. Select the provider whose course you attended
2. **Course Title:** Enter the course title as it appears on the provider’s documentation.
 - a. Maximum length is 90 Characters
3. **Course Date:** Click on the calendar and select the date you attended the course.
 - a. You may key the date in the input box as mm/dd/yyyy
 - b. Cannot pick a future date
4. **Course Location:** Enter where the course was held. At a minimum the enter the City Name and State
 - a. Maximum length is 50 Characters
5. **Session description:** Enter a description of what was covered during the training.
 - a. Maximum length is 6000 Characters
6. **Hours in Class:** If the provider supplied the credit hours for the training, categories enter that data in the appropriate category. If the provider did not supply this information enter what you believe should be credited. The ADR Administrator may adjust the hour after reviewing the request to enter the course into the system and to your records.
 - a. The format is 99.99 hours

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You will have to upload two documents when adding a new course not already Pre-Approved. One is your proof of attendance and the other is a Course Outline.

7-9. Type of document: Select the document type for the file you are uploaded.

- a. Certificate of Course Completion
- b. Email of Course Completion
- c. Course Outline

8-10. Browse for file on my computer: See [Attach Documentation](#) section for instructions

11. Click on [Save/Continue](#)

You will see a confirmation screen

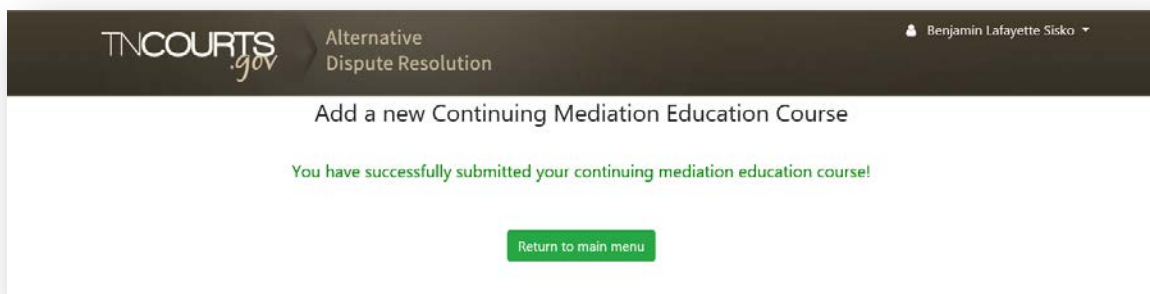


Figure 26 - Add a Continuing Mediation Education Course 2

Adding a New Provider and Course

To add a new provider and course the process is similar to adding a non-pre-approve course but you will have to add the provider details.

TNCOURTS.gov Alternative Dispute Resolution Benjamin Lafayette Sisko

Add a new Continuing Mediation Education Course

* Note: this course will not show in your completed course list until approved by the administrator.

1 Provider:

2 Course title:

3 Course date:

4 Course location:

5 Session description:

6 Hours in class:

| General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-------------------------|----------------------|------------------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Please attach proof of attendance such as a CLE Statement, Certificate of Attendance or E-mail Confirmation of Completion from the provider that states the name of the course, date of course and number of hours.

7 Type of document: 8 Browse for file on my computer No file selected

9 Type of document: 10 Browse for file on my computer No file selected

12 Cancel 11 Save/Continue

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1. **Provider:** click on the down arrow in the provider field. A list of approved providers is displayed. Select the Other

Provider Name: i

Address 1: ii

Address 2: iii

City / State / Zip: iv v Zip

Email: v

Phone: vi

Fax: vii

- I. **Provider Name:** Enter the provider name as it appears on their documentation
 - a. Maximum length is 90 Characters

Administrative Offices of the Court

- II. **Address 1:** Enter the provider address as it appears on their documentation
 - a. Maximum length is 50 Characters
- III. **Address 2:** Enter the provider 2nd address line as it appears on their documentation
 - a. Maximum length is 50 Characters
 - b. Optional
- IV. **City/State/Zip:** Enter the provider city, state, and zip code as it appears on their documentation
- V. **Email:** Enter the provider Email as it appears on their documentation
 - a. Maximum length is 20 Characters
 - b. Optional
- VI. **Phone:** Enter the provider Phone number as it appears on their documentation
 - a. Required
- VII. **Fax:** Enter the provider Fax number as it appears on their documentation
 - a. Optional

The remaining fields are the same as in the previous section.

