OSLA (Office of Staff Legal Assistance)

User Manual

Created Date: 09th December, 2016

Version: 2.0

# Table of Contents (Re-generate the TOC after modifications to the document)

Contents

1   Introduction

The purpose of this document is to capture the existing workflow and process, followed from start to finish by all the members of the OSLA staff.

2 Getting Started

Please Note: UN Logo has been changed for the application. The new logo is as the below screenshot. The left navigation pane color inside the application is now white. Rest of the user guide reflects the old logo and the grey left navigation.
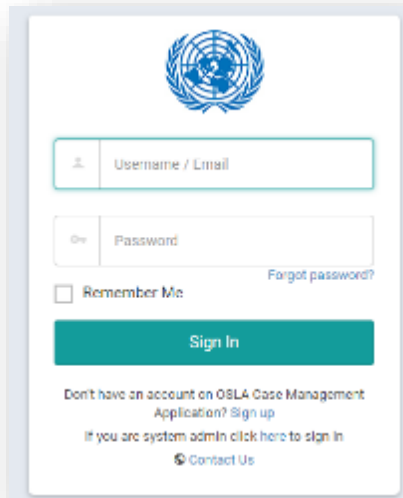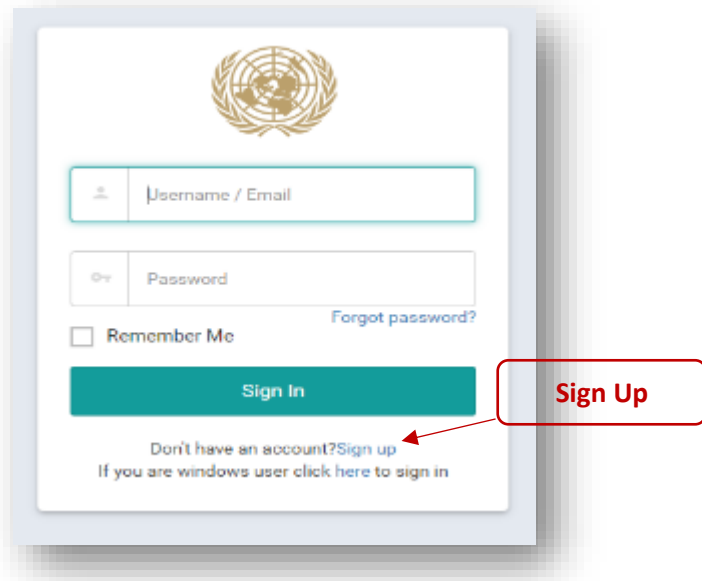

