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1 Relativity Legal Hold

Relativity Legal Hold is Relativity's integrated solution for a complete legal hold management workflow application. Legal Hold helps you identify and preserve relevant data when you anticipate litigation. Better understand your organizational data structure, which gives you an advantage in preparing for a hold, responding to a regulatory agency, or negotiating with opposing counsel with Relativity Legal Hold.

Instead of sending ad hoc emails and manually tracking responses in spreadsheets to manage a legal hold, you can centralize this process by using one application. Using Legal Hold, you can:

- Send out hold notifications by email to confirm involvement.
- Interview custodians to gather information.
- Automatically follow up with unresponsive custodians.
- Track and analyze responses using the Relativity Pivot feature.
- Generate reports to maintain a defensibly-sound audit trail of all communications with custodians and other relevant parties.

Legal Hold RelativityOne is available in the application library and is upgraded with each Relativity upgrade. Install Relativity Legal Hold to your workspace from the application library. For more information see Installing applications.

Legal Hold 10.3 is available in the application library and is upgraded with each Relativity upgrade. Install Relativity Legal Hold to your workspace from the application library. For more information see Installing applications.

**Note:** You can locate an application’s version number by navigating to Applications & Scripts > Application Library tab. You must be a system admin to access this tab.

This guide outlines Legal Hold’s structure and functionality and describes how to create, manage, assess, and close a legal hold or hold-related project. Before getting started, see the.

Access the appropriate application version documentation using the following links:

**Note:** You can locate an application’s version number by navigating to Applications & Scripts > Application Library tab. You must be a system admin to access this tab.
2 Installing Legal Hold

To use Relativity Legal Hold, you need to install the following Relativity applications:

- **Relativity Legal Hold** - install this application to one or multiple workspaces.
- **Portal** - you only need to install this application to one workspace. Once installed, the Portal creates prerequisites and global custom pages used by the Legal Hold application in other workspaces with Legal Hold installed.

Use the following procedures to install Legal Hold:

1. Install Legal Hold and the Portal applications from either the Application Library or an external file. See [Installing Legal Hold below](#).
2. Add the Legal Hold Agent. See [Adding the Legal Hold agent on the next page](#).
3. Configure Legal Hold. See [Accessing and configuring Legal Hold on page 10](#).

2.1 Installing Legal Hold

Relativity Legal Hold 10.3 is only compatible with Relativity 10.3. See the Relativity 10.3 Pre-installation overview for requirements. Note that for a Legal Hold only installation, you do not need the following 10.3 pre-requisites:

- Analytics server setup
- Database server for processing or native imaging
- Worker server for processing or native imaging
- Obtaining applications for native imaging and processing

Since Legal Hold uses the ADS framework, you have the following options available for installing Legal Hold and the Portal in your environment:

**Note:** Remember that you only need to install the Portal application to one workspace in your environment.

2.1.1 Install Legal Hold from the Application Library

If you add the Legal Hold application and the Portal application to the Application Library, you can install them to the current workspace from the Application Library. See Relativity Applications in the Admin guide.

1. Navigate to a workspace where you want to install the application.
2. Click the **Application Admin** tab.
3. Click **New Relativity Application** to display an application form.
4. Click the **Select from Application Library** radio button in the Application Type section.
5. Click ![ ] in the **Choose from Application Library** field.
6. Select Relativity Legal Hold on the Select Library Application dialog. This dialog only displays applications added to the Application Library. If Relativity Legal Hold is not included in the list, see Installing Applications in the Admin Guide.

7. Click Ok to display the application in the Choose from Application Library field. The application form also displays the following fields:
   - **Version** - displays the version of the application that you are installing.
   - **User-friendly URL** - displays a user-friendly version of the application's URL. This field may be blank.
   - **Application Artifacts** - displays object types and other application components.

8. Click Import to install Legal Hold into the workspace.

9. Review the import status of the application. Verify that the install was successful or resolve errors.

**Note:** We recommend always installing Legal Hold to a new workspace, and not to a template.

### 2.2 Adding the Legal Hold agent

After you install Legal Hold, add the Relativity Legal Hold Agent by going to the Agents tab in the Admin level and clicking **New Agent**. Add at least one Legal Hold agent and one Legal Hold Preservation agent, if using preservation holds, per environment. Add more as needed.

Verify the Enable column displays **Yes** for the Relativity Legal Hold Agent. See Adding and editing agents in the Agents guide.

<table>
<thead>
<tr>
<th>Agent name</th>
<th>Requirement information</th>
<th>Function</th>
<th>Agent type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relativity Legal Hold Agent</td>
<td>At least one per environment. <strong>Note:</strong> You can add more agents to allow simultaneous jobs to run. You may also need more agents if you frequently multitask several Legal Hold actions at once (project deletions, send emails).</td>
<td>Sends emails (including reminder and escalation), pulls emails in from custodian responses and purges custodians from a project.</td>
<td>Multiple-installation</td>
</tr>
<tr>
<td>Relativity Legal Hold Preservation Agent</td>
<td>At least one per environment. <strong>Note:</strong> If multiple preservations are to be created, create more than one preservation agent.</td>
<td>Performs all Office 365 Preservation-related work. The agent creates an Office 365 eDiscovery Case, holds and assigns mailboxes and OneDrive URLs of corresponding Custodians. The agent job removes corresponding Custodians from O365 Hold. Agent job deletes corresponding O365 Case when Project is closed. Agent job collects information about...</td>
<td>Multiple-installation</td>
</tr>
</tbody>
</table>
### Agent name | Requirement information | Function | Agent type
---|---|---|---
| | | existing legal hold and O365 holds and updates state and property information in Legal Hold. Agent job sends alert per settings if any modifications found on O365 site which does not correspond to RLH settings. Agent job sends emails per settings if Custodian is placed/removed on/off Hold. Agent job for preservation in place manager is created on application install or upgrade and refreshed when Preservation Case Environment RDO is saved to update Agent run interval. | |

### 2.3 Accessing and configuring Legal Hold

Once you’ve installed Legal Hold and the Portal, you should see the following Legal Hold application tabs in your workspace:

**Note:** Legal Hold 10 includes all tabs available with a base Relativity install.

- Entities
- Legal Hold
  - Projects
  - Communications
  - Reports
  - Question Responses
  - Mailbox
- Libraries
  - Questionnaires
  - Questions
2.3.1 Legal Hold template

Legal Hold ships with a default template entitled, Legal Hold Template in the Legal Hold > Projects tab. You can create a new project from scratch or use this template to customize your new project.

When creating a project from a template, the following items carry over:

- **Project details** - this includes all of the [Project response level on page 54](#) fields.

- **Associated communications with details** - the template includes the following communications:
  - **Acknowledge Email Template** - an example communication that includes an acknowledge email merge field inside the body of the text for a custodian to acknowledge the legal hold without further navigation.
  - **Alert Notice Template** - an example communication that notifies anyone in the Alert Group that a custodian might have potential involvement in a legal hold or matter.
  - **Legal Hold Notice Template** - an example communication that notifies custodians of an anticipated (or actual) legal hold and contains a link to the custodian portal where the custodian can acknowledge their participation in the hold or that they’ve received the notice.
  - **Legal Hold Release Notice** - an example communication that notifies on-hold custodians that they have been released from the hold or project.

- **Associated questionnaires** - the Legal Hold Notice Template communication contains the Legal Hold Questionnaire Template questionnaire that ships with the template. This questionnaire contains typical questions that a company might want to collect information from a custodian, such as whether they had prior knowledge of the hold, or if they have access to electronic documents that may pertain to the hold.

**Note:** Legal Hold preserves item-level security on the above items for the new project, including communication(s) and questionnaire(s). See [Managing workspace security on the next page](#).

**Note:** In order for a user to create a project from a template they must have edit rights on the project object.

2.3.2 Configuring Legal Hold

To configure Legal Hold, access the Settings tab. For more information, see Hold Admin tab on page 34.
2.4 Managing workspace security

**Note:** In order for Relativity System Administrators or Workspace Admin Group members to have access to the functions controlled by the Legal Hold Application, you must add these users to another security group or add a new group with access to the Legal Hold Application. When Legal Hold is installed to a workspace Relativity creates a Legal Hold Security Admins group where you can add users.