Attaching Documentation:

Browse for file on my computer: This allows you to upload supporting documentation in PDF format to the system. Documentation should include course sign-in logs or other methods to validate a mediator’s attendance.

By clicking this control, it will launch your browsers of operation systems file explorer so that you can navigate to where your document is stored.

Upload only Portable Document Format (PDF) documents to the system.

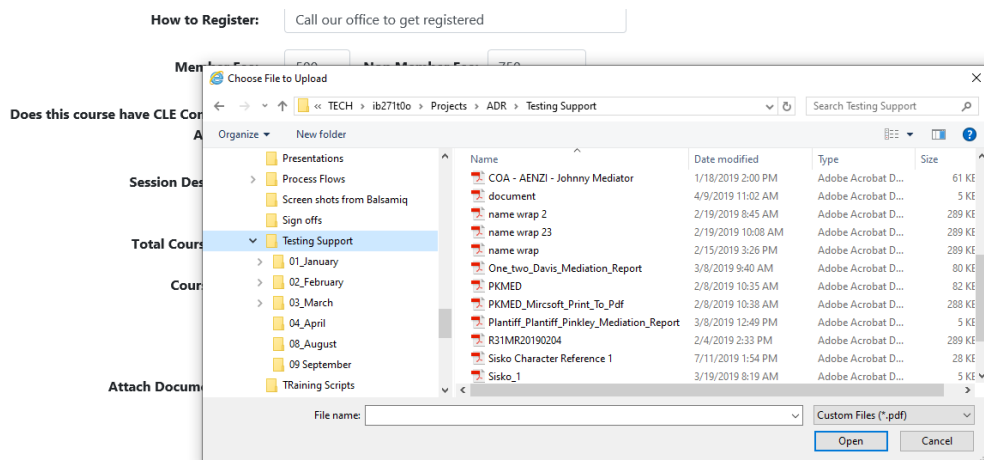


Figure 27 - Example File Explorer

Click on the file you want to upload

Make sure the correct file name shows in the File Name box

Click on Open button

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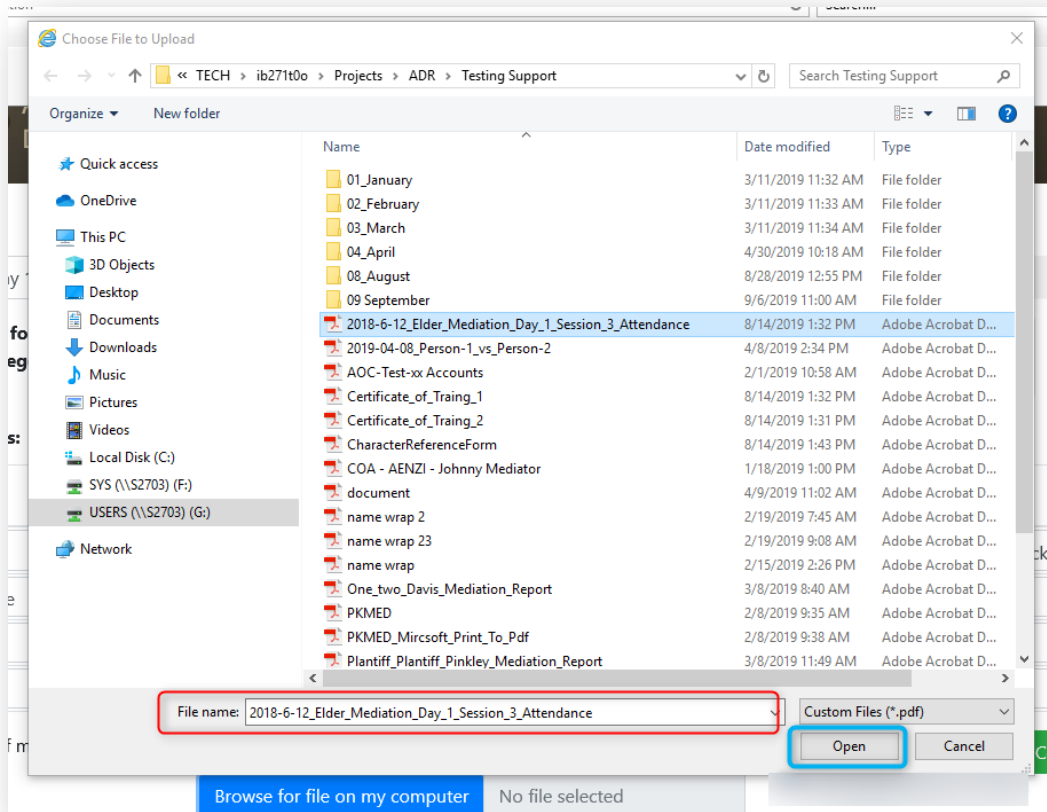
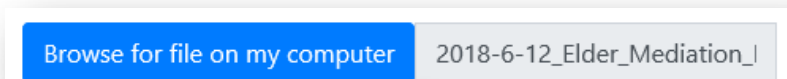


