Introduction

From 12 June 2017, requests for Mediation can be completed and submitted online via the Resolve online system. This User Guide takes you through the steps to take to request and submit an Employment Mediation application online.

Why request Mediation Services online?

Having the process to request mediation available online is part of our plan to make it easier, faster and more secure for people and businesses to access and interact with us as a service.

It means you can go into a secure online environment to request mediation, plus track the status of your application, receive notifications, send through supporting documentation quickly and securely, and see the outcome of your mediation.

Nothing changes about the way we schedule or carry out mediations, but it makes things like scheduling easier.

What do you need to request Mediation Services online?

You will need:

• A RealMe account and login, which is the Government’s identification verification system
• a working email address
• A Resolve account and login: this is Employment Mediation Service’s online service
• Name and contact details of both parties
• Scanned attachments of supporting information to your request such as employment agreements, wage and time records, letters, emails or text messages.

What happens once you request Mediation Services online?

Once we have received your application for Mediation and supporting documentation, you and the other party will be contacted by one of our Employment Mediation Services staff to find a suitable time and place for a mediation meeting to occur.

Why go online?

Requesting an Employment Mediation online means you will be able to:

• Include all the necessary information upfront, which means better accuracy and more efficient processing
• Track the application for Mediation throughout the entire process, from initial submission through to conclusion
• Check and add to the information if needed before submitting.

It also means less manual handling of information, which makes for a more efficient, more consistent and more accurate process overall.

What about submitting a request for Mediation by post or in person?

For those who usually post or bring a request for Mediation to us, we will work with you over coming months to help you get used to using the new system.

For people without online access, we will still accept and manually process paper Mediation requests received by post or in person at our offices. Once the paper form has been received, processed and entered into our system, it will be placed in the queue to be allocated to a Dispute Resolution Co-ordinator.

Need more help or information?

If you need help or more information about applying for Employment Mediation online or setting up a RealMe account and login, you can:

• visit www.employment.govt.nz and visit the Request for Mediation page
• call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz
• call our Employment Mediation Services Contact Centre
  ○ From within NZ, call 0800 20 90 20 during business hours (8.30am - 5.00pm Monday to Thursday, 9.00am - 5.00pm Friday excluding public holidays)
  ○ If you’re calling from overseas, call +64 9 969 2950
## Creating a Resolve online account

<table>
<thead>
<tr>
<th>What is it?</th>
<th>A Resolve online account gives you automatic and secure access to our online Employment Mediation Services. From 12 June 2017, you can submit a Request for Mediation online using your Resolve account.</th>
</tr>
</thead>
</table>
| Who sets up the Resolve account? | The first user account created for your organisation becomes the Administrator by default. You need to decide how your organisation wants to set up and administer this Administrator account. Each organisation account has one Administrator who will be the only user in the organisation responsible for:  
  - adding registered members to the account to allow other individuals or staff members within the organisation to make applications and manage submitted applications on behalf of the organisation  
  - assigning applications to any registered member or reassigning applications from one registered member to another  
  - removing registered members when they are no longer approved to make or manage applications made on behalf of the organisation |
| How many account members can each organisation have? | Your organisation can have as many members as required. These members can only view and manage applications they have either been assigned by their Administrator or have filed for the organisation using their registered member account. You may:  
  - have one account for your organisation and nominate your organisation’s Administrator to set up the organisation’s account  
  - have multiple accounts for your organisation by setting up different organisation accounts for different regional offices and have an administrator in each office manage that office’s account  
  - prefer each individual staff member to create an individual account so that each staff member manages their own files themselves without the need for an Administrator for the organisation |
## Registering a Resolve account for the first time

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Navigate to <a href="https://dispute.employment.govt.nz">https://dispute.employment.govt.nz</a>.</td>
</tr>
<tr>
<td>2</td>
<td>Click Login. You need to login using a RealMe account.</td>
</tr>
</tbody>
</table>
| 3    | If you don’t already have a RealMe account, see page 21 of this User Guide and follow the steps to create one.  
If you do have a RealMe account, log into it as usual and continue the steps below. |
| 4    | Click ![image](https://dispute.employment.govt.nz) an individual representing myself, or an Administrator user for my Organisation then check the mandatory boxes and click ![image](https://dispute.employment.govt.nz) at the bottom right of the screen.  
This displays the “Register your Employment Mediation Services account - Step 2” screen. |
| 5    | Complete all your details here and then click ![image](https://dispute.employment.govt.nz) at the bottom-right corner of your screen.  
You are now the Administrator for your organisation and are ready to make an online Employment Mediation Services application for your Organisation or to register or manage other members in your organisation. |

**NOTE:** As the Administrator for your Organisation, the contact details, name and address you provide in the Register your Employment Mediation Services account - Step 2 screen will automatically populate in this screen when Members register with Employment Mediation Services. Think about what these defaults will be when an Administrator completes this section.
1. **How to set up other Member accounts**

Your organisation’s Administrator will need to add you as a registered Member and you will receive an activation code by email.