The Legal Hold application security is set at the workspace and item level. See the Security and Permissions topic in the Admin guide.

We recommend configuring the security permissions on your Legal Hold workspace as soon as you install Legal Hold. See [Projects on page 50](#) for more information.

For a Relativity Legal Hold user to run and complete a project, certain permissions need to be set. See the table below for the security permissions to run a Legal Hold project.
<table>
<thead>
<tr>
<th>Object Security</th>
<th>Tab Visibility</th>
<th>Other Settings</th>
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<td>Admin Operations</td>
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<td>View, Edit, Add</td>
<td>Legal Hold</td>
<td>○ View All Audits</td>
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<td>Report – View, Edit, Delete, Add</td>
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<tr>
<td>Schedule</td>
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</table>
When you install Legal Hold into a workspace, Relativity creates a Legal Hold Security Admins group. This group will have all Legal Hold permissions enabled by default. You can add users into this group. You will also be able to create new groups, or give existing groups, Legal Hold permissions by selecting the custom Legal Hold permissions. For more information on the Legal Hold permissions, see Projects on page 50.

### 2.5 Post-installation verification test

As a best practice, you should confirm that your Legal Hold 10.3 application is functioning properly after an initial installation or an upgrade. We provide step-by-step instructions in a Word document for performing a post-installation verification test in your Relativity environment.

Click here or the following image to download the Relativity Legal Hold 10.3 Post-Installation Verification Test document.

Access the Relativity Legal Hold 10.3 Post-Installation Verification Test document from the documentation site.

### 2.6 Legal Hold workspace security

To use Relativity Legal Hold, you need to configure the

#### 2.6.1 Accessing and configuring Legal Hold

Once you've installed Legal Hold and the Portal, you should see the following Legal Hold application tabs in your workspace:

**Note**: Legal Hold 10 includes all tabs available with a base Relativity install.

- Entities
- Legal Hold
  - Projects
  - Communications
  - Reports
  - Question Responses
  - Mailbox
2.6.1.1 Legal Hold template

Legal Hold ships with a default template entitled, Legal Hold Template in the Legal Hold > Projects tab. You can create a new project from scratch or use this template to customize your new project.

When creating a project from a template, the following items carry over:

- **Project details** - this includes all of the Project response level on page 54 fields.
- **Associated communications with details** - the template includes the following communications:
  - **Acknowledge Email Template** - an example communication that includes an acknowledge email merge field inside the body of the text for a custodian to acknowledge the legal hold without further navigation.
  - **Alert Notice Template** - an example communication that notifies anyone in the Alert Group that a custodian might have potential involvement in a legal hold or matter.
  - **Legal Hold Notice Template** - an example communication that notifies custodians of an anticipated (or actual) legal hold and contains a link to the custodian portal where the custodian can acknowledge their participation in the hold or that they’ve received the notice.
  - **Legal Hold Release Notice** - an example communication that notifies on-hold custodians that they have been released from the hold or project.
- **Associated questionnaires** - the Legal Hold Notice Template communication contains the Legal Hold Questionnaire Template questionnaire that ships with the template. This questionnaire contains typical questions that a company might want to collect information from a custodian, such as whether they had prior knowledge of the hold, or if they have access to electronic documents that may pertain to the hold.

**Note:** Legal Hold preserves item-level security on the above items for the new project, including communication(s) and questionnaire(s). See Managing workspace security on the next page.
Note: In order for a user to create a project from a template they must have edit rights on the project object.

### 2.6.2 Managing workspace security

Note: In order for Relativity System Administrators or Workspace Admin Group members to have access to the functions controlled by the Legal Hold Application, you must add these users to another security group or add a new group with access to the Legal Hold Application. When Legal Hold is installed to a workspace Relativity creates a Legal Hold Security Admins group where you can add users.

The Legal Hold application security is set at the workspace and item level. See the Security and Permissions topic in the Admin guide.

We recommend configuring the security permissions on your Legal Hold workspace as soon as you install Legal Hold. See Projects on page 50 for more information.

For a Relativity Legal Hold user to run and complete a project, certain permissions need to be set. See the table below for the security permissions to run a Legal Hold project.
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<td>View All Audits</td>
</tr>
<tr>
<td>Entity – View, Add</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Custodian Authentication - View, Edit, Delete, Add</td>
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<td>Custodian Role – View, Edit, Delete, Add</td>
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<td>○ Custodian Settings</td>
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<td>Global Reminder – View, Add</td>
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<td>Legal Hold Application Permissions – View</td>
<td>○ Select all</td>
<td>○ Legal Hold Settings</td>
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<td>Preservation Target Discovery Status - View, Edit, Delete, Add</td>
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<td>Preserve Product – View,</td>
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Relativity Legal Hold Guide
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<td>Scheduled Communication</td>
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When you install Legal Hold into a workspace, Relativity creates a Legal Hold Security Admins group. This group will have all Legal Hold permissions enabled by default. You can add users into this group. You will also be able to create new groups, or give existing groups, Legal Hold permissions by selecting the custom Legal Hold permissions. For more information on the Legal Hold permissions, see [Projects on page 50](#).

### 2.6.3 Securing a project

To secure these custom permissions:

1. Navigate to the **Workspace Admin > Workspace Details** sub-tab.
2. From the Relativity Utilities console, click **Manage Workspace Permissions**.
3. Determine the group you want to apply these custom permissions to, then click **Edit Permissions** on that group.
4. Scroll down to the **Legal Hold Application Permissions**.
5. From here, select the checkbox next to the permissions that you want to grant the users in the specified workspace group. You also need to ensure that a corresponding object level permission is also set to Add or Edit.

If you leave a checkbox cleared, the users in that group won’t be able to perform the permission, which corresponds to a button or link in Legal Hold or the Custodian portal.
Legal Hold Application Permissions

- **Approve Communications** - Approve button on Project console appears when:
  - Approve Communication - select this checkbox

- **Assign Custodian** - Assign button on the Project console appears when:
  - Assign Custodian(s) - select this checkbox.
  - Object level permission: Custodian Role - Add

- **Release Custodian(s)** - Release button on the Project console appears when:
  - Release Custodian(s) - select this checkbox.
  - Object level permission: Custodian Role - Edit

- **Remove Custodian(s)** - Remove button on the Project console appears when:
  - Remove Custodian(s) - select this checkbox.

- **Open Project/Close Project** - Open/Close button on the Project console appears when:
  - Open Project/Close Project - select this checkbox.
  - Object level permissions
    - Project - Edit
    - Message - Create
    - Custodian Role - Edit

- **Send Communication(s)** - Send Communication button on the Communication console appears when:
  - Send Communication(s) - select this checkbox.

- **Send Communication Preview** - Send Preview button on the Communication console appears when:
  - Send Communication Preview - select this checkbox.

- **Send Communication Reminder** - Remind button on the Communication console appears when:
  - Send Communication Reminder - select this checkbox.

- **Send Escalation** - Escalate button on the Communication console appears when:
  - Send Escalation - select this checkbox.

- **View Portal As** - Controls the ability to access the Custodian portal and view active holds, tasks requiring attention, and completed tasks.
  - View Portal As Custodian - select this checkbox.

- **Act on Behalf Of** - Acknowledge on Behalf button on the Communication console. Controls the ability to acknowledge or respond on behalf of another custodian.
  - Act on Behalf Of Custodian - select this checkbox.
- **Respond to Message** - Reply to Message button on the Reply console appears when:
  - **Respond to Message** - select this checkbox.
  - **Object level permission: Message** - Add and Edit

- **Send Global Reminder Now** - Send Global Reminder Now button on the Global Reminder console appears when:
  - **Send Global Reminder Now** - select this checkbox.

- **Send Test Global Reminder** - Send Test Email button on the Global Reminder console appears when:
  - **Send Test Global Reminder** - select this checkbox.

- **Test Outgoing Email Settings** - Test Outgoing Email Settings button on the Settings console appears when:
  - **Test Outgoing Email Settings** - select this checkbox.

- **Send Project Reminder Now** - Send Project Reminder button on the Project Reminder Notify console appears when:
  - **Send Project Reminder Now** - select this checkbox.

- **Send Test Project Reminder** - Send Test Email button on the Project Reminder Notify console appears when:
  - **Send Test Project Reminder** - select this checkbox.