Figure 7-5: File Explorer with the file loaded

The file you selected is displayed.



Click on 

You will be taken back to the blank Add a new Continuing Mediation Education Course screen and a green message will display saying you have successfully submitted your continuing mediation education course!

Click on 

Administrative Offices of the Court Profile Information Data Entry

The screenshot shows the 'Edit My Profile' interface for Kathryn Janeway. The form is organized into several sections:

- Mediator's Name :** Fields for First Name (Kathryn) and Last Name (Janeway).
- Mediator's Address :** Fields for Street & Number (2600 Adrienne Way), Address 2, City (Louisville), State (Tennessee), and Zip Code (38012).
- Mediator's Contact detail :** Fields for Phone Number (615-231-1527), Fax (615-231-1528), and Email Address.
- Mediator's Occupation :** Fields for Occupation (Other) and Base County (Rutherford).

Buttons for 'Cancel' and 'Save' are located at the bottom of the form. The footer indicates '© 2019 - Administrative Office of the Courts'.

Figure 28 - Edit Profile

This feature allows a provider to update the basic information for the provider. This differs from the individuals who are acting as the provider representative. The data displayed is for the training organization. All fields are pulled from the existing data and are editable.

1. **Name:** The name that the training is provided under.
2. **Address:** The provider's primary mailing address.
3. **Address 2:** The provider's primary address (Optional).
4. **City :** Enter the city where the provider is located
5. **State:** Select the state where the provider is located
6. **Zip:** The provider's zip code.

Administrative Offices of the Court

- 7. Email:** The provider's contact email. This may be the same as the Provider Representative
- 8. Phone:** The provider's contact phone. This may be the same as the Provider Representative
- 9. Fax:** The provider's contact fax number. This may be the same as the Provider Representative

Renew my Listing Data Entry

The screenshot shows the 'Renewal Application for Rule 31 Listed Mediators' page on TNCOURTS.gov. The page header includes the TNCOURTS.gov logo and 'Alternative Dispute Resolution' text. The user's name, Benjamin Lafayette Sisko, is displayed in the top right corner. The main content area is titled 'Renewal Application for Rule 31 Listed Mediators' and contains the following fields and options:

- Approval Date of General Civil Listing:** 10/1/2019
- Approval Date of Family Listing:** (empty field)
- Type of Mediator (check all that apply):**
 - General Civil Mediator
 - Family Mediator
 - Specially trained in domestic violence
- Current Contact Information:** A red heading with a note: 'To change the information below, please use the My Profile option on the main menu.'
- Name:** Benjamin La, Sisko
- Address:** PO BOX 8989
- Address 2:** Address 2
- City / State / Zip:** Hendersonville, Tennessee, 37075
- Base County:** Rutherford
- Telephone / Fax:** (615) 741-1414, (615) 252-2222
- Occupation:** Counselor

At the bottom of the form, there are two buttons: 'Cancel Renewal' and 'Save/Continue'.

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Figure 29 - Renew My Listing Contact

Most of the information on this screen is loaded from the mediator's profile. If you need to change any of the data, you will need to go to the Edit My Profile feature from the Mediator's Portal. The exceptions are the *Approval Date of General Civil Listing* and *Approval Date of Family Listing*. The system will pre-select the Type of Mediator based on your original mediator applications.

You may Cancel the renewal or click on Save/Continue

Administrative Offices of the Court

The second screen lists all of your Current Continuing Mediation Education.