<table>
<thead>
<tr>
<th>Step</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>2</td>
<td>Click Login. You need to login using a RealMe account.</td>
</tr>
</tbody>
</table>

![Login with RealMe](image)

3. If you don’t already have a RealMe account, see page 17 of this User Guide and follow the steps to create one.

   If you do have a RealMe account, log into it as usual and continue the steps below.

4. Click ![a new Member user with an activation code from my Organisation](image) and click ![Next](image) at the bottom right of the screen.

   Result: This box will display.

![Input activation code](image)

5. Copy the activation code from the email you received when your Organisation’s Administrator entered you as a registered Member, into the free-text field.

6. Click ![Next](image) at the bottom right of the screen.
The “Register your Employment Mediation Services account - Step 2” screen displays.

Enter your details into this page then click **Submit** at the bottom right corner of your screen.

You are now ready to submit records of settlement to online on behalf of your Organisation.
2. Managing Registered Members

As Administrator for Employment Mediation Services Online, you are responsible for maintaining your Organisation’s profile, adding and deleting registered Members and delegating applications amongst registered Members.

In this section are steps showing how to:

A. Add registered Members
B. Delete registered Members
C. Delegate applications

A. Adding registered Members

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Login to Employment Mediation Services Online</td>
</tr>
<tr>
<td>2</td>
<td>Click Manage my details</td>
</tr>
</tbody>
</table>

![Login details]

Need some help?
Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 469 2950
Click the Members tab.

Type the email address for the Member you wish to add into the box and click Save. You will have a window pop up to confirm this has been done. Click Ok.

This causes an email to be sent to the Member to provide an activation code. This code must be used by the new Member to access Employment Mediation Services Online (following the steps outlined Registering a Member Account).

You will see the status for the newly added Member shows as inactive and options are available to regenerate an activation code, edit the email address or delete the Member.
### B. Deleting registered Member

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Login to Employment Mediation Services Online</td>
</tr>
<tr>
<td>2</td>
<td>Click the Members tab.</td>
</tr>
<tr>
<td>3</td>
<td>Locate the Member you wish to delete within the list and click Delete. A pop up window will appear asking you to confirm that you intend to delete this Member. Click on Yes if you are happy that you have selected the correct Member for deletion or No if you have not.</td>
</tr>
</tbody>
</table>

**Login details**

You are logged in under account: test@test.com

Home
Manage my details
View my applications
Logout

Need some help?

Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 369 2000
C. Delegating applications

As Administrator for Employment Mediation Services Online, you are able to delegate applications amongst registered Members of your Organisation.

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Login to Employment Mediation Services Online</td>
</tr>
<tr>
<td>2</td>
<td>Click Manage my details</td>
</tr>
</tbody>
</table>

![Login details]

Need some help?
Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950

| 3    | Click the Application delegation tab. |
| 4    | There are several ways you may locate files using the Search criteria. If you know the Ref no. for a file you can enter it in the corresponding box, click and have the system locate your file this way. For example: |
In this example Ref no. 160 was searched for by entering the ref. no. in the Ref. no field. No information was entered into the other search fields.

Alternative search methods include locating a file by its Status or Submission date.

To delegate one or more applications to a specific user, select the file(s) by clicking on the check box in front of the application.

Using the drop down menu at the bottom right, select the User you want to delegate the applications to then click Delegate application(s). The applications will move to the selected User’s applications list.
1. **Apply**

This section outlines the steps for:

A. Submitting a Request for Mediation online. There are three types of application that can be used depending on the nature of the problem being raised.
   1. Work related problem
   2. Collective Bargaining
   3. Lockout/Strike Notice

B. Viewing draft or submitted Request for Mediation applications online

A. **Submitting a Request for Mediation online**

This table shows how to record details of and submit a Request for Mediation in Resolve