- **Preservation Hold** - Controls the ability to add, edit, or remove Preservation Holds within projects.
  - **Preservation Hold** - select this checkbox.

System admins must ensure that the following object level permissions are enabled in order for specific buttons or links appear in the Legal Hold UI.

**Note:** These object level permissions aren’t contained in the Legal Hold Application Permissions.

- **New Project** button - the user can create a project from a template when the following permissions are enabled:
  - **Project** - Add, Edit
  - **Communication** - Add, Edit
  - **Questionnaire** - Add, Edit

- **Create Communication** button - this button appears when:
  - **Communication** - Add, Edit
  - **Questionnaire** - Add
  - **QuestionnaireQuestion** - Add, Edit
- **Schedule Report** button - this button appears when:
  - **Scheduled Report** - Add, Edit
  - **Job Schedule** - Add

- **Add** link - this link appears on the Communication layout Portal Content tab when:
  - **Object level permission: Field** - Add, Edit
  - **Add Field Choice By Link** - select this checkbox.

System admins must ensure that the following permissions are enabled in order for specified users to run reports from the Project and Communication consoles.

- **Tab Visibility - Legal Hold::Reports** - select this row.

**Note:** We recommend not overwriting inherited security on the Reports tab. This may cause unexpected Report permissions issues.

To ensure that the Question Response report link appears on the Communication console, the following must be in place:

- The communication contains a questionnaire
- The user has permission to view the Question Responses tab both under the workspace tabs and under the Tab Visibility.

- **Object Security - Question Responses and Questionnaire Response Answer** - View

To ensure that the Question Response report link appears on the Custodian and Project Details, the following must be in place:

- The user has permission to view the Question Responses tab both under workspace tabs and under the Tab Visibility.

- **Object Security - Question Responses and Questionnaire Response Answer** - View

6. Click **Save**.

**Note:** The Legal Hold Application Permissions are only available when the Legal Hold application is installed.

See the Security and Permissions topic in the Admin guide for more information on workspace permissions.

### 2.6.3.1 Configuring Legal Hold

To configure Legal Hold, access the Settings tab. See [Hold Admin tab on page 34](#) for more information.

### 2.7 Upgrading Legal Hold

To use Relativity Legal Hold, you need to install the following Relativity applications:
- **Relativity Legal Hold** - install this application to one or multiple workspaces.
- **Portal** - you only need to install this application to one workspace. Once installed, the Portal creates prerequisites and global custom pages used by the Legal Hold application in other workspaces with Legal Hold installed.

Use the following procedures to upgrade Legal Hold:

1. Install Legal Hold and the Portal applications from either the Application Library or an external file. See [Upgrading Legal Hold on the previous page](#).
2. Add the Legal Hold Agent. See [Upgrading Legal Hold on the previous page](#).
3. Configure Legal Hold. See [Upgrading Legal Hold on the previous page](#).

### 2.7.1 Upgrading Legal Hold

Relativity Legal Hold is tied to your Relativity instance and located in the Application Library. When you upgrade your Relativity instance, Legal Hold also upgrades. No additional steps are needed.

After upgrading Relativity, clear your browser cache to ensure that all application changes are reflected.

### 2.7.2 Upgrade considerations

The key consideration before deciding to upgrade Legal Hold, is to upgrade Relativity. Relativity Legal Hold is updated automatically when Relativity is upgraded. When taking this into consideration, find more information with the [Upgrade considerations](#) document and the [Relativity upgrade overview](#) document.
3 Migrating legacy hold information

After installing Legal Hold, you can use the Relativity Desktop Client (RDC) to migrate hold information from a legacy system into Legal Hold. See the Relativity Desktop Client guide.

3.1 Prerequisites

Before migration, you must convert existing hold information into separate load files with specific formats, as detailed below.

*Note:* Not all of the following information may exist in the legacy system, so you don’t need to populate non-applicable fields, with the exception of required values, such as **Name**.

3.1.1 Load file types

- Entity information. For example: email, department, manager.
- Project/communication information. For example, description, email content, Portal content, BCC.
- Custodian reminder and escalation dates
- Custodian association to projects/communications
- Communication acknowledgment dates per custodian
- Questions into the Question Library
- Questionnaire completion dates per custodian
- Message information

This migration does not cover:

- Migrating custodian responses to questions on questionnaires
- Migrating email history

The following items must all be unique:

- Project names
- Communication names
- Custodian full names

3.2 Importing the legacy data

Importing legacy data into Relativity Legal Hold requires separate imports through the RDC for each object type. For example, import the custodians load file into the Entity object.
1. Import the Entity load file.

- **(Required) Full Name** - this unique value appears on all Legal Hold grids and pickers when selecting a custodian. This value must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file.
- **(Required) First Name** - the custodian's first name.
- **Middle Name** - the custodian's middle name.
- **(Required) Last Name** - the custodian's last name.
- **(Required) Email** - the custodian's email address.
- **Secondary Email** - the custodian's secondary email.
- **Phone Number** - the custodian's phone number.
- **Company** - the custodian's company.
- **Job Title** - the custodian's job title.
- **Department** - the custodian's department within the organization. This value is available for filtering and searching when selecting custodians.
- **Manager** - the custodian's manager. This value should also exist as a separate custodian in the load file.

- **Employee Number** - the custodian's employee number.

- **Employment Status** - the custodian's current employment status.

- **Start Date** - the date the custodian's position started.

- **Leave Date** - the date the custodian's position ended.

- **Username** - the custodian's employee username at the company.

- **Address 1** - the custodian's home address.

- **Address 2** - the second line of the custodian's home address.

- **City** - the custodian's home address city.

- **State/Province** - the custodian’s home address state/province.

- **Zip/Postal Code** - the custodian’s home address zip/postal code.

- **Country** - the custodian's home address country.

- **Location** - An optional field used to denote a specific building/office or to provide a friendly name for different business units.

- **Notes** - use this field to add any applicable notes regarding the custodian.

- **Unique ID** - use this field when, for example, performing Active Directory data imports using [Relativity Integration Points](https://relativity.com). Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

2. Import the Projects load file.

   - **(Required) Name** - the unique name of the project, which can contain several communications. This value often reflects the matter name and must be unique.

   - **Project Description** - a description to help you classify and organize projects.

   - **(Required) Project Status** - this value is either **Active** or **Closed**. Setting a project as Closed prevents any further actions from being taken in the project. You can re-open a project at any time.

   - **Project Start Date** - the date that the project was created.

   - **Project Close Date** - the date that the project was closed, corresponding to the **Project Status** value mentioned above.

   - **Project Owner** - the first and last name of the project owner. If the setting is enabled, all custodian replies to communications are forwarded to this user.

   - **(Required) Owner Email** - the email address of the project owner. If the setting is enabled, all custodian replies to communications are forwarded to this user.
- **(Required) Type** - you can create custom project types to classify projects according to custom workflows. The default value is Legal Hold.

- **(Required) Use as Template** - this value is either True or False to distinguish this project as being a template. You can change the value as necessary.

- **Subject Matter Start Date** - the date that the project's subject matter actually began. This value is useful for referencing a time period from which documents are preserved.

- **Subject Matter End Date** - this is the date the project’s subject matter concluded, and is useful for referencing a time period for which documents should be preserved.

3. Import the Communications load file.

- **(Required) Name** - the unique name of the communication, which Legal Hold sends to custodians. This value must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file.

- **(Required) Communication Type** - there are three main communication types listed below. Creating a communication type other than these types will contain the properties of the General Hold Notice communication type.
  - General Hold Notice - the standard communication sent to custodians who must review or accept specific language and/or complete a questionnaire.
  - Release Notice - Legal Hold only sends this communication type to custodians that are released from a project.
  - Alert Group - Legal Hold only sends this communication type to users who must be alerted to a custodian’s specific answers to questions on questionnaires.

- **(Required) Project** (Name) - this project name should correspond with the project name from the previous load file.

- **Communication Description** - the description of the communication. You can add any details regarding the communication’s purpose or content.

- **Response Due Date** - the date at which all custodians should reply to the communication. If a custodian does not respond by this date, they are flagged as having an overdue communication.

- **(Required) Use as Template** - this value is either True or False to distinguish this communication as being a template. You can change the value as necessary.

