

Ethical Advocate

Anonymous Incident Reporting

Users Manual for Call Center Incident Reporting

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Anonymous Incident Reporting Issue Submission System Guide For Call Center Incident Reporting

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DOCUMENT OVERVIEW

This Issue User Guide provides instructions for submitting an incident report through Ethical Advocate's Call Center.

It also provides instructions how to follow up once you've submitted a report, add additional information and communicate anonymously online with the person from your company who is overseeing your report.

How To Submit A Report Through Ethical Advocate's Call Center

Ethical Advocate's trained operators will assist you in submitting an anonymous and confidential report. You will speak with an operator from Ethical Advocate's Call Center, not an employee or representative of your company. Filling out an incident report is easy and should not take more than 10-15 minutes.

Call from a Secure Location

Call the toll-free number Ethical Advocate established for your company. Make sure you are in a place where no one can hear you. If you are concerned about using a company phone (land or cell), place the call from outside the office and not using the company's phones. Your anonymity cannot be guaranteed if you call from a company phone.

Create a User Name and Password

The operator will ask you if you are new user or returning user. If returning, give the operator your user name and password.

If new, you will be asked for your company name or the company you're calling about.

You will then be asked to create a 'User Name' and 'Password,' which **you must write down and keep in a secure place for future use.**

For security reasons, your user name and password are not retrievable and you will not be able to access the information you submitted if you can't find them. The operator and Ethical Advocate do not have or keep this information.

If You Lose Your Password

If you lose your user name and password, create another by calling the Call Center following the instructions above. If your incident report is still open, that is, you have not received communication that it has been completed or closed, re-submit the report as a new incident report, describing the incident and everything you initially said as best you can.

In the last box on the reporting form, titled "**Do you have any additional comments,**" ask the operator to write that you have already submitted this report, but had to re-submit as you lost your username and password. Ask that this new report be the one that is responded to.

Create a Report:

The operator will then create a new report with you by asking a series of questions from Ethical Advocate's web based reporting pages.

You will be asked if you want to identify yourself; if yes, your identity will be included in the report. If you choose to remain anonymous, nobody will know your identity.

In addition to the questions, there are places where the operator will ask if you can add any pertinent information in your own words. Add any detailed information that will be of assistance in clarifying what you are reporting and who is involved.

When you finish giving the information, the operator will review all your answers with you. Make any changes you want and then the operator will submit the report.

Once submitted, the report cannot be changed; however you can add information to the report after submission.

After You Submit a Report

What Happens When You Submit a Report

When the operator submits your report, two actions take place. The report becomes encrypted in the Ethical Advocate secure database and an e-mail is automatically sent to a designated Issue Administrator at your Company saying a report has been submitted.

That person will go to the Ethical Advocate website, and using their administrative password, login to review the report. Only authorized people can login to see the report. When they review the report, they cannot identify the sender as the report is viewed through the Ethical Advocate web site, not an e-mail.

The Issue Administrator will update the system, 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.

Depending on the type of report, or your company policy, the Issue Administrator will investigate it themselves, or delegate the report to an appropriate person to investigate.

When the review is final, the Issue Administrator update the system again via the web site that the report is complete, and depending on the circumstances and confidentiality, what occurred.

Follow Up

You must check back if you want to communicate with the Issue Administrator, receive their questions or find out the status of the investigation. You may do this via the phone hotline or on the internet with your user name and password.

To follow up via the phone, call your assigned 800# and give the operator your user name and password. Tell the operator you are following up from a submitted report and what action you want to take place.

Actions include:

- adding or appending to a report you submitted
- adding comments for the Issue Administrator
- seeing if the Issue Administrator has questions for you
- responding to the Issue Administrators questions

To follow up via the internet, please review the internet incident reporting instructions to see how to log in and view the incident.

Again, please check back regularly by logging in with your user name and password, to pick up any communications from the Issue Administrator. Check back within five days after you submit a new report, or add new information. If you don't hear back within that period, it could mean the Issue Administrator is away for work related or personal reasons. Just keep checking back regularly until you see that the investigation has reached conclusion.