Renewal Application for Rule 31 Listed Mediators
* This renewal period does not require Mediator Continuing Education hours.

Current CME Information

1. Below are continuing mediation education (CME) courses you have entered and have been approved to meet the continuing education requirements of Rule 31, § 18(a).
[\(Review explanation of requirement\)](#)

| Date | Provider | Name | General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|-----------|------------------------|---------------------------------|-------------------------|------------------|------------------------------|---------------|
| 6/13/2018 | Training Resolved, LLC | Elder Mediation Day 2 Session 5 | 1.75 | | | |
| 6/12/2018 | Training Resolved, LLC | Elder Mediation Day 1 Session 3 | 2.00 | | | |
| 1/26/2019 | Training Resolved, LLC | Mediation Advocacy | | 1.00 | | |

[Back](#) [Save/Continue](#)

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Figure 30 - Renew My Listing Education

In this example for Mediator Sisko, it is not his renewal year that requires CME credits. However, the system will display any courses already entered by the mediator or a provider in the two-year cycle for taking the required training. The information displayed is:

- Date of Training
- Provider Name
- Name(Course Title)
- Training categories and the number hours credited from each.

You may Cancel the renewal or click on Save/Continue

TNCOURTS.gov Alternative Dispute Resolution

Renewal Application for Rule 31 Listed Mediators

Please note: You have completed 4 hours toward your renewal. You will need to complete 2 additional hour(s) before you can submit a renewal application.

The following areas are missing required hours:

General Mediation Issues: 1 hour(s).
Mediation Ethics: 1 hour(s).

Current CME Information

1. Below are continuing mediation education (CME) courses you have entered and have been approved to meet the continuing education requirements of Rule 31, § 18(a).

[\(Review explanation of requirement\)](#)

| Date | Provider | Name | General Mediation Issue | Mediation Ethics | General Continuing Education | TN Family Law |
|------------|------------------------|----------------------------------|-------------------------|------------------|------------------------------|---------------|
| 11/15/2018 | Training Resolved, LLC | Family Mediation Bundle: 6 Hours | 1.00 | | 2.00 | 3.00 |

Back Cancel Renewal

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Figure 31 - Renew My Listing Education not Complete

In this example for our mediator, his renewal year requires CME credits. In this, case the system displays a series of messages on the Current CME Information screen. Including the number of CME hours entered, the number of hours still required and a breakdown of the training Categories that still need training hours. These messages are based on the type of listing(s) to be renewed. The only option for the mediator is to cancel their Renewal until the correct number of hours has been added to their records.

TNCOURTS.gov Alternative Dispute Resolution Benjamin Lafayette Sisko

Renewal Application for Rule 31 Listed Mediators

Please visit the tncourts.gov website to view your online Rule 31 Mediator listing which includes the counties in which you are currently noted as willing to serve. [Find Mediator](#)

Counties served and Mediation completed

2. Please list any changes you'd like to make to the counties in which you are willing to serve as a Rule 31 Mediator:

Counties in which you will serve: Anderson, Bedford, Benton, Bledsoe, Blount, Bradley, Rutherford

3. Select the number of mediations you have completed since January 1, 2019 to current date or through December 31, 2019:

Tennessee State Courts: 1

State Courts outside Tennessee: 0

Federal Courts: 0

Pre-Suit: 0

[Back](#) [Save/Continue](#)

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Figure 32 - Renew My Listing Counties and Mediations

On this page, the only entry needed is to lists the counties in which you will serve. The system will allow a maximum of seven (7) selections from the drop-down list when you click on the down arrow in the input field.

The system maintains all the Rule 31 Mediation reports that have been entered for the calendar year of the renewal and preloads the counts to the renewal. If you believe the numbers are not correct, cancel the renewal and use the View all my Mediation Reports.

You may Cancel the renewal or click on Save/Continue

Pro Bono Information

Renewal Application for Rule 31 Listed Mediators

Total Pro Bono or Reduced fee Mediation hours for this calendar year:

Total Reports: 1

| Type of Dispute | Total # of Hours | Was it court ordered or did you volunteer? | Was it private or community mediation center? |
|---------------------|------------------|--|---|
| Medical Malpractice | 5 | Volunteer | N/A |

4. Total hours for Pro Bono or Reduced fee mediations entered for this calendar year: 5

4. a. I wish to be recognized by the Tennessee Supreme Court for my Pro Bono work? Yes No

[Back](#) [Save/Continue](#)

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Figure 33 - Renew My Listing Pro Bono

This page is for the Pro Bono information. The system will calculate the number of Pro Bono mediations and displays a list of the Mediations that have a fee type of Pro Bono or Court order Pro Bono and shows the total hours you have entered.