2.1   Login Form

1. In order to access the OSLA system, you need to enter the <URL> in a web browser, where the below login form will be displayed on the screen
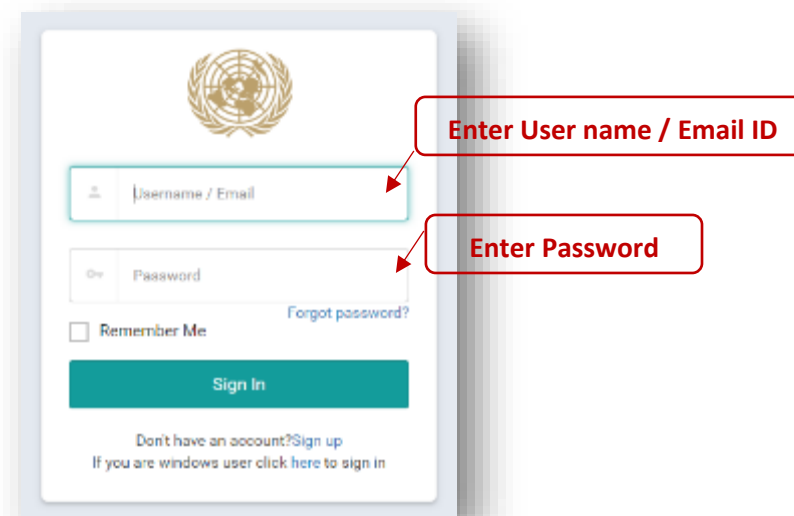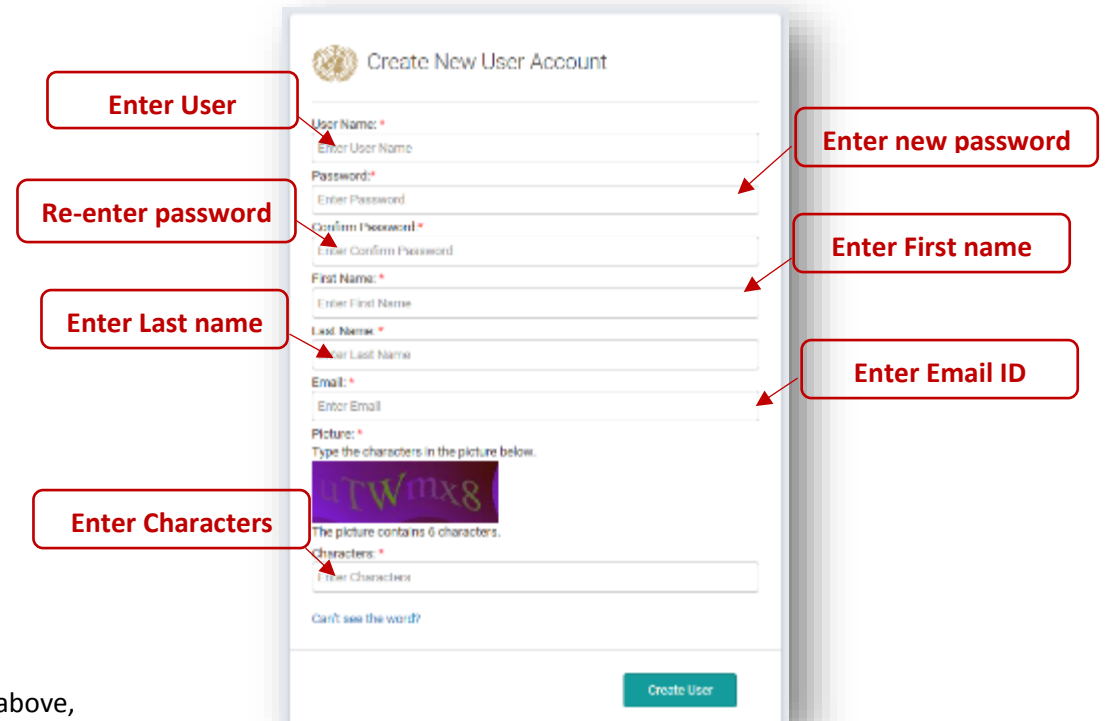

2. If you are an existing user enter the Username/Email ID in the respective text box highlighted and the password in the text box after it
3. Click on Sign In button after entering your credentials

2.2 Sign Up

1) If you are a new user, then click on the Sign Up link highlighted above, which will take you to the registration page as shown below
2) Enter appropriate Username and Password, First Name, Last Name & Email ID in the respective fields as shown below

3) Then enter the characters displayed in the CAPTCHA image and click on "Create User" button to register
4) You will receive an email notification with the password for you to login
5) Enter the same password along with user name while trying to login

2.3 Forgot Password

1) If you have forgotten your password, then click on the "forgot password" link highlighted in the following image to set a new password

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2) You will be redirected to a new page where you need to enter Username / Email ID as shown below and click on Submit.

Enter User name / Email ID

3) Once you enter the correct Username / Email ID you will get the following message

Continue

4) Click on Continue to go back to the Login Form
5) You will receive an email notification with your new password
6) Enter the same password along with you registered Username / Email ID in the Login Form to login to the Dashboard

2.4   Dashboard
The dashboard gives you an overview of your drafts & cases

1) **User Settings**: You can access settings like About User, Sign Out & Change Password from highlighted drop down link
2) **Navigation Pane:** You can create a new case or access the dashboard from the Navigation pane
3) **All Cases:** You can choose if you would like to view a list of your Drafts or Cases or Requests raised on behalf of other Staff Members,

selecting the appropriate option. By default "Cases" option is selected and list for the same is displayed below it

4) **List:** Once you select an option from the "All cases" link, you can view the list of the respective option here. You can View/Edit an individual record from here too
5) **Pages Navigation:** You can navigate to Previous & Next pages from here
6) **Entries per page:** You can select number of records per page view from here

