



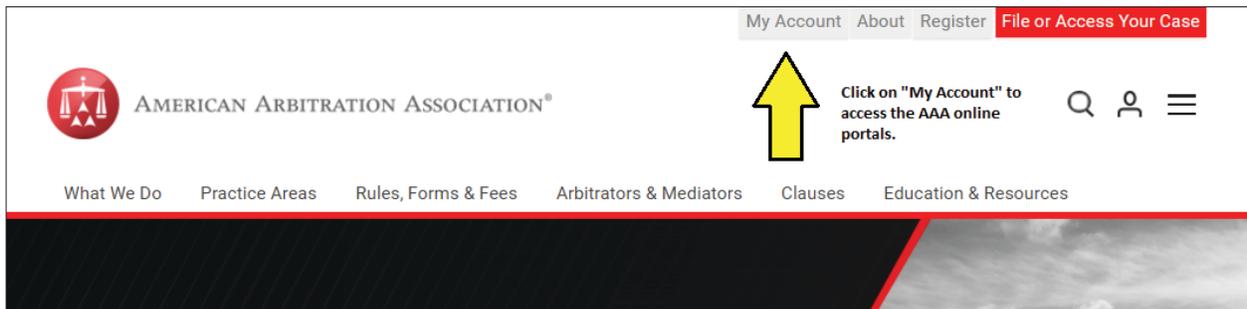
## Quick Guide to Online Scheduling

### Accessing AAA Webfile® or Panelist eCenter®

**Step 1:** Once you receive the AAA® correspondence advising that a calendar is available on a particular case, login to AAA WebFile or Panelist eCenter. You may access these sites through the link on the AAA's correspondence or by visiting the AAA website at [www.adr.org](http://www.adr.org).

**Also, please take note of the scheduling period listed in the correspondence.** The scheduling period is an 18-week timeframe in which a hearing may be scheduled; therefore, you will be responsible for designating your availability during this period of time.

Note: AAA WebFile is for parties/representatives and Panelist eCenter is for arbitrators.



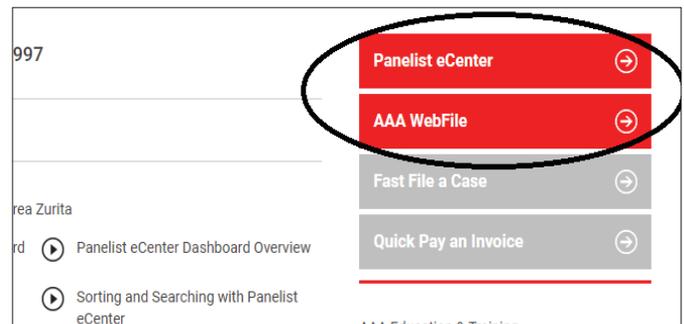
**Step 2:** Next, click on "My Account" located at the top right-hand side of the webpage.

**Step 3:** You will be directed to the Login screen. Enter your credentials and click "Submit".

**Step 4:** Next, you will be directed to the online landing page. Select the appropriate portal.

Note: Arbitrators will have both Panelist eCenter and AAA WebFile. If you are an arbitrator and do not see both portals, please contact the AAA at 612-332-6545.

If you are not an arbitrator, you will only have the AAA WebFile portal available.





## Accessing the Per Case Calendar

After selecting the appropriate portal, as noted above, you will be directed to the online portal home screen. An image of this screen is provided below. Please note that if you are accessing Panelist eCenter the home screen will say Panelist eCenter and the top dashboard will be different. The calendar is called a "Per Case Calendar" because a new calendar is issued for each case.

The screenshot shows the AAA WebFile portal interface. At the top left is the 'AAA WEBFILE®' logo, and at the top right is the American Arbitration Association logo. Below the logo is a navigation bar with tabs: 'My Cases', 'File New Case', 'Request Case Access', 'Invoices All Cases', and 'My Calendar'. To the right of the navigation bar is a 'Resources' link. Below the navigation bar are three main sections:

- Cases with Pending Tasks**: A table with columns: Case Number, Task (Task Name), Due Date, Claimant, and Respondent. One row is visible with the task 'Provide Availability' due on 11-Apr-2018.
- My Events**: A table with columns: Case Number, Date, Start Time, Time Zone, Type, Claimant 1, and Respondent 1. One event is visible: 'Evidentiary Hearing' on 25-Apr-2018 at 08:30 AM.
- My Cases**: A table with columns: Case Number, Status, Status date, New Documents, Claimant, Respondent, and Stage. Three rows are visible, all with 'Active' status and 'Stage: Evidentiary Hearings'.

