Ethical Advocate

User Guide
Online Incident
Reporting
for Albemarle County

Updated January 2023

Ethical Advocate

User Guide for Anonymous
Online Incident Reporting

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Create a User Account

Ethical Advocate suggests not using Albemarle's technology such as computers or phones to submit a report as technically, usage can be tracked.

Use the Ethical Advocate (EA) incident-reporting assigned URL for Albemarle
https://albemarle.ethicaladvocate.com/

1. If you are a returning user type in your username and password and click 'Login.'
2. If you are a new user, click "Create Account."
3. The Ethical Advocate system enables incident reporting in numerous languages. Determine the language you will use on the drop-down menu
4. Create a username that is at least 6 characters or numbers long. No special characters (for example, .&* %@+=)
5. Create a password at least 8 characters long, containing at least one number and at least one special character (for example, .&* %@+=). Retype password. See instructions below before typing password.

The password is case sensitive, so it must be used exactly as you create it.

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When you create a Username and Password, <u>you must retain it for future use.</u> For your benefit and anonymity, the system does not collect information about you in any manner, nor can it identify you, and <u>does not</u> have the ability to retrieve a username and password.
<u>Write it down and keep it in a private place.</u>

When you re-enter the system in the future, log in with your username and password *exactly as you created it*. After three consecutive failed attempts the account is locked with no way to unlock it.

Read the Terms of Use and then check the checkbox at the bottom stating you agree to the terms. If you do not agree to the terms the system will not allow you to continue.

Changing Your Password
1. Click the Password Change if you wish to change your password. Remember to record it and your username in a secure place as it cannot be retrieved if lost or forgotten.

2. If you wish to change your password, enter your current password, the new password, and retype your new password.
    Follow the password guidelines shown to the right when creating a new password
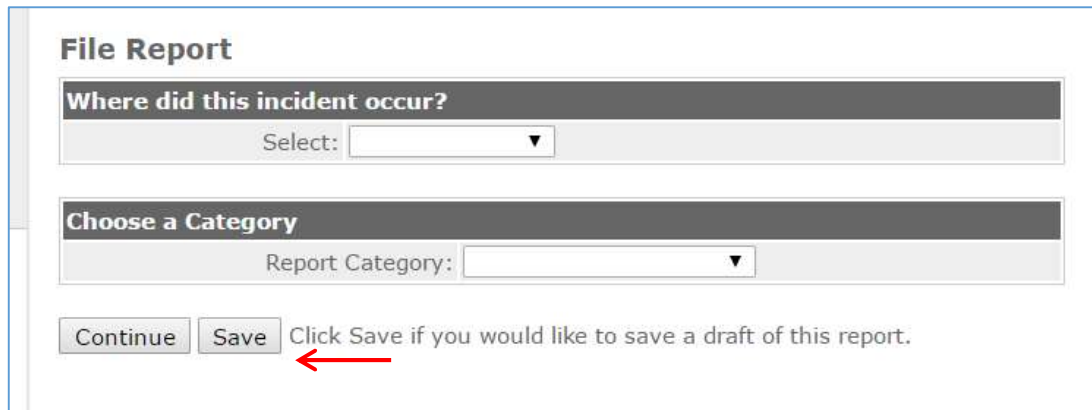
3. Click Change Password when done.

PASSWORD NOTE

If you lose your username and password, create another account following the instructions above. If your incident report is still open, that is, you have not received communication through the system that it has been completed or closed, re-submit the report as a new incident report, describing the incident and everything you initially wrote as best you can.

In the last box on the reporting form, titled "Do you have any additional comments," write that you have already submitted this report, but had to re-submit, as you lost or don't recall your username and password. Be as specific as you can be regarding when you initially submitted the report. Ask that this new report be the one that is responded to.

Saving a Draft of Your Report:

Once you start creating a report, if you want to complete it in another session you can save a draft in the system before submitting it. Click on the Save button and exit the system. You can do this on any page in the report.

When you re-access the system you will be guided to the draft and be able to resume where you left off.

30 Minute User Time Out

When you are creating a report, there is a 30-minute meter in the upper right quadrant of the page indicating the time you have remaining for the page you are on. When you progress to the next page of the report, the 30-minute count-down will start over.
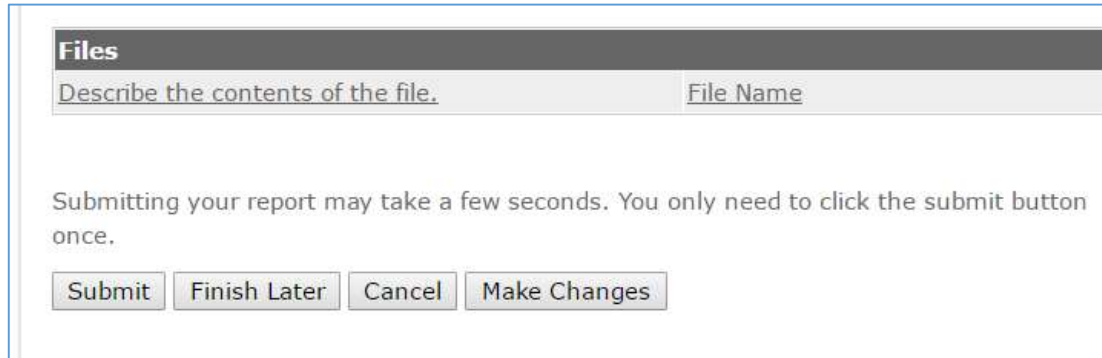
For security purposes your connection will terminate if the countdown reaches zero without the report being submitted or continuing to the next page.