2.5   Change Password
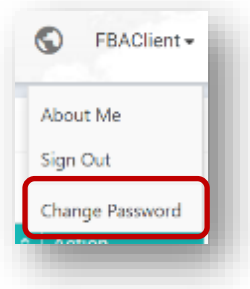
1) Click on your <User Name> drop down link present in the top right corner of the dashboard
2) Click on the option of Change Password from the drop down
3) A new page with new Password options will open as shown below

2.6   Sign Out
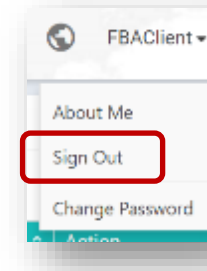
1) Click on your <User Name> drop down link present in the top right corner of the dashboard
2) Click on the "Sign Out" option from the drop down as highlighted above
3) Upon successful sign out you will be redirected to the login page
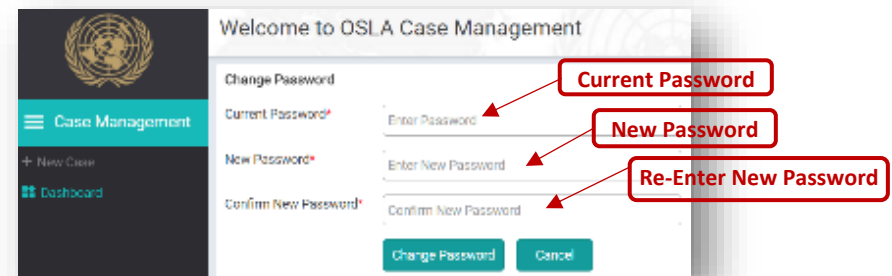
4) Enter your Current Password & your New Password in all the respective fields as highlighted above and click on "change password" button

3 Create New Cases

Click on "**+ Create New Request**" link present in the left hand side Navigation pane, which will open the following screen.
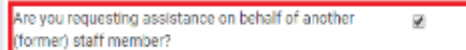
This page is divided into 3 sections: **Personal Details**, **Case Details**, and **Chronology**.

In the view mode, the form can be traversed by clicking on the section headers.

In the edit mode, you need to click on "Next" and "Prev" buttons to traverse through the form.

3.1 Personal Details

1) You will have to enter personal details in this section, out of which the star marked fields need to be compulsorily filled in order to move forward to the next section
2) Click on Next once you fill out all the required details.
3) If you are filling the form for other staff member, check the check box for "Are you requesting assistance on behalf of another (former) staff member?" This will empty all the pre-populated fields. You will have to enter personal details in this section, out of which the star marked fields need to be compulsorily filled in order to move forward to the next section.

3.2 Case Details: You will have to enter case related & employment related details in this section

To enter retiree information, select Retired in the Current employment status. If you are currently employed with UN, you will need to enter" Current Employment Information".

It is mandatory to Select "Yes" to authorize the Chief Officer to appoint a Counsel.

3.3 Chronology:

1) You can record any event with the associated case in a chronological order by uploading any supporting document for the event in this section.
2) There can be only one document uploaded per event