- **(Required if Legal Hold is the communication type) Acknowledgement Required** - this value is either True or False to indicate if the specific communication requires the custodian to log in to the Custodian Portal and acknowledge the communication.

- **(Required) Email Subject** - the email subject for the communication.

- **(Required) Email Body** - this is the email body for the communication. The body should already contain the [PortalLink] merge field if the communication requires acknowledgement.

- **(Required if Legal Hold is the communication type) Enable Reminders** - this required value is either True or False to indicate if Legal Hold sends automatic reminders to non-responsive custodians. If the value is True, you must also fill out the other reminder fields.
below. The body should already contain the [PortalLink] merge field if the communication requires acknowledgement.

- **(Required if enabling reminders) Reminder Interval** - if Enable Reminders is set to True, this value determines how many days apart Legal Hold sends the reminders. For example, a value of “7” means that Legal Hold sends reminders every 7 days until the custodian responds.

- **(Required if enabling reminders) Allotted Reminders** - if Enable Reminders is set to True, this value determines how many total reminders are sent.

- **(Required if enabling reminders) Reminder Subject** - if Enable Reminders is set to True, this contains the subject of the reminder email.

- **(Required if enabling reminders) Reminder Body** - if Enable Reminders is set to True, this contains the email body of the reminder email. The body should contain the [PortalLink] merge field if the communication requires acknowledgement.

- **(Required if Legal Hold is the communication type) Enable Automatic Escalation** - this value is either True or False to configure if Legal Hold sends an escalation to the custodian’s manager after all automatic reminders are sent.

- **(Required if enabling reminders) Escalation Detail** - if Enable Automatic Escalation is set to True, this contains the email body that will get sent to the custodian’s manager.

- **(Required if Legal Hold is the communication type) Portal Detail** - this is what custodians see and requires their acknowledgement in the Custodian Portal.

- **Send As** - this value populates an email alias as the sender for all holds going forward.

- **BCC People** - this requires the custodian’s full name value from above and will then send these custodian’s notices when other custodians receive the hold going forward.

- **BCC Subject** - this is the subject of the BCC email that Legal Hold sends to the BCC People above.

- **BCC Body** - this is the body of the BCC email that Legal Hold sends to the BCC People above.

4. Import the Attachments load file. This a list of all the attachments that custodians view on the Portal and the Projects that those attachments are associated with.

- **(Required) Name** - the name of the attachment file (you can use the file name).

- **(Required) File Link** - this should contain a link to the native file attachment you want to import. Under the “Native File Behavior” section in the Desktop Client, click “Load Native Files.” From the drop-down, select the field from your load file that contains the link.

- **(Required if you are linking attachments) Communication Name** - this links the attachment with an existing communication. You must specify the exact communication name to correctly associate the attachment to the communication.

5. Import the Custodian Role load file. These values link a custodian to a specific project and, if they are a custodian, specifies if they have been released. A custodian requires one Custodian Role value for each project.
• **(Required) Name** - this value must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file. The end user never sees this value.

• **(Required) Project** - this is the specific project name that the communication belongs to. In the RDC, select this as the Parent RDO.

• **(Required) Communications** - this is the specific communication name from above that was sent to the custodian. Separate multiple communications with a semi-colon and no space.

  Note: Use the field settings when merging data.

• **(Required) Custodian** - this is the custodian (full name) who received the communication.

• **(Required) Role** - you can generate any number of custom roles, but we recommend importing with the default: Custodian.

• **(Required if the custodian is released) Release Date** - populate this with the release date if the custodian was released from the Project.

• **Access to Sensitive Material** - This value is either True or False to indicate if the custodian on this project has access to sensitive material.

• **Notes** - An optional area to store specific notes about this custodian’s involvement on this specific project. For example, ESI Tier.

6. Import the Custodian Status load file. These values link specifics regarding when custodians receive and respond to notices.

• **(Required) Name** - the end users never sees this value but it must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file.

• **(Required) Communication** - this is the specific communication name from above that Legal Hold sent to the custodian.

• **Communication View Date** - if known, this is the date that the custodian actually viewed the communication.

• **Acknowledgement Date** - this is the date that the custodian acknowledged the communication. Leave this value blank if the custodian did not acknowledge the communication.

• **(Required) Custodian** - this is the custodian (full name) who received the communication.

• **Escalation Date** - if Legal Hold sent an escalation for this custodian and communication, this is the date it was sent.

• **Notice Last Sent Date** - this is the last date that Legal Hold sent a communication to the custodian.

• **(Required) Project** - this is the specific project name that the communication belongs to. In the RDC, select this as the Parent RDO.

• **Reminders Last Sent Date** - this is the last time that Legal Hold sent a reminder to the custodian.
- **Reminders Sent** - this is the total number of reminders that Legal Hold has sent to the custodian for the communication.

- **Resolved By** - (Custodian Full Name) - this is the Relativity User artifact ID who acknowledged a communication on behalf of this communication.

- **Resolved By Reason** - for auditing purposes, this is the reason why someone else acknowledged the communication on behalf of this custodian.

7. Import the Message load file. These values link specifics regarding messages sent or received in specific holds.

- **(Required) Name** - Unique identifier for the row of data.

- **(Required) Custodian** - Custodian name.

- **(Required) Communication** - Name of the communication.

- **(Required) Project** - Name of the project to which the custodian is being added. In the RDC, select this as the Parent RDO.

- **(Required) Message Type** - Enter "General" (without quotes) into this field.

- **(Required) Message Status** - Enter "Sent" (without quotes) into this field.

- **(Required) Last Sent Date** - The data that the last communication was sent.

8. Re-save communications.

- For any communications that have scheduled reminders, go into those communications from the front end and resave them so that Legal Hold schedules the automatic reminder/escalation job. For communications with scheduled reminders, resave the communication from Legal Hold so that Legal Hold schedules the automatic reminder/escalation job.

- If custodians need to see any portal attachments, you must go into each communication on the front end and add them.

### 3.3 ARM

Use the ARM application in conjunction with Legal Hold to archive, restore, and move a Relativity Legal Hold workspace between Relativity installations or SQL Servers. For more information on ARM, its job types, security permissions, and considerations, see the ARM overview in the Relativity documentation site.

To run ARM with Legal Hold, you will need to select the Legal Hold check box in ARM. For more information, see Creating a running a Restore job in the Relativity documentation site.

When restoring a Legal Hold workspace, the link to the Portal URL is automatically removed. The removal of the Portal URL prevents any further communication from being sent. Communications will not work until the Portal URL field is repopulated. To update the Portal URL after the restore, see Custodian Settings.

After updating the Portal URL, it may be useful to notify users of the new URL with a Global Reminder. You can easily include the new URL in the reminder by using the Portal Link merge field. For more information, see Enabling Global Reminder.
3.4 Importing custodian data using Microsoft Azure AD

Use Relativity Integration Points in conjunction with Legal Hold to import entity data, employee or custodian, from Microsoft Azure Active Directory. For example, the workstations, employee names, data shares, etc. To do this, install Relativity Integration Points application into your workspace from the Relativity Application Library. Once installed, add the Azure AD Provider source.

Start by creating an Azure AD application and credentials in your Azure Portal to connect with Relativity Integration Points. During this you'll create the app, select the Graph API, grant permissions, and find Azure credentials.

The RIP Azure AD Provider is a separate application that isn't in the Relativity Application Library. Contact Customer Support to add Azure AD provider as a source to RIP. Completing this adds Azure AD as a source within RIP.
4 Hold Admin tab

The Hold Admin tab contains all Legal Hold configuration settings.

**Note:** Use Relativity Integration Points to import custodians from an LDAP-enabled data source. See the Relativity Integration Points website. As Relativity Integration Points is only compatible with Relativity 9.1 and higher, we encourage users who rely on this functionality to upgrade to Relativity 9.1+ prior to upgrading to Legal Hold 4.2 and above.