At the bottom of the page, there is a footer with the text: 'American Arbitration Association University® · WebFile® · Mediation.org · NY Insurance Programs'. On the right side of the footer is the logo for the 'INTERNATIONAL CENTRE FOR DISPUTE RESOLUTION®'. At the very bottom left, it says '©2014 American Arbitration Association. Contact Us | Privacy Policy | Terms of Use >'.

**Step 1:** Navigate to the "Cases with Pending Tasks" grid, which is located below the top dashboard. Then, identify which case calendar you would like to complete by reviewing the "Claimant" and "Respondent" columns noted below. You can also identify the calendar due date by reviewing the "Due Date" column. See the illustration below.

**Step 2:** To access the Per Case Calendar for the particular case, click on the associated AAA case number to access the case record. The case number serves as a link.

**Step 3:** Next, click on the "Provide Availability" task located under the "Pending Case Tasks" grid. This task will open the Per Case Calendar.

This is a close-up of the 'Cases with Pending Tasks' table from the screenshot above. It shows the following data:

Case Number	Task (Task Name)	Due Date	Claimant	Respondent
[Redacted]	Provide Availability	04-Apr-2018	FN-21117 LN-21117	FN-27173 LN-27173



Summary Parties & Claims Events Form Templates Documents Finance Online Settlement History

**Case Summary**

Case Received by AAA: 26-Mar-2018 **Status: Active**  
ADR Process: Arbitration **Status Reason:**  
Applicable Rules: MN No-fault Automobile Insurance Arbitration Rules

**Pending Case Tasks** ?

Task (Task Name)	Due Date
Provide Availability	04-Apr-2018

**Appointed Neutrals**

FN-26505 LN-26505

**Step 4:** Next, you will be provided with an instructional screen. **The instructions will note a general scheduling period; however, you should defer to the scheduling period provided in the AAA's correspondence referred to earlier.** After you have reviewed the instructions, please click on the "Mark Unavailability" button at the bottom of the screen.

Please click "**Mark Unavailability**" to complete your calendar for Case# [REDACTED] FN-21117 LN-21117 v. FN-27173 LN-27173. The scheduling period for this case is MAY 18 through AUG 18. To specify your unavailability, please scroll through all 4 months and designate which dates and times you are unavailable. Any unmarked time will be considered available.

**Due Date:** 04-Apr-2018

On the calendar screens, click the date header to see a popup to mark unavailability for that day.



Once you submit your calendar, by clicking "**Submit Unavailability**" on any of the calendar screens, you will be unable to make changes. If you do not complete the calendar by the due date, it will no longer be accessible and any date/time will be deemed acceptable to schedule a hearing.

If there is no mutually available date, the AAA will contact the arbitrator who will determine how to proceed with scheduling.

If rescheduling is necessary due to user errors or omissions you make in completing your calendar, you may be assessed a rescheduling fee.

**Mark Unavailability**

**Step 5:** Next, the Per Case Calendar will appear. The user will complete their unavailability using this calendar and submit to the AAA.