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.</td>
</tr>
<tr>
<td>2</td>
<td>Click Request for Mediation to start the submission process.</td>
</tr>
<tr>
<td>3</td>
<td>The “Request for Mediation– Case no. xxxxxxx” will display.</td>
</tr>
</tbody>
</table>
4 Enter all required information as below:

N.B. To save details of an application at any stage before completing, click Save then Close. To retrieve the draft application again, select View my applications then Edit the draft application.
<table>
<thead>
<tr>
<th>Section</th>
<th>Notes or action</th>
</tr>
</thead>
</table>
| 1 – Applicant details    | **Applicant:** Select the type of applicant from the drop down menu:  
  ![Select Applicant Type](image1.png)  
  Click Add to display the Edit Applicant screen.  
  Select the Type of entity from the drop down menu.  
  ![Select Type of Entity](image2.png)  
  If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.  
  **Demographic Data:** Select Age group, Gender and Ethnicity.  
  ![Demographic Data](image3.png)  
  **Applicant Representative:** Click Add to enter the details of the Applicant’s representative. Enter contact and address details, then click Submit.                                                                                                                                                              |
| 2 – Other Party details  | **Other Party:** Select the type of party from the drop down menu:  
  ![Select Type of Party](image4.png)  
  Click Add to enter the details of the Other Party. Enter contact details, then click Submit.                                                                                                                                                                                                                     |
and address details, then click Submit.

Select the Type of entity from the drop down menu.

If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.

Other Party Representative:
If applicable, click Add and enter contact and address details for the other party’s representative.

Other Party Signatory:
If the Other Party is a company, click Add and enter the Contact and Address details for the signatory (person who signed the agreement on behalf of the company) and then click Submit.

3 – Industry details
Select an Industry your company belongs to. Select the industry from the drop down menu:
Select size of the business from the drop down menu:

<table>
<thead>
<tr>
<th>Size Of Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>No selection</td>
</tr>
<tr>
<td>0 to 10</td>
</tr>
<tr>
<td>11 to 25</td>
</tr>
<tr>
<td>26 to 50</td>
</tr>
<tr>
<td>51 to 100</td>
</tr>
<tr>
<td>100 +</td>
</tr>
</tbody>
</table>

Location of employment:

Search or enter the address for the location of employment.

4 – Work Related Problem

Select appropriate response to the questions for work related problem, Length of employment and nature of the problem:

Select length of employment from the drop down menu:

<table>
<thead>
<tr>
<th>Length of employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 6 months</td>
</tr>
<tr>
<td>1 to 3 years</td>
</tr>
<tr>
<td>4 to 7 years</td>
</tr>
<tr>
<td>8 to 15 years</td>
</tr>
<tr>
<td>16+ years</td>
</tr>
<tr>
<td>Not declared</td>
</tr>
</tbody>
</table>

If the response to question “Is the employee still employed by the employer?” is No, enter the Employment end date.

Select appropriate response for Collective Bargaining questions:

Provide details on the nature of the problem.
Bargaining

If the collective is current or expired, enter the expiry date of the current collective. Provide the reason why the mediation is request.

If issue has been mediated by MBIE before, provide information about the previous mediation.

Coverage of the collective agreement:

Select from the drop down menu:

4 – Lockout/Strike Notice

Select appropriate response for Strike/Lockout Notice questions:

If the issue has been raised with MBIE before, provide previous mediation information.

Attach a copy of the strike/lockout notice(s) with the application.

Attach Document

Attach any additional document to support the problem being raised.
### B. View Applications

This table shows the steps to view your draft or submitted Request for Mediation.

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click Submit. The application will then be submitted and will display in your View my application(s) page.</td>
</tr>
</tbody>
</table>
| 2    | **Click View my application(s) to view all your draft or submitted mediation applications.**  

**Result:** The View my application(s) page displays.
3 Click Close or Home to return to your My Inbox.
2. Setting up a RealMe account and login

N.B. If you need help setting up a RealMe account and login, you can call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If you don’t have RealMe account and login, follow the steps below to create one: Click Create your RealMe login now.</td>
</tr>
<tr>
<td>2</td>
<td>Complete the Create a RealMe login form. Your email address, username and password are mandatory. You are also required to provide responses to three security questions and accept the RealMe Terms of Use. Then click Create my RealMe login.</td>
</tr>
<tr>
<td>3</td>
<td>You will receive an email from RealMe and be navigated to this page:</td>
</tr>
<tr>
<td>4</td>
<td>Click Continue. You will be returned to Employment Mediation Services and asked to...</td>
</tr>
</tbody>
</table>
register your Resolve account.