



# Alternative Dispute Resolution System

Frequently Asked Questions

October 31, 2019

This page intentionally left blank

# Table of Contents

Document History .....	2
Overview .....	3
ADR Frequently Asked Questions .....	3
General Topics .....	3
Continuing Mediation Education .....	3
Rule 31 Mediation Reports .....	3
Renewing my Listing .....	3

## Document History

Date	Author	Version	Description
8-05-2019	Terry Tewell	.01	DRAFT
10-31-2019	Terry Tewell	1.0	Original Publish date

## **Overview**

The Administrative Offices of the Courts (AOC) uses the Access Management Portal (AMP) as a sign on a security system to control access to AOC applications. Under AMP, the user will log into a single web site to gain access to any AOC applications tied to AMP.

Once a user establishes their AMP account, the application administrator will assign the appropriate role for that individual within the application itself to control what level of user access.

## **ADR Frequently Asked Questions**

*Click on the question to take you to the response*

### ***General Topics***

Q. [Can I change my email address in ADR?](#)

Q. [How do I change my password for the ADR application?](#)

### ***Continuing Mediation Education***

Q. [Why cannot I add my Continuing Mediation Education when Renewing?](#)

Q. [Where do I add my Continuing Mediation Education course?](#)

Q. [Why do I have to add my credit hours on my CME submission?](#)

### ***Rule 31 Mediation Reports***

### ***Renewing my Listing***

Q. [How many counties can I select on question 2 of the renewal dealing with the counties which you will serve?](#)

Q. [Where do the numbers come from on the renewal application for the number of mediations I have completed or a given year?](#)

## Frequently Asked Questions

Q. Can I change my email address in ADR?

A. Yes, you can change your email address. There are two places where you need to change your email address. The first is in the initial login screen, see instructions below. This email ties all of your ADR records together so that they display properly in the system. The second is the internal ADR email. You change that using the Edit My Profile on the Rule 31 Mediator Portal screen.

Use the following steps to change your Login email.

1. Use the link to update his Profile in AMP <https://amp.tncourts.gov/>
2. Go to the upper right corner, click his name and a small menu will appear. Then click "My Profile"
3. Enter his new email address
4. You can use that new email going forward

[<top>](#)

Q. Why cannot I add my Continuing Mediation Education when Renewing?

A. We have separated the adding of Continuing Mediation Education (CME) from the renewal process to allow the mediator to enter their CME course as they happen and not waiting until the end of the year renewal cycle. We believed this would provide the mediator the time needed, to have the course approved if they are entering a course, which has not been pre-approved by the ADR Project Administrator.

In the system, we have also added the functionality to allow the CME provider the ability to enter a course roster for their courses. When the CME provider selects the mediator's name, in the system, that course is added to the mediator's CME course records and the mediators will not have to enter the course themselves.

[<top>](#)

Q. Where do I add my Continuing Mediation Education course?

A. You add all your CME courses using the [Add a Continuing Mediation Education Course](#) function from the Rule 31 Mediator Portal. This function includes all the approved CME providers and their courses so all you have to do is select the provider, the course then schedule (Date). You will have to supply some data, and you will need to upload some proof of attendance.

We have also included the ability to add a new provider and course if you do not see your course in the list. When entering a new course for an existing provider or new provider and course you will be required to enter additional data not required to add a pre-approved course. Along with your proof of attendance, you will need to upload some information relating to the course such as a syllabus or

## Frequently Asked Questions

other course description. New un-approved courses will have to be approved by the ADR program manager before they are added to your records.

[<top>](#)

Q. Why do I have to add my credit hours on my CME submission?

A. In the system, we have provided the ability for a mediator to indicate the number of hours they believe they should receive for the class and in what training categories. We have in the past had mediator indicated that they had to miss part of the training.

You will see two rows of boxes; One label **Hours in class** and the other **Course hours**. Course hours indicate the hours that the ADR Program Manager has assigned and in what categories the hour can apply. The Hours in Class is for you to indicate how many of the Course hours you should be credited. You will also see a line above the box titled **Total Course Hours**; this is the total amount of hours that can be allocated for that course.

Because of the different requirements for the listing types, we have made allowance for civil mediators who take courses that have TN Family Law to count those hours to claim those hours under the General Continuing Education category.

[<top>](#)

Q. How many counties can I select on question 2 of the renewal dealing with the counties which you will serve?

A. In the system, you may select up to seven (7) counties in which you would be willing to act as a mediator. Your primary county is preloaded.

[<top>](#)

Q. Where do the numbers come from on the renewal application for the number of mediations I have completed or a given year?

A. We populate the number of mediations for each category listed based on the information you entered when completing your Rule 31 Mediation Reports. Since we have the data already in the system we thought this would make the renewal process simpler for the mediators. If you think the numbers are wrong you can go to the [View all my previous Mediation Reports](#) link on the Rule 31 Mediation Portal. Then select the **Current Calendar Year** button to display only those that would be reported on the renewal application.

[<top>](#)

## *Frequently Asked Questions*

Q. How do I change my password for the ADR application?

A. If you want to change your password, or you forgot it, you can change it by clicking on the **Forgot Password?** Link on the AOC Access Management Portal Login screen. Just follow instructions on the screens. For security reasons, there are multiple steps require to change your password.

Password requirements are:

- Must be at least eight (8) characters in length
- Must contain at least one number
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one special character
- Cannot reuse previous passwords

[<top>](#)