Consequently, we recommend that if you have a lengthy response to a question, you first type it on a Word document in advance and then copy and paste it to the Report.

Should you be timed out, the report will be saved; you can re-enter the system with the username and password you created, and either continue the report or delete it.

<u>*Reviewing Your Report*</u>

When you complete the questions, you will have the opportunity to review all the information you entered. Upon completing the review, you will see the four buttons below.

<div align="center">User Guide for Online Incident Reporting</div>

Files	
Describe the contents of the file.	File Name

Submitting your report may take a few seconds. You only need to click the submit button once.

Submit Finish Later Cancel Make Changes

If you wish to make changes, click on the 'Make Changes' button and not the back button on your browser. If you wish to not submit the report at all, click the 'Cancel' button. *None of the information will be recorded or kept in any manner*; however, use your username and password if you wish to submit another report in the future.
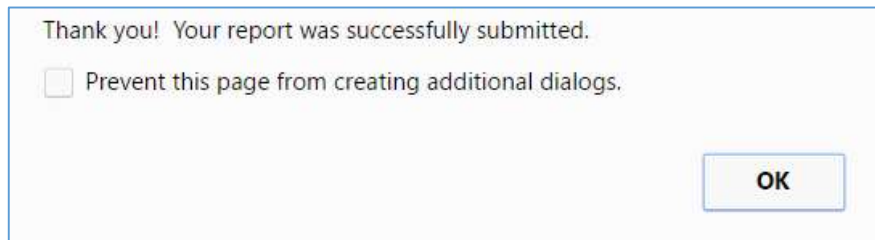
If you are not ready to submit the report, click on 'Finish Later.' You can them log out and when ready, log back in, review your answers and complete it.

When you are ready to submit the report, click the 'Submit' button. The confirming dialogue box below will appear on your screen. Without seeing this box, the report has not been submitted.

Thank you! Your report was successfully submitted.

☐ Prevent this page from creating additional dialogs.

OK

Once submitted the report it is encrypted and cannot be deleted, edited or changed.

After You Submit a Report

When you submit a report, it is entered into the Ethical Advocate secure database and an e-mail is automatically sent to a designated Administrator at Albemarle saying a report has been submitted. That person will login to the Ethical Advocate website as an administrator to review the report. Only authorized Albemarle representatives can login to see the report.

The Administrator will respond to you through the website, that they have received the report. Depending on the circumstances, they might ask you for additional information, or to check back within a certain period.

You and the reviewer can communicate with each other anonymously through the Ethical Advocate website in this manner.

You must check back if you want to communicate, receive communication or find out the status of your report. Check back within a few days after you submit a new report, or to add new information.

Report Manager

After submitting a report, you will be taken to the *Report Manager* page, where you can view the report, add comments, and view or respond to comments or questions from the Issue Administrator (the person from your organization reviewing/investigating your submitted incident).
It is *essential* you check back to communicate, receive communication or find out the status of your report.

1. Click the Report Manager link on the left-hand side of the page.

2. Select the report you wish to open by clicking the folder icon.

3. If you wish to view the status history for this report, click "view history"

4. To view your report, click the pencil icon located next to the report.

5. You can download any files that you uploaded into the report by clicking on the filename.

6. You can append the report by clicking the *Add Append* button. Selecting Append will allow you to proceed through the original report and give new information where you want to. It does not change the original report, it appends it.   For questions regarding this process, please return to the "File a Report" section.

Adding Comments

You can add comments by clicking on the *Add Comment* button. This is extremely important as it allows you and the Issue Administrator to communicate. This section enables anonymous questions and comments between administrator and submitter. ***Your identity can not be revealed through this mechanism, and you can remain anonymous as it is a dialogue box on the Report Manager page.*** Administrators have their own version of the Comments box.

Finishing Your Session

When finished, make sure you write down your username and password and keep it in a safe and secure place. Do not share your username and password with anyone other than the call center agent if you are calling. You may want to print a copy of your report for your records before exiting. Remember to log out on the upper left side of the page. And remember to check back regularly as long as your report has not been resolved.

When the review is final, the Administrator updates the Report Manager page that the report is complete, and depending on the circumstances and confidentiality, they may indicate outcomes.

Submitting Subsequent New Reports

Should you wish to submit future (unrelated) reports, use your existing username and password, as there is no need to create a new one.
You will be taken to your account page; click on 'Create New Report.'

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User Guidelines

Whenever possible, use only secure networks/wireless systems to use Ethical Advocate's incident reporting services. Ethical Advocate suggests not using your Albemarle's technology such as computers or phones to submit a report as technically, usage can be tracked.

If at any point you see or experience anything of a security concern in the system, notify Ethical Advocate as soon as possible with as many details as possible by sending a message to support@ethadv.com or clicking on the "Contact EA" link in your browser. If you choose to contact EA in this way, please note *the only way Ethical Advocate can respond to you* is by your providing your name and a way, e.g., e-mail address to reach you. *Ethical Advocate will not share your name or information with Albemarle unless you direct them to.*