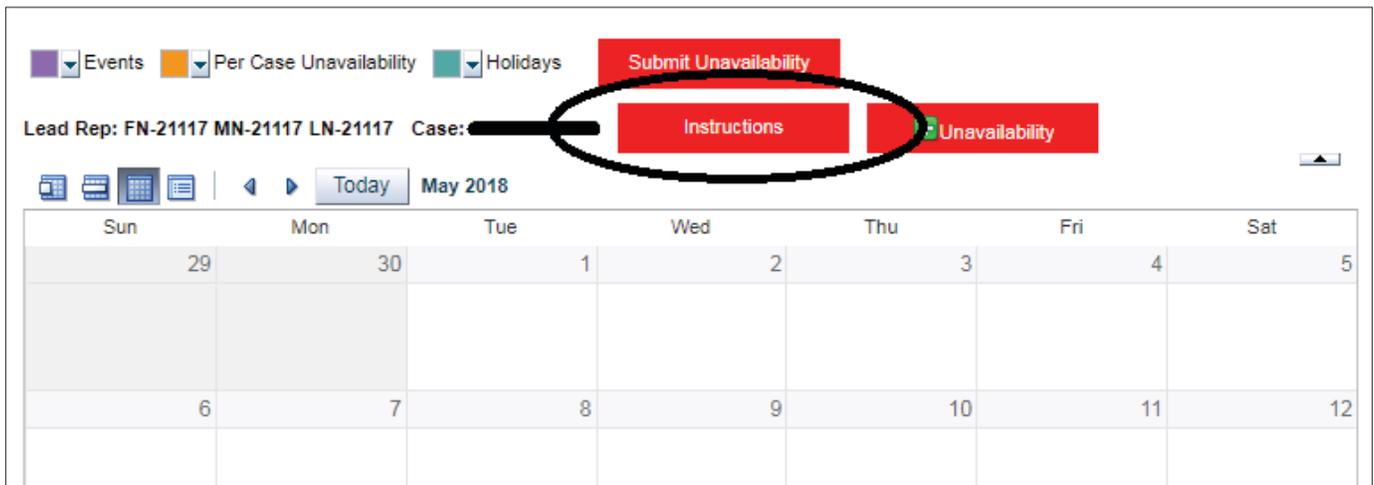


Note: The Per Case Calendar will display all scheduled no-fault hearings for the user. These will be displayed in purple, which is the default color. To change display colors, you may use the drop down box next to each category as noted below. For more information on calendar features, please see the Online Scheduling Guide, which is located on the AAA's website at [www.adr.org/mnnofault](http://www.adr.org/mnnofault).

**Step 6:** To view detailed instructions on how to mark off unavailability, please click on the "Instructions" button near the top of the calendar.

### Completing Your Calendar

There are a couple of different methods in which a user may mark off unavailability. This guide provides step-by-step instructions for each method. You may use a combination of these methods to complete your calendar. First, please review the instructions that outline calendar functionality as noted below.

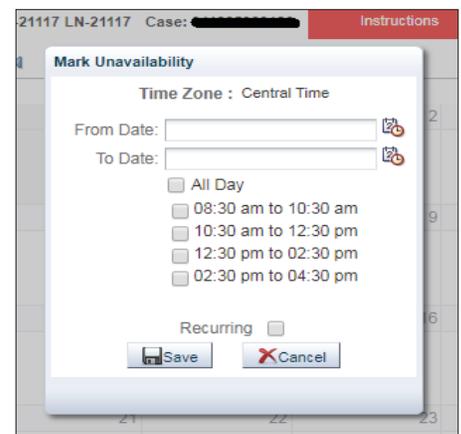


### Day-by-Day Method

This method allows users to mark their unavailability on a day-by-day basis.

#### Day-by-Day Examples:

- If you are unavailable from 8:30 a.m. to 10:30 a.m., check the box next to this timeframe.
- If you are unavailable from 8:30 a.m. to 10:30 a.m. and 2:30 p.m. to 4:30 p.m., check the boxes next to both timeframes.
- If you are unavailable the entire day, check the box next to "All Day".



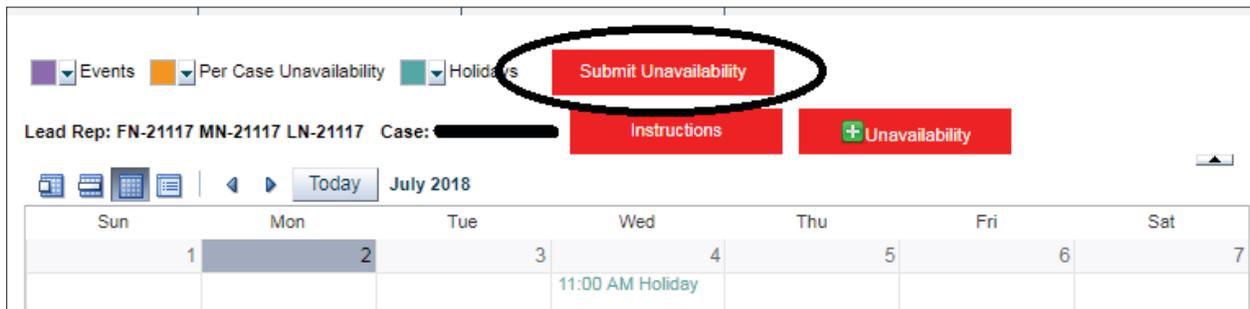


The system will then display on the calendar all times marked off by the user.