4.1 Legal Hold settings

The Legal settings tab contains the following fields:
General

- **Forward Reply Emails to Project Owner**
  - Select **Yes** to have Legal Hold automatically forward all custodian replies to the project owner, as specified in the project details. See [Projects on page 50](#). Legal Hold sends custodian replies first to the primary Legal Hold inbox for import into the system, while still giving visibility to the project owner of the custodian’s reply.
  - Select **No** to prevent Legal Hold from forwarding custodian replies to the project owner.
Send Confirmation Email
- Select Yes to have Legal Hold send a confirmation email to the custodian once they acknowledge a communication or complete a questionnaire.
- Select No to prevent Legal Hold from sending a confirmation email to the custodian upon their acknowledgement.

Automated Send Time - the time at which Legal Hold sends automated reminders and automated escalations. Use the HH:MM format (24-hour format). The time is local to the server, not your local PC.

Hold Notices Require Approval - the workspace setting that sets whether Relativity Legal Hold users need to send all communications to an admin for approval before sending to custodians.

Enable Project Wizard
- Select Yes to use the Project Wizard when creating a new legal hold project. For more information, see Creating a project on page 59.
- Select No to use the alternative steps to create a new legal hold project. For more information, see Alternate project creation method on page 65.

PRL High Threshold (%) - the percentage of acknowledged communications, out of all sent communications in a project, to be considered at a successful level and turn the PRL icon in the project list green. Default is set at 100%. See Project response level on page 54.

PRL Medium Threshold (%) - the percentage of acknowledged communications, out of all sent communications in a project, to be considered at a standard level and turn the PRL icon in the project list yellow. Default is set at 50%. See Project response level on page 54.

Custodian Portal

Portal URL - the Legal Hold Portal URL where your organization is hosting this application web page. This URL must be:
- Externally exposed if anyone outside your network needs to access the Portal. See Custodian portal on page 138.
- A Relativity site using Forms authentication, not Windows authentication.

Note: When using the ARM feature to restore a workspace, the Portal URL is cleared in order to not point to the old server, preventing communications from being sent. The Portal URL will need to be updated before resuming sending communications. Locate the updated Portal URL in Legal Hold Settings. For more information, see Legal Hold settings on page 34.

Portal Title - enter customized text that appears at the top of the Portal page.

Portal Custom Image - upload a custom image that appears at the top of the Portal page. If there is no uploaded image, the Relativity logo appears as the default.
- The image shouldn't exceed 130 x 28 pixels.
- Legal Hold permits any common image file; however, we recommend a transparent .png for best results.
- **Link Access Limit (Clicks)** - number of times the custodian can access the Portal from the link sent in the communication email.

- **Link Expiration (Days)** - number of days the link sent in the communication email is valid.

### Outgoing Email

The outgoing email settings must be entered on the Legal Hold Settings page prior to sending communications. For more information, see [Legal Hold settings on page 34](#).

**Note:** When using SMTP, RelativityOne users should use their own server. For more information, see [View reasons to use your own SMTP or Exchange Web Services. on the next page](#).

- **Username** - the username for the account on the SMTP server used for sending emails. This can be an email address or domain\username depending on the server settings. Even if your SMTP server is configured for anonymous authentication, you must input a value. For example, “anonymous”.

- **Password** - the password for the account on the SMTP server that Legal Hold uses for sending emails. Even if your SMTP server is configured for anonymous authentication, you must input a value. For example, "anonymous".

- **Domain** - the SMTP domain address. For example, “smtp.office365.com”.

- **Port** - the SMTP port number.

- **Use SSL for SMTP**
  - Select **Yes** to use Secure Sockets Layer security for SMTP. You should consult with your IT department if you are unsure whether your SMTP server uses SSL.
  - Select **No** to disable SSL for SMTP.

- **From Email Address** - the display name and/or email address you want to appear when sending communications from Legal Hold. When a custodian receives a project communication, it will appear as if it was sent from the display name and/or address. For example, use the following verbiage "**Display name <email@domain.com>**". The custodian will see something like the following email:

  ![Example Email](example_email.png)

- **Reply to Email Address** - the reply to email address. When a custodian clicks reply to a project communication, their reply is sent to this address. See the From Email Address example above.

- **Email Processor Type** - the type of email sent via Relativity Legal Hold.

**Notes:** Select EWS, Exchange Web Services, to send communications from Microsoft Office 365, or other Exchange servers, and avoid using an SMTP.

When EWS is selected:
- **Save copies of sent email** - the option to save general hold notices and email acknowledgement emails to a folder.

- **Folder for sent copies** - the location of the folder that saves the copies of the communications.

- **Place sent copies in Project sub-folder** - the option to create separate subfolders for individual projects.

View reasons to use your own SMTP or Exchange Web Services.

- Using your own SMTP for Legal Hold communications:
  - Legal Hold communications come from your trusted domain. An employee is more likely to interact with email from your domain.
  - Send communications from company's account. Using a different domain for the Send As results in emails getting flagged for spam.

- Using Microsoft Exchange Web Services (EWS) to send communications with Microsoft Office 365 or other Exchange servers.
  - Preserve all sent communications in a folder within your account.
  - Able to receive replies from Custodians which can contain sensitive information.
  - Better manage collections of emails according to their data protection regulations.

### Incoming Email

- **Frequency to Check** - how often the Relativity Legal Hold agent checks the inbox mailbox for custodian replies to communications in order to pull them into the system.

- **Email Processor Type** - email services can use one of several options to interact with third-party applications. Consult with your IT department if you are unsure which email processor type to use alongside your mail server.
  - EWS - Exchange Web Services
  - IMAP - Internet Message Access Protocol
  - POP3 - Post Office Protocol 3

- **Mail Username** - the mail username, specified by email address or domain\username depending on server settings, which will receive the custodian email replies.

- **Mail Password** - the password for the Mail Username address. This Mail Password field is case sensitive.

- **Mail Domain** - the fully qualified mail server name or IP address. For example, “demo.testing.corp”.

- **Mail Port** - the mail port number.

- **Mailbox** - the actual name of the folder containing the custodian replies to Legal Hold communications. For example, "Inbox." This Mailbox field is case sensitive.

---

**Note:** Whatever mailbox is selected for the incoming mailbox setting should be only used for Relativity Legal Hold. The Legal Hold agent checks this mailbox for Legal Hold replies, imports any messages it finds, and then deletes all emails in the mailbox.
4.1.1 Settings console

The Settings console contains the **Test Outgoing Email Settings** button. This option verifies your outgoing email configuration settings are valid. A verification message appears stating that Legal Hold sent test emails from the **From Email Address** to the **Reply to Email Address** using the agent server that houses the Relativity Legal Hold agent.

---

4.1.2 Saving email acknowledgements and general hold notices

This feature preserves copies of all email acknowledgements and general hold notices. The EWS email processor enables this outgoing email storage feature. When it is enable, the user elects to save copies of the sent email, selects a folder for the sent copies to be saved in, and select the option to breakout subfolders based on project. For more information, see [Legal Hold settings on page 34](#).

In a project that has custodians assigned to the project, all general legal hold notifications are saved into a folder labeled with the custodian's name. The host folder is the folder selected when setting up Outgoing Email.

---

4.2 Item selectors

Legal Hold admins can modify the custodian pickers throughout Relativity Legal Hold from Item Selectors tab. Modifications to the pickers include re-ordering the fields, setting the size of the columns, adding and removing fields, and adding custom fields to include additional information.

Relativity Legal Hold includes a fixed list of custodian pickers in Legal Hold. Custodian pickers are the menus where you can select different custodians and put them in a select or unselected column. The pickers include Acknowledge on Behalf of Selected Custodians, Assign Custodians to Projects, Change Custodian Role, Escalate Select Custodians, Release Custodians from Project, Remind Select...
Custodians, Remove Custodians from Project, Send Communication. These pickers all map to a legal task or communications around custodians in legal hold.

In the picker view, you can add or remove fields. To add a new field to the picker,

1. Click on the custodian picker you want to customize.
2. Click a field in the available fields column.
3. Click an arrow option to move the field to the Select Fields column.

Click the multiple arrow button to move all fields at once.

Users can also organize column order based on organization’s needs by adding or removing fields from Available Fields and Selected Fields. With the Selected Fields column, select a field and then click the up or down arrows to change the order.

When a field is in the Selected Fields column, you can customize the column name that will appear in the picker. To modify the columns,

1. Click the field in the Select Fields column.
2. In the Set Field Attributes box, enter in a Friendly Name.
3. Set the column width.
4. Click Save.