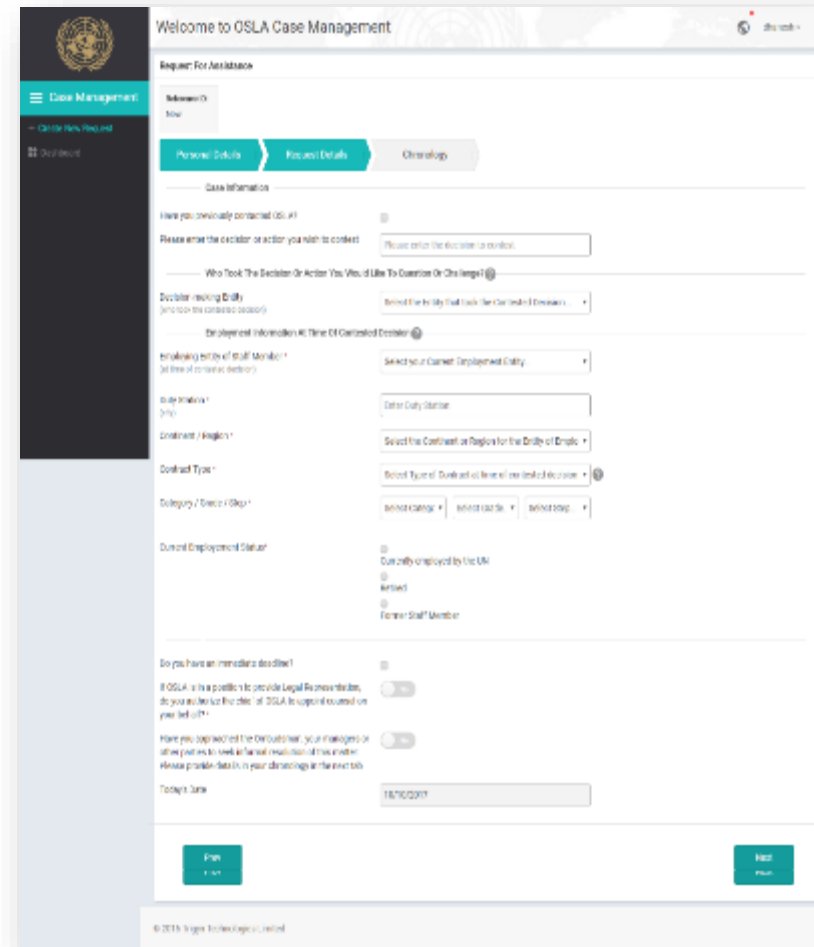3) Click on the above highlighted "Event" button to upload & record an Event in the pop window as shown below
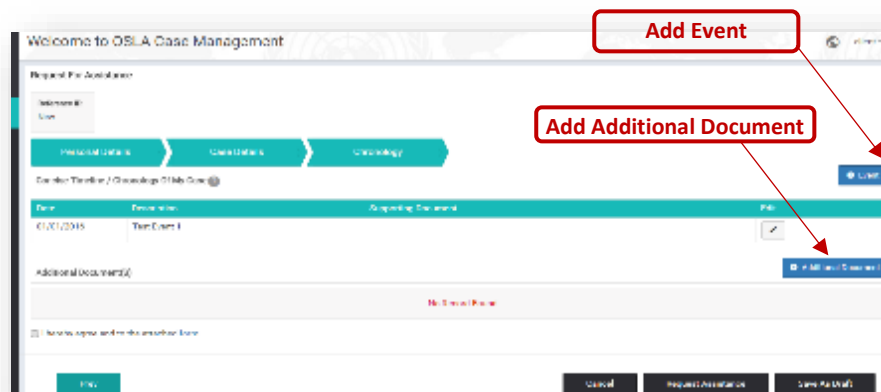
4) Enter the Date when the Event occurred in the Date field
5) Describe the event in the Description field
6) Click on "Choose File" button to choose a file to upload from your system
7) Click on "Add" button to upload the file
8) Similarly, if you want to upload any additional files, click on the Additional Documents button present in the Chronology section as shown in earlier image
9) You will get a Pop up as shown below, click on the "Choose File" button and select the document to be uploaded
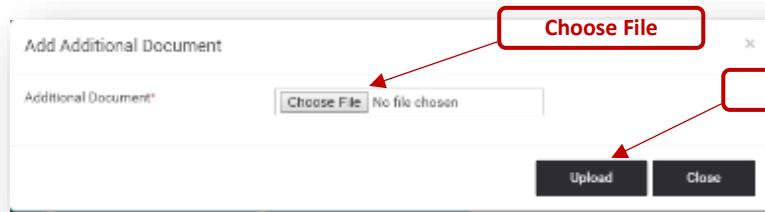
10) Click on the "Upload" button to add the file to records
Note: Please note that the documents added cannot be deleted later, hence only appropriate ones should be uploaded. Also the additional documents should be appropriately named before uploading, in order to describe the document properly.

11) At any point in time while filling out the form if you need to go back to the previous sections, click on "Prev" button as shown in the following image

12) You can save the entire form as draft if you want to fill out any case specific information at a later point in time by clicking on "Save as Draft" button

13) You can view the form details from the dashboard. Click on the Dashboard option from the left hand side navigation pane as shown below

14) You can view or edit draft by clicking on the respective buttons as shown above

15) If you have completely filled out the form and want to submit it to OSLA staff, click on the "Request Assistance" button. This will open the Consent Form. For the successful submission of your request, read the Consent Form and click on "I Agree" button.