**Step 1:** Click on the date in which you would like to add unavailability. A pop-up box will appear that will allow you to select which time(s) you are unavailable. Select all applicable and click "Save".

**Step 2:** Repeat this method for all dates where the user is unavailable.

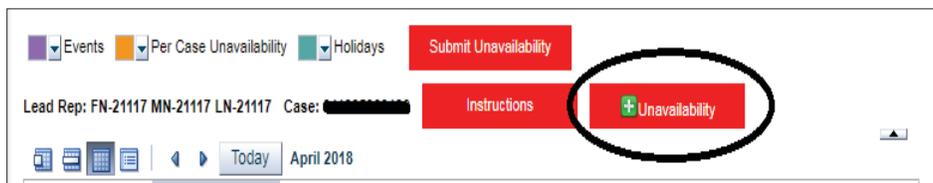
**Step 3:** After the user has reviewed all 22 weeks of the scheduling period, the user may submit the calendar. *Please note, that once the calendar has been submitted, it cannot be changed by the user or the AAA.* To submit the completed calendar, click on "Submit Unavailability", then "OK" to acknowledge that you will not have the ability to make changes.



### Recurring Unavailability

This method provides users with the ability to mark off extended periods.

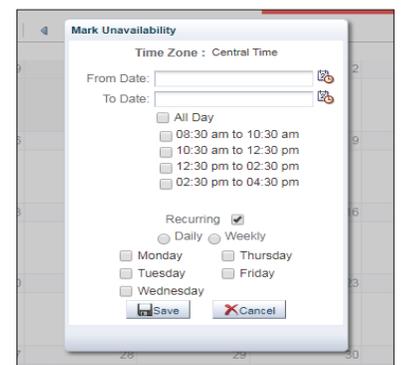
**Step 1:** To access this feature, click on the "+Unavailability" button as noted below.



**Step 2:** A pop-up box will appear, which will provide you with the opportunity to select a timeframe and times. Click the box next to "Recurring", which will expand the view to include days of the week.

**Step 3:** Next, enter a timeframe for which you would like to mark off your availability in the "From Date" box and "To Date" box, such as March 27, 2018 through April 11, 2018.

**Step 4:** Then enter what times you are unavailable. If you're unavailable the entire day, check the box next to "All Day".





**Step 5:** Last, determine if your unavailability is limited to a particular day of the week or whether it is every day. So, if you are only unavailable on Thursday during this period of time, check the “Weekly” box and select Thursday. If you are unavailable every day during this period of time, check the “Daily” box and the system will automatically check the box next to each day of the week.

### Recurring Examples

**Example 1:** The user would like to mark off every 8:30 a.m. timeslot for the entire scheduling period.

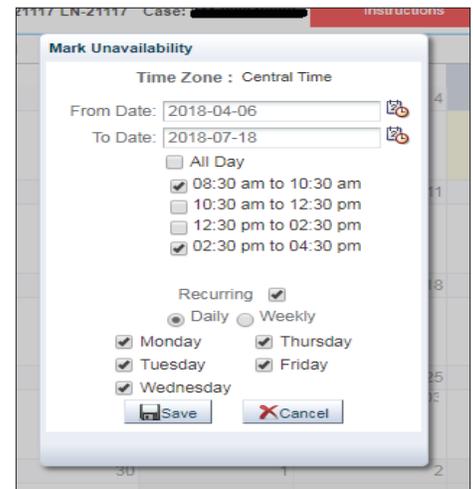
**Step 1:** Enter the beginning of the scheduling period in the “From Date”. Then enter the end of the scheduling period in the “To Date”.  
Note- please see the AAA’s correspondence identifying the scheduling period. A copy of which is uploaded to the case documents grid for easy reference.