1. **Total Pro Bono or Reduced fee Mediation hours for this calendar Year:** Enter the total number of hours in Pro Bono and Reduced Fee mediation for the current calendar year.
 - a. Maximum hours enterable is 999.99
 - b. Optional
2. **I wish to be recognized by the Tennessee Supreme Court for my Pro Bono work.** Indicate yes or no by clicking on the appropriate radio button
 - a. Required

You may Cancel the renewal or click on Save/Continue

TNCOURTS.gov Alternative Dispute Resolution Benjamin Lafayette Sisko

Renewal Application for Rule 31 Listed Mediators

Professional Licenses

5. Add any professional licenses below:

1 Add New License

| License # | Issued | Expires | Name | Address | Phone |
|-----------|-----------|-----------|-------------|---------------------------------------|--------------|
| 546465 | 1/1/2002 | 1/1/2003 | State of Tn | 511 Union Street Nashville , TN 37219 | 615-741-2346 |
| 235 | 2/20/2019 | 2/20/2020 | tennessee | 1 m, TN 37217 | 615-235-1234 |

2 (a.) Have your professional privileges ever been curtailed at any time? Yes No

3 If yes, please explain (include date and current status)

Type the explanation

4 (b.) Do you have any pending disciplinary actions against you now? * Yes No

* The failure of a Rule 31 listed mediator to acknowledge that he/she has been disciplined by a professional organization or that his/her professional privileges have been curtailed, may result in denial of the mediator's renewal application or in the subsequent removal of the mediator from listing.

Back Save/Continue

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Figure 34 - Renew My Listing Professional Licenses

The system will display any professional licenses that the mediator has entered previously. This, however, does not include licenses entered on the original applications.

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1. To add additional licenses click on the Add New License Button.

License Entry

Professional license

License #

Date Issued

Date Expires

Licensing Agency

Agency

Address

Address 2

City

State/Zip

Phone

Figure 35 - New License Pop Up

1. **License #:** Enter your license number
 - a. Maximum length is 20 Characters
 - b. Required
2. **Date Issued:** Enter the date the license was issued
 - a. Maximum length is 8 Characters
 - b. Format mmddyyyy
3. **Date Expires:** Enter the date the license was issued
 - a. Maximum length is 8 Characters
 - b. Format mmddyyyy
4. **Agency:** Enter the name of the issuing organization
 - a. Maximum length is 20 Characters
5. **Address:** Enter the address of the issuing organization
 - a. Maximum length is 20 Characters
6. **Address:** Enter additional address information of the issuing organization
 - a. Maximum length is 20 Characters
7. **City:** Enter the city of the issuing organization
 - a. Maximum length is 20 Characters
8. **State/Zip:** Select the state and enter the Zip code of the issuing organization
9. **Phone:** Enter a contact phone number of the issuing organization
 - a. Maximum length is 10 Characters

3. **Have your professional privileges ever been curtailed at any time?:** Indicate yes or no by clicking on the appropriate radio button
 - a. Required
2. **If yes, please explain (include the date and current status):** Enter in detail an explanation of why your professional privileges were curtailed including date and current status.
 - a. Maximum length is 6000 Characters
 - b. Required if the previous question was answered **Yes**
4. **Do you have any pending disciplinary actions against you now? *** Indicate yes or no by clicking on the appropriate radio button

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a. Required

You may Cancel the renewal or click on Save/Continue

This page allows you to certify all the data entered and indicate what your fee will be and allows you to indicate how you wish to pay.

