Office of Arbitration

REQUESTOR’S USER GUIDE
## TABLE OF CONTENTS

Overview ........................................................................................................................................................................ 3

To Register ..................................................................................................................................................................... 3

To Manage Your Account .............................................................................................................................................. 4
  To Change Your Password ......................................................................................................................................... 5

To Manage Default Selections ....................................................................................................................................... 6

To Make a Panel Request .............................................................................................................................................. 6

To Manage a Case ........................................................................................................................................................ 12
  To Pay for a Case...................................................................................................................................................... 12

To View Panels .......................................................................................................................................................... 13

To View and Print an R-43 ....................................................................................................................................... 13

To Withdraw a Case .................................................................................................................................................. 14
OVERVIEW

A requestor is an internet user who publicly registers on the site and usually is a representative of a union or a company/other entity. As a requestor, you can submit a panel request on behalf of the parties involved in the dispute.

TO REGISTER

In order to gain access to the arbitration system, you must first register. To register:

1. Click on the Requestor Registration link on the login page

2. On the next Register Requestor window enter the required information, check “I’m not a robot” button and click Register.
3. A temporary password will be emailed to you at the email supplied during the registration process
4. When you login for the first time, you will be required to change your password

TO MANAGE YOUR ACCOUNT

You can manage your account via **Manage Account** on the left navigation menu.

1. Click on **Manage Account** in the left navigation menu
2. Make any appropriate changes to your account information
3. Click **Save Profile** button

**To Change Your Password**

You can change your password on the Manage Account page.

1. Click on **Manage Account** in the left navigation menu
2. Click the **Change Password** button
3. Enter your new password and click **Submit** button
TO MANAGE DEFAULT SELECTIONS

Default selections is a mechanism whereby the arbitration system will store company/unions/representatives you have selected for previous panel requests. Upon further panel requests, the drop downs on the first step of the panel request process will be prepopulated with these selections. This can speed up the panel request process since you will not need to search for those selections every time. To manage these lists:

1. Click on the Default Selections option in the left navigation menu

2. Add/remove any of your preferred selections

Figure 1

TO MAKE A PANEL REQUEST

To make a new panel request:

1. Click on Request Arbitration in the left navigation menu
2. Enter the required information on the Company/Union Information step and click Next button
3. Enter the required information on the Dispute Site step and click Next button
4. Enter the required information on the Panel Criteria step and click Next.

5. If you select anything in the Special Requirements section, you will be required to certify that BOTH parties have agreed to that requirement.
6. Verify/edit data on the Delivery Preferences step and click Next

7. On the Review step, enter your name, phone number and click Finish
8. When your request has been completed you will be notified with the case number

9. Click OK and you will be taken to the case management page for your new request
10. **NOTE:** If the combination of panel criteria and geographic area you have selected do not produce enough arbitrators to fill a panel, you will be notified and asked if you would like to increase the geographic area and try to create the panel again. This can be done until the geographic region reaches the Regional level. At that point the site will tell you that you should alter your panel selection criteria so that it is no longer too narrow.
TO MANAGE A CASE

To manage a case you have requested, locate the case on the list on the Home page and click on it to be taken to the Case Management page.

To Pay for a Case

To make a panel payment:

1. From the Case Management page, click on the Make Panel Payment button. All payments are handled via the Pay.Gov online payment service.

2. Choose either the PayGov Credit Card or ACH payment method, enter the required information and click Submit (Figure 14)
Once your panel has been successfully paid, all parties will receive the panel document (with arbitrator biographies attached) via email (if that was selected as the preferred contact method).

**To View Panels**

Press the View Panel button on the Case Management page.

This will open a page that contains a list of the arbitrators on the panel.

On the far right side of the list, there are links to the biographies of each arbitrator on the panel. At the bottom you can print the panel, including biographies.

**To View and Print an R-43**

You can view and/or print a copy of the Request for Arbitration Panel (R-43) from the Case Management page.

The form will download as an Adobe Acrobat file (.pdf) which you can view and print.
To Withdraw a Case

If you have made a request for an arbitration panel, but no longer need the panel, you can withdraw the case. To do this, click on the **Withdraw** button found on the Case Management page.

A screen will open confirming your request to withdraw the case.

Clicking on the **Yes** button will withdraw the case. You will be able to see the case on your Home screen with a Status of **Withdrawn**.