Once the picker is saved, the field or fields are available in that custodian picker.
5 Preservation hold settings

The Hold Admin tab contains all Legal Hold configuration, Global Reminder settings, and custodian roles.

5.1 Adding Preservation Hold Settings

To create a Preservation Hold for a custodian, the Preservation Hold Settings will need to be added first. This is a one time setup to create data sources for a preservation hold. On the Preservation Hold Settings page, fill out the fields defined below:

- **Name** - enter in the name to identify the data source.
- **Domain Name** - enter the Microsoft Office 365 Tenant Domain.
- **URL** - this URL is the connection to Microsoft Office 365 Protection Services utilized by Relativity Legal Hold (read only).
- **Account User** - enter in the username of the account used to access Office 365. This account must be assigned the eDiscovery Manager role in Office 365, which is required to create and remove preservation holds.

  **Note:** An Office 365 E3 license or higher is required by Microsoft in order to have access to Office 365 preservation features.

- **Account Password** - enter in the password for the account user.

  **Note:** Credentials used for accessing Office 365 are stored in an encrypted state by Relativity for security purposes.

- **Resolve SharePoint Site Permissions** - select Yes or No to temporarily grant the required permissions to the Account User in order to obtain the list of custodians that have access to a given site during the target discovery process.

  **Note:** If this option is not enabled, it is possible that not all targets will be returned during the discovery process. The Account User must have all required permissions to read the site properties. For more information, see Microsoft support.
5.1.1 Microsoft Office 365 admin account

When setting up an admin account in Microsoft Office 365, don’t set up multi-factor authentication. The multi-factor authentication setting isn’t supported and results in an inability to perform preservation work. The best practice would be to set up a non-personal account to be the admin. This way Relativity can access the account without being prevented by multi-factor authentication.

If the admin account can’t be granted SharePoint Admin privileges in Office 365 for security reasons, you can utilize the Entity OneDrive URL feature to facilitate OneDrive preservations. You are still unable to preserve SharePoint site URLs since SharePoint Admin privileges are required by Microsoft.

5.2 Deleting a Preservation Hold Setting

To delete a Preservation Hold Setting, delete all projects using the setting first. To learn how to delete projects, see Projects on page 50. Once the projects have been deleted, navigate to the Preservation Hold Setting and click the Delete button. This action deletes the Preservation Hold Setting from Relativity Legal Hold.

Note: Due to background processes, the Preservation Hold Setting may not be immediately deleted.
6 Roles

In Legal Hold, roles provide a way to distinguish between people on a legal hold and those assisting with the legal hold compliance. A project can have multiple people assigned to it in different roles.

6.1 Roles

Use roles when sending communications to specific groups. For example, you may need to send a specific communication to only the Human Resources group at your company. Use roles to filter your custodian list when you use the Select option to send a communication from the Project console. See Send Select.

You can apply a role and a tag to a person when you assign a custodian to a project. See Projects on page 50.

Roles appear on the Entities tab in the Entity Details. See Entity detail layout fields on page 121.

To manage the roles:

1. Navigate to Hold Admin tab > Roles tab. Legal Hold ships with the following roles by default:
   - **Alert Group** - indicates that the person is a member of the Alert Group.
   - **Custodian** - indicates that the person or company is a custodian on the project.
   - **Human Resources** - indicates that the person is a member of the Human Resources group.
   - **Information Technology** - indicates that the person is a member of the Information Technology group.
   - **Silent Custodian** - indicates that the custodian is a member of the Silent Custodian group.
     Use this role to place a custodian on a silent hold. By default, the Silent Custodian role has the Do Not Notify tag applied.

   Silent Custodians:
   - Won't receive communications from Legal Hold
   - Still appears in the Custodians and Custodian Active Projects reports
   - Are people that you don't want to:
     - Make aware that they're on a legal hold
     - Disturb with excess hold communications, such as the company CEO
   - **Preservation Hold** - indicates that the custodian has a preservation hold on their Microsoft Exchange and One Drive accounts in place. For more information, see Projects on page 50.

   **Note:** Assigning the Preservation Hold role to a custodian that has an account in the Preservation Case automatically puts the custodian on a preservation hold.

2. To add a new role, click New Roles.
3. Enter a new role in the **Name** field.

4. (Optional) Select the **Do Not Notify** tag check box to prevent Legal Hold from sending communications to a custodian with this role applied. For example, you might want to create a role of Executive or Parental Leave and apply that role to employees that are still part of a project or hold, but shouldn't receive communications for a determined period of time. Select the Place On Preservation Hold tag check box to prevent any removal or deletion of data in the custodian's Office 365 account. Click **Manage** to add a new Tag type.

5. Click **Save**.

   Click **Edit** to edit a role name. You can delete a role by clicking **Delete** from the role object.
7 Legal Hold reminders

Use Legal Hold reminders to alert entities within all of Relativity or within a specific Legal Hold project that there are tasks for them to complete.

7.1 Understanding reminders

Use the Relativity Legal Hold reminder functionality to automatically or manually send periodic reminders to entities within all of Relativity or within a specific Legal Hold. While the workflow for the two different reminders are similar there are differences.

7.1.1 Project reminders

Use the Project Reminder functionality to manually or automatically send periodic reminders to all active, on-hold entities within the selected legal hold project. This is accessed from the Project Details page and the Project Reminder tab in the Legal Hold ribbon. In the Projects Console, click the Send Project Reminder button. See Projects Console for more information.

Note: Only one project reminder per legal hold project.

Navigate to the Project Reminder per legal hold project.

7.1.2 Global reminders

Use the Global Reminder functionality to automatically send periodic reminders to all active, on-hold entities to review their hold obligations. Navigate to the Global Reminder functionality by clicking the Hold Admin tab in the ribbon.

7.2 Enabling reminders

Begin to enable a reminder, whether project or global level, by navigating to the proper reminder page. To enable a global reminder, navigate from the Hold Admin tab > Global Reminder tab. To enable a project reminder, navigate to a Project Details page for a specific project. See Projects on page 50 for more information. Once the reminders are scheduled and sent, the entities will receive their emails after they are sent.

7.2.1 Scheduling a Global Reminder

Note: You can also manually send a one-time Global Reminder. See Legal Hold reminders above.

1. From the Hold Admin tab > Global Reminder tab, select the Global Reminder you wish to update.
2. Click Edit.
3. On the Enable Reccuring Global Reminder field, select the Yes radio button.
4. Click to open the Schedule Email Job modal.
5. Enter information in the Scheduling and Email layout fields. See Schedule Email Job and Email layout fields below.

6. Click Save. The Global Reminder is now scheduled to run.

### 7.2.2 Scheduling a Project Reminder

**Note:** You can also manually send a one-time Project Reminder. See Legal Hold reminders on the previous page.

1. From the Projects page, click the New Project Reminder button.
2. On the Enable Recurring Project Reminder field, select the Yes radio button.
3. Click to open the Schedule Email Job modal.
4. Enter information in the Scheduling and Email layout fields. See Schedule Email Job and Email layout fields below.
5. Click Save. The Project Reminder is now scheduled to run.

### 7.2.3 Schedule Email Job and Email layout fields

The Schedule Email Job and Email layout contains the following fields:

**Note:** The following example displays the Daily frequency. See the Frequency description below for Weekly and Monthly information.

#### Schedule Email Job

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>Daily</td>
</tr>
<tr>
<td>Start Date</td>
<td>02/24/2016</td>
</tr>
<tr>
<td>End Date</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Scheduled Time</td>
<td>1:00 PM</td>
</tr>
</tbody>
</table>

**Scheduling**

- **Enable Recurring Global Reminder**
  - Select Yes to enable the scheduling functionality for the global reminder. See Legal Hold reminders on the previous page.
Select No to disable the scheduling functionality for the global reminder.

**Frequency**

- the interval at which Legal Hold sends the reminder.