The screenshot shows the 'Renewal Application for Rule 31 Listed Mediators' page on the TN Courts .gov website. The user is Benjamin Lafayette Sisko. The form is titled 'Certify Renewal Application' and contains the following elements:

- A certification section with a text box containing two paragraphs of text and a radio button labeled 'I Certify' with a red '1' next to it.
- A payment method selection section with the text 'Please indicate the payment method you wish to use to make your renewal fee of \$100.00'. There are three radio buttons: 'Credit Card' (with a red '3' next to it), 'Pay by Check' (with a red '4' next to it), and an unselected one.
- A box titled 'Pay by Check*: Send check payable to the Administrative Office of the Courts (AOC) to:' with the following address: Tennessee Supreme Court, Attn: Alternative Dispute Resolution Commission, 511 Union Street, Suite 600, Nashville, TN 37219-1768.
- A 'Back' button and a 'Submit' button.
- A footer with the text '© 2019 - Administrative Office of the Courts'.

1. By checking the box next to I certify you are if effect legally signing the information for the report.
2. The system indicates the renewal fee associated with the renewal. It is calculated based on the time frame of the renewal
3. If you are going to pay by credit card indicate so by checking the Credit Card radio button
 - a. By clicking on credit card, you will be directed to the AOC's Credit Card payment portal when you submit the renewal request.
4. If you are going to pay by credit card indicate so by checking the Pay by Check radio button
 - a. Checks must be submitted to:

Tennessee Supreme Court
Attn: Alternative Dispute Resolution Commission
511 Union Street, Suite 600, Nashville, TN 37219-1768

5. **Submit:** By clicking on the Submit button you will receive a confirmation screen