**Step 2:** Check the box next 8:30 a.m. to 10:30 a.m.

**Step 3:** Next, check the “Recurring” box.

**Step 4:** Check the “Daily” box. The system will automatically check each weekday.

**Step 5:** Click “Save”.



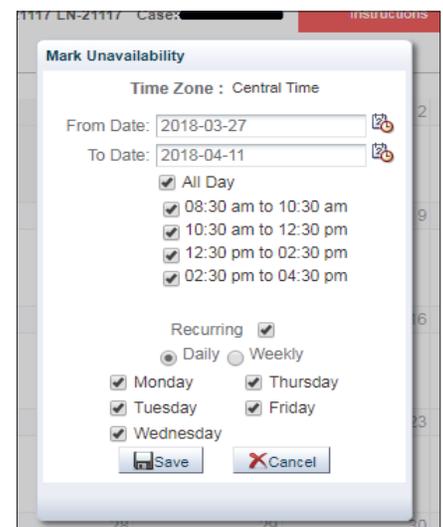
**Example 2:** The user would like to mark off as unavailable every day and time during an extended period of time, such as a month.

**Step 1:** Enter the first date you would like to mark off in the “From Date”. Then enter the last date you would like to mark off in the “To Date”.  
Note- please see the AAA’s correspondence identifying the scheduling period. A copy of which is uploaded to the case documents grid for easy reference.

**Step 2:** Next, check the “All Day” box.

**Step 3:** Check the “Recurring” box and select “Daily”. The system will automatically check each weekday as unavailable.

**Step 4:** Click “Save”.





**Example 3:** The user would like to mark off as unavailable 12:30 p.m. to 4:30 p.m. on Fridays for the entire scheduling period.

**Step 1:** Enter the beginning of the scheduling period in the "From Date". Then enter the end of the scheduling period in the "To Date".  
Note- please see the AAA's correspondence identifying the scheduling period. A copy of which is uploaded to the case documents grid for easy reference.

**Step 2:** Check the boxes next to the 12:30 p.m. to 2:30 p.m. slot and the 2:30 p.m. to 4:30 p.m. time slot.

**Step 3:** Next, check the "Recurring" box and select "Weekly".

**Step 4:** Check the box next to "Friday".

**Step 5:** Click "Save".

**Example 4:** The user would only like to be scheduled for one hearing per day.

**Step 1:** Enter the beginning of the scheduling period in the "From Date". Then enter the end of the scheduling period in the "To Date".  
Note- please see the AAA's correspondence identifying the scheduling period. A copy of which is uploaded to the case documents grid.

**Step 2:** Determine what time you would like to attend hearings. Then check the boxes next to the other three time slots that you would like to mark off. See the image to the left as an example.

**Step 3:** Next, check the "Recurring" box and select "Daily".

**Step 4:** Click "Save".

The above example would mean the user may only be scheduled for 10:30 a.m. hearings and will not be scheduled for any other hearings per day.



**Example 5:** The user would like to mark as unavailble multiple time slots on specific days of the week.

**Step 1:** Enter the beginning of the scheduling period in the "From Date". Then enter the end of the scheduling period in the "To Date".  
Note- please see the AAA's correspondence identifying the scheduling period. A copy of which is uploaded to the case documents grid.

**Step 2:** Check the boxes next to the times slots that you are unavailable, such as 8:30 a.m. to 10:30 a.m. and 12:30 p.m. to 2:30 p.m.

**Step 3:** Next, check the "Recurring" box and select "Weekly".

**Step 4:** Check the days of the week that you are unavailable during those times, such as, "Monday", "Wednesday" and "Friday".

**Step 5:** Click "Save".

**Example of Completed Calendar.** Once you have marked off your unavailability, your calendar will start to look similar to the image below. The times and dates that you marked off will appear in orange, which is the default color code for Per Case Unavailability.