Consent Form for Legal Representation by the Office of Staff Legal Assistance

I consent to the Office of Staff Legal Assistance (OSLA) arranging to provide my legal representation. I consent to OSLA-appointed legal counsel accessing my UN personnel files and records. I agree that OSLA legal counsel may make enquiries with parties, both UN and non-UN, concerning my employment and performance record and may seek any other relevant information as required.

I authorize the Chief of OSLA to appoint a legal counsel on my behalf. I understand that the Chief of OSLA has the sole discretion of changing/substituting/alternating legal counsel representing me whenever he/she deems it appropriate and necessary. The Chief of OSLA's duty towards me will be limited to notifying me of the new legal counsel taking over my case.

I understand that OSLA legal counsel will keep me advised in conformity with a lawyerclient relationship of the actions taken on my behalf, including any steps toward a possible informal resolution of the dispute.

I understand that OSLA will make an assessment of whether they are in a position to provide legal assistance in my case. For this purpose OSLA may determine that my case is unlikely to succeed and thereby they will not be able to provide legal assistance and representation.

I further understand that OSLA-appointed legal counsel may withdraw for good cause from any matter in which he or she has agreed to act on my behalf. 'Good cause' shall include, but not be limited to, any situation in which a client seeks to insist upon a course of action incompatible with counsel's duties under the UN staff rules and regulations, the law and legal ethics, and to the UN Tribunals as officers of the court. A persistent failure to cooperate with or follow the advice of my legal counsel, or a serious breach of confidentiality or trust between counsel and the client may result in

I Agree

16) Please note once you submit the case to OSLA staff, you can't make any changes to the "Case Details" section. You will be able to edit the "Personal Details" section and be able to add Events & Additional documents any time in future after submitting the respective case.
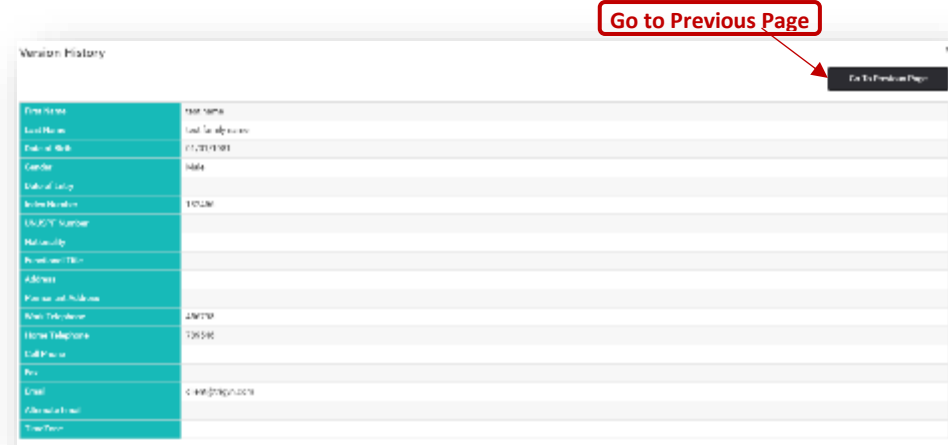
3.4   Version History:

1) You can track any changes made to the personal details or Case Details section by clicking on the "Version History" as highlighted in the following image
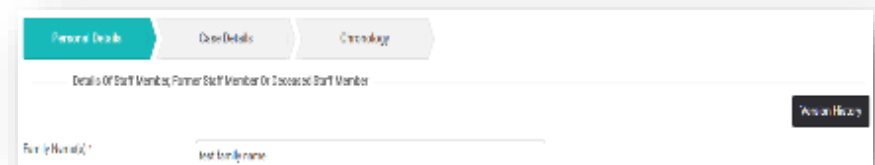
2) The following popup window opens up, where you can click on the 'View More' option highlighted in the following image to view the details of the version

3) The Version History window for the Personal Details page looks like as shown in the below screen

4) Click on the Previous Page link to go to the Version history menu as shown in the previous screen.