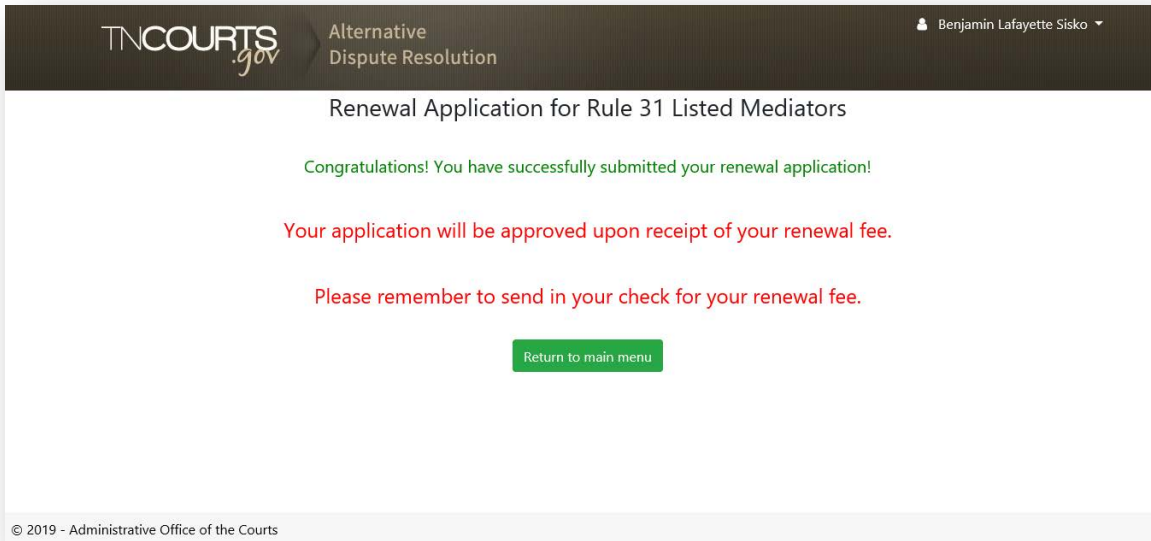


Figure 36 - Renew My Listing Confirmation for Check payment

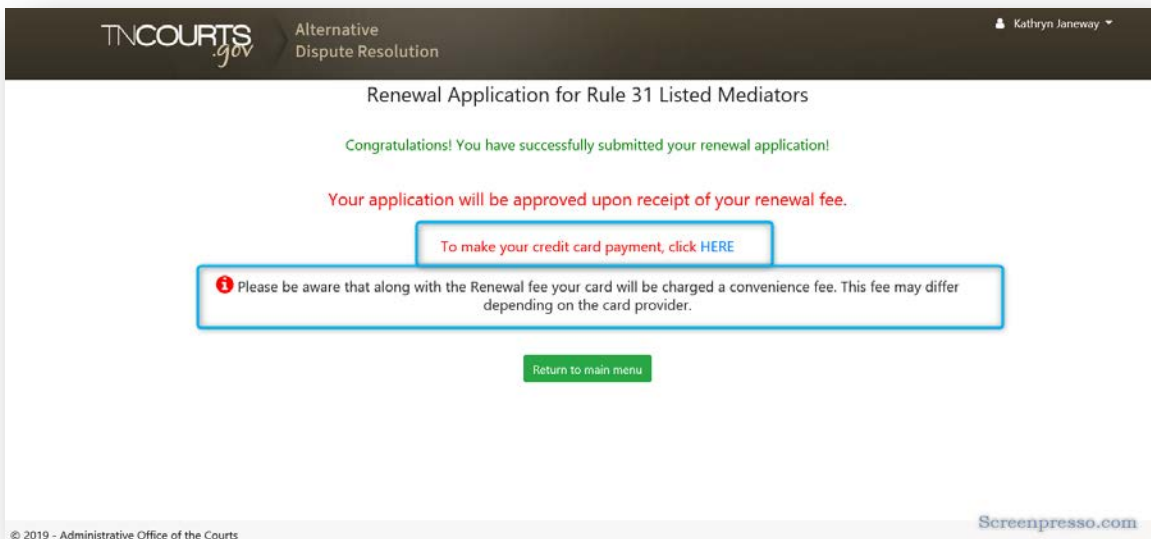



Figure 37 - Renew My Listing Confirmation for Credit Card payment

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If paying by Credit Card click on the word **HERE** on the confirmation screen and you will see the Administrative Office of the Courts Payment portal.



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Please select item(s) for which to pay:

Fields marked with an asterisk (*) are required

* Name/Company Name :

| Description | Applicant Name(s) | Quantity | Price |
|--|---|---|----------|
| <input type="checkbox"/> Mediator Application fee for general civil listing | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$100.00 |
| <input type="checkbox"/> Mediator Application fee for family listing | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$100.00 |
| <input type="checkbox"/> Mediator Application fee for family listing with specially trained in domestic violence issues designation based on attendance at ADRC approved DV course** | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$100.00 |
| <input type="checkbox"/> Mediator Application fee for general civil and family (dual listing) | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$150.00 |
| <input type="checkbox"/> Mediator Application fee for general civil and family (dual listing) with specially trained in domestic violence issues designation based on attendance at ADRC approved DV course** | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$150.00 |
| <input type="checkbox"/> Mediator Application fee for general civil listing with training waiver | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$200.00 |
| <input type="checkbox"/> Mediator Application fee for family listing with training waiver | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$200.00 |
| <input type="checkbox"/> Mediator Application fee for family listing with training waiver with specially trained in domestic violence issues designation based on attendance at ADRC approved course** | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$200.00 |
| <input type="checkbox"/> Mediator Application fee for general civil and family (dual listing) with a training waiver for one listing or both | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$250.00 |
| <input type="checkbox"/> Mediator Application fee for general civil and family (dual listing) with a training waiver for one listing or both with specially trained in domestic violence issues designation based on attendance at ADRC approved DV course** | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$250.00 |
| <input type="checkbox"/> Mediator Renewal application (Upcoming Year fee received on or before December 31) | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$100.00 |
| <input type="checkbox"/> Mediator Renewal application (Current Year fee received between January 1 through January 31) | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$150.00 |
| <input type="checkbox"/> Mediator Renewal application (Current Year fee for an Inactive Mediator through October 31, 2019) | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$200.00 |
| <input type="checkbox"/> ADR Annual Workshop | <input style="width: 100%;" type="text"/> | <input style="width: 20px;" type="text" value="1"/> | \$150.00 |
| Payment Amount: | | | \$0.00 |

** Mediators Must have a Family Listing to apply for Domestic Violence Listing

Administrative Office of the Courts 511 Union Street, Suite 600 Nashville, TN 37219 (615) 741-2687

[Browser Support](#)

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Follow the instructions on the screen to complete the credit card payment. When finished with the payment process you will have the Alternative Dispute Resolution application open

Click on the Return to main menu button to take you back to the Mediator Portal



The renewal process is complete after the Alternative Dispute Resolution Commission has received your payment and the AOC program Manager has approved your renewal. The system will generate an email to the mediator's email (the one use to log into the system) on your renewal status.

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