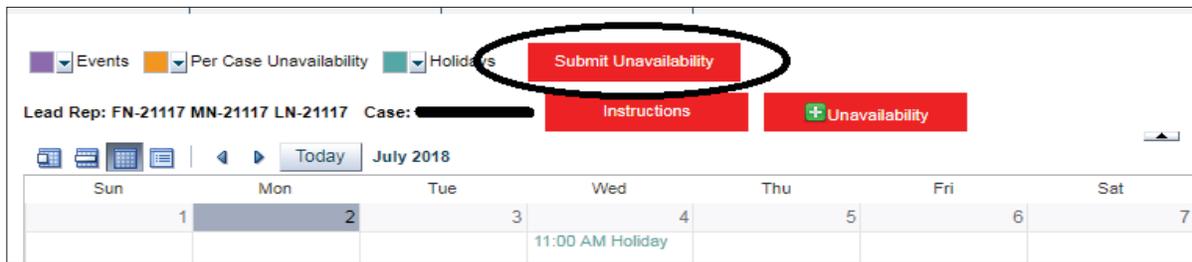
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
	8:30 AM Unavailabl 10:30 AM Unavailat +3 more	8:30 AM Unavailabl 10:30 AM Unavailat +2 more				



## Submit Your Calendar

Please be sure that you have reviewed and marked off your unavailability for all 22 weeks of the scheduling period. You will not be able to update or revise once you have submitted the Calendar to the AAA. Also, the AAA is unable to make any changes, so please be sure it is accurate and current. To submit your calendar, please follow the steps below.

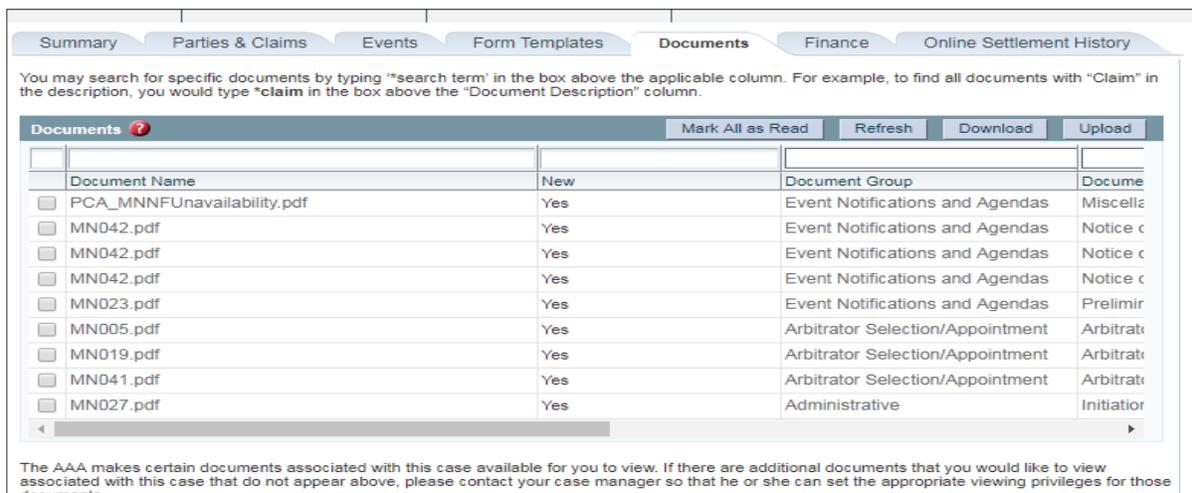
**Step 1:** Click on "Submit Unavailability" button located at the top of the calendar.



**Step 2:** A pop-up box will appear advising you that once you submit your unavailability it cannot be changed. It will ask you whether you would like to continue. Once you select "OK" the calendar will be submitted to the AAA.

**Step 3:** A list of the dates and times that you marked as unavailable will appear. This report will upload to the documents grid in the case record. Select "OK".

**Step 4:** To access your unavailability report, return to the site homepage by clicking "My Cases" on the top dashboard. Under, the "My Cases" grid at the bottom of the screen, search for the case using the search bar at the top of each column. Once you have located the case, click on the case number and you will be directed to the case record. Open the "Documents" grid and locate the "PCA\_MNNFUnavailability.pdf" document. You may download or print this document using the blue dashboard.





Once submitted, the AAA will use your Per Case Calendar to schedule a hearing. After a hearing has been scheduled, the AAA will issue the Notice of Hearing.

**\*Note:** The online sites also include a Global Calendar, which is located under the “My Calendar” tab on the top dashboard, as noted below. Do not use this calendar to submit your unavailability. Please follow the instructions above to access the correct calendar for each case.



If you have any questions, please contact us at 612-332-6545 or by email at [MinnesotaNoFaultArbInfo@adr.org](mailto:MinnesotaNoFaultArbInfo@adr.org).