  - Daily - select this option for Legal Hold to send the reminder once every day.
  - Weekly - select the day(s) that you want Legal Hold to send the reminder once every week.
    - Reoccur - enter the number of week(s) in which Legal Hold sends the reminder.
  - Monthly - select the day of the month that you want Legal Hold to send the reminder once every month.
    - Reoccur - enter the number of month(s) in which Legal Hold recurrently syncs.
    - Send On
      - Day _ the month - select the day of the month that you want Legal Hold to send the reminder.
      - The _ Day of the Month - select this option for Legal Hold to send the reminder on the chosen day of every month.
  - Quarterly - select the quarter of the year that you want Legal Hold to send the reminder.
    - Send On
      - Day _ the month - select the day of the month that you want Legal Hold to send the reminder.
      - The _ Day of the Week - select this option for Legal Hold to send the reminder on the chosen day of every month.
  - Yearly - select the day of the year that you want Legal Hold to send the reminder once every year.
    - Send On
      - Day _ the month - select the day of the month that you want Legal Hold to send the reminder.
      - The _ Day of the Week - select this option for Legal Hold to send the reminder on the chosen day of every month.

- **Start Date** - the date that you want Legal Hold to start sending the scheduled reminder.

  **Note:** For months with less than 30 days, Legal Hold will send the reminder on the last day of the month.

- **End Date** - (Optional) the date that you want Legal Hold to stop sending the scheduled reminder. Only set an end date if you want to schedule a reminder to send during a known time period.

- **Scheduled Time** - the time at which Legal Hold sends the reminder. This time is local to your PC, not to the server.

**Email**

- **Send As** - the email address you want to appear when sending a global reminder from Legal Hold. Using this feature, you can send a communication on someone else’s behalf. For example, a junior
attorney may send the email, but may want the email to appear as coming from the general counsel. If you leave this field blank, Legal Hold uses the default email in the Legal Hold Settings tab.

- **Subject** - the subject that appears in the email.
- **Body** - the message that appears in the email. Use the [PortalLink] email merge field to insert a link to the portal, or use the [Entities.Projects] email merge field to list all active projects in the email. See [Projects on page 50](#).

**Status**

**Last Run Time (UTC)** - the time stamp for the last scheduled Global Reminder.

### 7.3 Reminder consoles

#### 7.3.1 Global Reminder console

The Global Reminder console contains the following options:

- **Send Global Reminder Now** - immediately sends the Global Reminder to all active entities.
- **Send Test Email** - send a test email to a specified email address(es). Separate addresses with a comma.

#### 7.3.2 Project Reminder console

On the Project Reminder page, after saving your reminder, use the Project Reminder console to send the reminders to all active, on-hold entities in the project to review their hold obligations on a specific project.

The Project Reminder console contains the following options:

- **Send Project Reminder Now** - immediately sends the Project Reminder to all active entities.
- **Send Test Email** - send a test email to a specified email address(es). Separate addresses with a comma.

**Note:** If the button is shaded gray, the action is unavailable or may not appear at all, depending on your permissions. See [Securing a project](#).
7.4 Disabling reminders

No matter which reminder you are disabling, the majority of the process is the same. The only difference between disabling a global reminder and a project reminder is the location. To disable a global reminder, navigate from the Hold Admin tab > Global Reminder tab, select the global reminder you wish to update. To disable a project reminder, navigate from the Legal Hold tab > Project Reminder tab.

In the reminder list:

1. Locate the reminder you wish to update.
2. Click Edit.
3. On the Enable Recurring Reminder field, select No.
4. Click Save. The Global Reminder is now disabled.
8 Projects

The Projects tab contains all information related to all Legal Hold projects. In this tab, you can create, review, update, and close projects.

8.1 Projects landing page

Understand Legal Hold projects with custom layouts, project views, and project dashboards. Create, update, or delete any layout, view, or dashboard at any time. These features display projects, project status, and the project health.

8.1.1 Project dashboards

Using the new user interface, Legal Hold now has default dashboards that help visualize project status and ownership.

![Project dashboards example]

The following fields are also available for use to create other customizable dashboards in Legal Hold:

8.1.1.1 Group By/Pivot On fields

View Group By/Pivot On fields
- Case
- Company
- External Counsel
- Favorite
- General Counsel
- Project Attachments
- Project Close Date
- Project Owner
- Project Start Date
- Project Status
- Projects
- Subject Matter End Date
- Subject Matter Start Date
- Template::Project Status
- Type
- Use as Template

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</thead>
<tbody>
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</tr>
<tr>
<td>Communication</td>
<td>Acknowledgement Required</td>
</tr>
<tr>
<td>Communication</td>
<td>Template::Acknowledgement Required</td>
</tr>
<tr>
<td>Entity</td>
<td>Company</td>
</tr>
<tr>
<td>Entity</td>
<td>City</td>
</tr>
<tr>
<td>Entity</td>
<td>Country</td>
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<td>Company</td>
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</tr>
<tr>
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<td>Department</td>
</tr>
<tr>
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</tr>
<tr>
<td>Entity</td>
<td>Domain</td>
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</tr>
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<td>Employee Number</td>
</tr>
<tr>
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<td>Employee Status</td>
</tr>
<tr>
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<td>Employment End Date</td>
</tr>
<tr>
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<td>Employment Start Date</td>
</tr>
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<td>Object</td>
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</tr>
<tr>
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<td>--------------------------------------------</td>
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<tr>
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<td>State/Province</td>
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<td>Zip/Postal Code</td>
</tr>
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</tr>
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</tr>
<tr>
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<td>Custodian::Email</td>
</tr>
<tr>
<td>Entity Role</td>
<td>Custodian::Office</td>
</tr>
<tr>
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<td>Name</td>
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<tr>
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</tr>
<tr>
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<td>Escalations Sent</td>
</tr>
<tr>
<td>Entity Status</td>
<td>Reminders Sent</td>
</tr>
<tr>
<td>Message</td>
<td>Communication::Acknowledgement Required</td>
</tr>
</tbody>
</table>
8.1.2 Legal Hold layouts
Legal Hold layouts are web-based coding forms that give you the ability to view and edit document fields. You can use layouts to develop workflows specific to the needs of your case. You can develop layouts that contain only the fields required to complete specific legal hold tasks, making the legal hold process clean and intuitive.

8.1.2.1 Creating a custom layout
Create a custom layout to view the important project information. Add custom fields and re-arrange the organization to meet your project needs.

To create a custom layout:

1. From the Workspace Admin > Layouts sub-tab, filter using the Project object type.
2. Select the Detail layout.
3. From the Layout console, click Build Layout.
4. Edit fields and categories, add custom fields, and re-arrange the layout to your specification. See Layouts in the Relativity Admin guide.
5. Click Save when finished.
6. From the top left of the layout builder, click Edit Layout Information: Detail.
7. From the Name field, re-name your layout.
8. From the Order field enter -1 to ensure that Legal Hold uses the new layout as the default layout.
9. Click Save.

8.1.3 Project views
Use project views to filter specific legal hold projects. Based these views on a set of specified criteria to display legal hold information in an organized fashion to understand projects better. A legal hold view organizes items displayed on the list, based on a set of criteria, displays fields of information displayed for the returned items, and sorts the order of the returned items.

To view a specific project view, select a view from the drop-down menu.
8.1.3.1 Creating or editing a project view

1. Click ✍️ to edit or 📌 to add a view, and make appropriate updates to any fields. See Views in the Relativity Admin guide.

2. When finished, click Save.

8.1.3.2 Project response level

The Project Response Level (PRL) aggregates the number of communications sent and the number of responses. A percentage on the number of responsive custodians to the number of communications is created. The PRL percentage is then compared to the set PRL thresholds. As the PRL meets a custom thresholds, the PRL status icon changes between red, yellow, green. The thresholds are set in Legal Hold settings. To learn how to set the PRL Thresholds, see Hold Admin tab on page 34.

When communications are created in the project, but not sent, the PRL icon is blank. The PRL isn't activated until a communication is sent.

8.2 Project Details

The Project Details page appears once you create a project in Legal Hold. Access the project details by clicking the project from the Projects landing page.

From here, you can view all details related to that project.
- **Project Details** - see [Projects on page 50](#).
- **Communications tab** - lists the communications associated with the project. Use the column filters to sort information and click on an item to view its details. See [Projects on page 50](#).
- **Custodians tab** - lists all of the custodians assigned to the project. Use the column filters to sort information and click on an item to view its details.
- **Mailbox tab** - lists all of the sent and received emails from communications for this project. Use the column filters to sort information and click on an item to view its details. See [Projects on page 50](#).
- **Preservation Hold tab** - lists the custodians in Exchange and OneDrive that are currently on a preservation hold. It also lists the custodian targets in SharePoint that are on hold. Use the column filters to sort information and click on an item to view its details. See [Projects on page 50](#).
- **Preservation Targets tab** - lists the status for each discovery of SharePoint targets that each custodian has access to. For more information on the targets, see [Projects on page 50](#).

