Introduction

From 30 March 2016, Employment Records of Settlement can be submitted online via the Resolve online system. This User Guide takes you through the steps you’ll need to take to submit a Recorded Settlement online.

Why submit an Employment Record of Settlement online?

The signing of Employment Records of Settlement is a service we provide to people who have been able to reach their own agreement about an employment relationship problem or issue and want to have the agreement formalised by an Employment Mediator.

Having the submission process 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.

What do you need to submit a Recorded Settlement online?

You will need:

- all the information you usually include when submitting a Recorded Settlement - e.g.
  - an electronically-scanned copy of the Employment Record of Settlement being submitted (e.g. a completed and signed form)
  - contact details for all parties involved
  - any other supporting documentation
- a RealMe® account and login1, which is the governments identification verification system – N.B. you can set this up at any time, and if you need help, call the RealMe Help Desk on 0508 633 564 or visit www.realme.govt.nz
- a Resolve account and login, which is Resolution Services’ online system – N.B. you can set this up from 30 March 2016

What happens once you submit a Recorded Settlement online?

Each Employment Record of Settlement submitted online will be placed automatically in a queue and then allocated to an Employment Mediator.

The Employment Mediator will then carry out the usual checks before signing the Record of Settlement (if appropriate) and finalising the process.

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1 RealMe® is the Government’s identification verification system. It provides extra security and protection for people and organisations accessing government services. You may already have a RealMe® account; if you don’t, it’s very easy to set up and useful for accessing many government services. Simply visit the RealMe website and follow the simple steps. You can do this at any time. If you need help, call the RealMe helpdesk on 0508 633 564.
Why go online?

Submitting an Employment Record of Settlement online means you will be able to:

- include all the necessary information upfront, which means better accuracy and more efficient processing
- track the Record of Settlement throughout the entire process, from initial submission through to conclusion
- check and add to the information if needed before submitting
- reference each Record of Settlement more easily if discussing it

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

What about submitting Records of Settlement using post, fax, or email?

For those people who usually email or fax signed Records of Settlement into 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 Employment Records of Settlement received by post at our offices. Once the paper Record of Settlement has been received, processed and entered into our system, it will placed in the queue to be allocated to a Mediator.

Need more help or information?

If you need help or more information about submitting an Employment Record of Settlement online or setting up a RealMe account and login, you can:

- visit www.employment.govt.nz and visit the Employment Records of Settlement 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
### About creating a Resolve online account

| What is it? | A Resolve online account gives you automatic and secure access to our online Employment Mediation Services. From 30 March 2016, you can submit Employment Records of Settlement online using your Resolve account. |
| 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>
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<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>
<tr>
<td></td>
<td><img src="image" alt="Login with RealMe" /></td>
</tr>
</tbody>
</table>
| 3    | If you don’t already have a RealMe account, see page xx 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 **an individual representing myself, or an Administrator user for my Organisation** then check the mandatory boxes and click **Next** 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 **Submit** 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.

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</tr>
<tr>
<td>4</td>
<td>Click <a href="#">a new Member user with an activation code from my Organisation</a> and click <a href="#">Next</a> at the bottom right of the screen. Result: This box will display.</td>
</tr>
<tr>
<td>5</td>
<td>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.</td>
</tr>
<tr>
<td>6</td>
<td>Click <a href="#">Next</a> at the bottom right of the screen.</td>
</tr>
</tbody>
</table>
7 The “Register your Employment Mediation Services account - Step 2” screen displays.

![Register screen](image)

Confirm your name and contact details here, to allow the Employment Mediation Service to keep you informed about your application's progress.

7.1. Enter your first name, last name, email address and mobile number.

7.2. Enter your address (full line).

7.3. Enter your phone number.

7.4. Enter your organisation name.

7.5. Enter the name of the person completing this application.

7.6. Enter the date of birth.

7.7. Enter the date applied for your organisation.

7.8. Enter the nature of the dispute.

7.9. Enter the date the dispute started.

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

9 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

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<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
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 9 989 2950
3 Click the Members tab.

4 Click Add.

5 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

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<td>2</td>
<td>Click Manage my details</td>
</tr>
<tr>
<td></td>
<td><img src="image1" alt="Login details" /></td>
</tr>
<tr>
<td>3</td>
<td>Click the Members tab.</td>
</tr>
<tr>
<td></td>
<td><img src="image2" alt="Login details" /></td>
</tr>
<tr>
<td>4</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.</td>
</tr>
<tr>
<td></td>
<td>Click on Yes if you are happy that you have selected the correct Member for deletion or No if you have not.</td>
</tr>
<tr>
<td></td>
<td><img src="image3" alt="Confirmation" /></td>
</tr>
</tbody>
</table>
C. Delegating applications

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

<table>
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<tr>
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</table>

![Login details](image)

Need some help?
Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 989 2960

3 Click the Application delegation tab.

![Application delegation tab](image)

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 [Search] 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.

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

6 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.

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

This section outlines the steps for:

A. Submitting a Record of Settlement online  
B. Viewing draft or submitted Employment Records of Settlement applications online

**A. Submitting an Record of Settlement online**

This table shows how to record details of and submit a Record of Settlement in Resolve

<table>
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<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 Lodge Record of Settlement to start the submission process.</td>
</tr>
<tr>
<td>3</td>
<td>The “Lodge Record of Settlement– Ref. no xxx” 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:<br>![Dropdown](image)

Click Add to display the Edit Applicant screen.<br> Select the Type of entity from the drop down menu.<br>![Dropdown](image)

If a Company, use Search Company to search for the company and automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader and complete the Contact details for the applicant.<br> Ensure you enter the name and complete address details then click Submit.<br>Applicant Representative:<br> Click Add to enter the details of the Applicant’s representative. Enter contact and address details, then click Submit.<br>Applicant Signatory:<br> If the applicant 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. |
| 2 – Other Party details | Other Party: Select the type of party from the drop down menu:<br>![Dropdown](image)

Click Add to enter the details of the Other Party. Enter contact and address details, then click Submit.<br> Select the Type of entity from the drop down menu. |
If a Company, use Search Company to search for the company and automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader and complete the Contact details for the applicant.

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– Settlement document
Attach the settlement agreement and any other supporting documents.

Indicate whether the record of settlement relates to an existing or previous mediation matter. If you know the file number, enter the file number into the free-text field.

Indicate whether the record of settlement relates to an existing or previous ERA matter. If you know the file number, enter the file number into the free-text field.

Enter any details required for managing the record of settlement effectively, eg timelines the applicant is trying to meet, in to the free-text field.
5. Click Submit.

The application will then be submitted and will display in your View my application(s) page.

B. View Applications

This table shows the steps to view your draft or submitted Employment Records of Settlement.

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<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 View my application(s) to view all your draft or submitted records of settlement.</td>
</tr>
</tbody>
</table>

Result: The View my application(s) page displays.
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

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<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>
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</tbody>
</table>
|      | Create a RealMe login  
To access this service you need a RealMe login.  
This will give you access to a range of services with a single username and password and much more. You only need one flexible login and it’s designed to protect your privacy and security.  
Create your RealMe login now |
| 2    | 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 |
| 3    | You will receive an email from RealMe and be navigated to this page: |
4 Click Continue. You will be returned to Employment Mediation Services and asked to register your Resolve account.