### 8.2.1 Project console

Use the Project console to take an action related to that project and its assigned custodians. Buttons are shaded gray when the action is unavailable or may not appear at all, depending on your permissions. See [Projects on page 50](#).
Manage Custodians

- **Assign** - select a custodian to add to the current legal hold project. See [Projects on page 50](#).
- **Change Role** - select one of the legal hold roles and assign it to a custodian. See [Changing a custodian's role on the next page](#).
- **Release** - select a custodian and end their hold obligations in the current project. You must have a release communication created in order to release a custodian if you have previously sent them a communication from Legal Hold. See [Releasing a custodian from the project console on the next page](#).
- **Remove** - select a custodian to end their hold obligations and remove all record of their details from a specified project. See [Removing a custodian from the project console on page 58](#).

Manage Preservation Targets

- **Discover Targets** - manually start the preservation target discovery process for the project's custodians. Can use to re-try errors.
- **Select Targets** - select Custodian's targets (SharePoint site) to be placed on a preservation hold. Access to the button allowed when 1 custodian discovery status is complete.

Manage Project
Create Communication - create a communication. See Projects on page 50.

Project Reminder - send periodic reminders to all active, on-hold custodians to review their hold obligations on a specific project.

Close Project - close a project. See Projects on page 50.

Reports - run a project-specific report from this section. The report appears inline. See Report types on page 99 for more information about each report. Note that you may not be able to view all reports depending on your permissions.

8.2.1.1 Running the Question Responses report
If you run the Question Responses report from the Project or Communication console, you must manually clear the applied search condition by clicking the magnifying glass icon after Legal Hold reroutes you to the Question Responses tab. This is the only way to view other responses not related to a specified project, especially when navigating back to the Question Responses tab later in your browsing session.

8.2.1.2 Changing a custodian's role
You can change a custodian's role on a project at any time. For information on each roles, see Roles on page 43.

To change a custodian's role:

1. From the Project console, click Change Role.
2. Select the checkbox next to a custodian(s).
3. From the Assign Role drop-down menu, select a new role for the custodian(s).
4. Click Select.
5. Click Change Role.

Note: A warning will appear when changing a custodian's role from a preservation role to a non-preservation role. Select Yes to remove the custodian from the preservation hold or No to continue with the custodian's preservation hold. When a custodian is removed from a preservation hold, the custodian's data in Office 365 is no longer preserved.

8.2.1.3 Releasing a custodian from the project console
You can release a custodian from a project at any time. Releasing means that this person is no longer an active participant in the project but they will still appear in any reports associated with the project in a Released status. This allows for a record of their involvement to remain in the application. If the custodian is on a preservation hold and is released from the project, no changes will be made to the hold itself.

The following must be true in order to release a custodian from a project:

- A release notice exists.

To release a custodian:

1. From the Project console, click Release.
2. Select one of the following options:
   - Release: with Communication - if there are multiple release notices on the project, select a release notice from the drop-down list.
- **Release: Silently** - release a custodian silently. This means that the custodian won’t receive a release notice. You can silently release a custodian even if they aren’t a Silent Custodian. See [Roles on page 43](#).

3. Click **Release**.

4. From the Item picker, select a custodian(s).

5. Click **Select**.

6. Click **Release**. If you're not releasing a custodian silently, Legal Hold sends the release notice and releases the custodian from the project. If the custodian is a Silent Custodian or if you’ve just released a custodian silently, that custodian won’t receive a release notice from Legal Hold notifying that they were released from the project. See [Hold Admin tab on page 34](#). If the Send Releases Notices for Legacy Projects is set to Yes, the custodian does not need any prior communication to be released.

**Note:** Releasing a custodian that is on a Preservation Hold will not remove the Preservation Hold from Office 365.

### 8.2.1.4 Removing a custodian from the project console

You can remove a custodian from a project at any time. Removing means that this person is longer an active participant in the project and won’t appear in any reports. A custodian cannot be removed if they have Custodian Interactions redirected to them from another custodian that has their Custodian Interaction level set to Redirect. For more information on redirecting communications, see [Custodian Interaction level on page 118](#).

**Note:** We don’t recommend removing a custodian for auditing purposes. Only remove someone if they were added to a project by mistake.

To remove a custodian:

1. From the Custodian console, click **Remove**.
2. Select a custodian(s).
3. Click **Select (#)**.
4. Click **Remove**.
5. Verify that you want to remove the custodian from all selected projects or only from projects where they are already released.

**Note:** Custodians currently on a Preservation Hold cannot be deleted. In order for a custodian to be removed, the custodian cannot be on a preservation hold. To remove the custodian, change the role of the custodian from a preservation role to another role. For more information, see [Changing a custodian’s role on the previous page](#).

### 8.3 Legal Hold project management

Managing a Relativity Legal Hold project includes creating, reviewing, updating, and closing projects.
8.3.1 Creating a project

Create a legal hold project in the Projects tab using the Project Wizard. Using the project wizard, you can create a new legal hold or project from scratch or from a template in six steps.

To start creating a project:

1. From the Legal Hold > Projects tab, click **New Project**.

   ![Create New Project dialog](image)

   The Create New Project dialog appears.

2. Select one of the following options:
   - **Create from Template** - create a new project using an existing template. See Legal Hold template on page 11 for more information.
   - **Create Blank Project** - create a new project from scratch.

3. If you're creating a project from a template, select the template in the drop-down menu.

4. Select **Yes** to use the project wizard. Select **No** to use the alternate project creation method.

5. Click **Create**.

   ![Create New Project dialog](image)

   From here, use the Legal Hold Project Wizard.

   **Note:** If the Project Wizard is disabled or you don't have the proper permissions, see the Alternate project creation method on page 65.

8.3.1.1 Using the project wizard

The Legal Hold project wizard takes you through each step for creating a legal hold project. After completing the projects details, communications, schedule, preserve in place, managing custodians, and
summary steps, the project is set up.

When creating a new project, the project wizard appears by default. To disable the project wizard, navigate to Legal Hold Settings. In Legal Hold Settings, set the Use Project Wizard value to No. When set to No, the wizard is hidden on the New Project modal when you click the New Project. For more information, see Legal Hold settings on page 34. When creating a new project, each step of creating a project is separate. For information on creating a project using the old method, see Alternate project creation method on page 65.

Legal Hold project wizard security permissions. A Legal Hold user needs the following permissions to use the Project Wizard. If you don’t have these permissions, see follow the old steps to create a project.

- **Project** - View, Create, Edit
- **Entity** - View
- **Custodian Role** - View, Create, Delete
- **Role** - View
- **Communication** - View, Create, Edit, Delete
- **Questionnaire** - View, Create, Edit, Delete
- **Questionnaire Question** - View, Create, Edit, Delete
- **Question** - Create, Delete
- **Attachments** - Create, Delete
- **Mass Operations** - Assign to Entity

When a step is complete and you need to move to the next step, click . Click the Next button after entering the correct information, which displays a success message, to save your progress and move to the next step. A red failure message displays if information is incorrect or missing. Use the to move to the previous step.

**Project Details**
Add general information about the legal hold project in the Project Details step.

1. Add information to fields.
   - **Name** - the project name.
   - **Owner** - (Optional) the project owner’s name.
   - **Owner Email** - the project owner’s email address. This email address receives notifications when changes are detected in projects, such as changes made in preservation cases or holds and what custodians were affected.
   - **Type** - (Optional) the type of project. By default, the Legal Hold Type is available. Click Add to add a new type choice.
   - **Favorite** - select Yes or No to visually indicate whether the project is a favorite from the Projects landing page.
   - **Send Release Notice for Legacy Projects** - (Optional) select Yes or No to allow users to send a release notice to custodians without prior communications. The default setting is set to No.
Use as Template - select Yes to flag project as a template for future project creation use. This template will appear in the Create New Project drop-down list. Select No to not use this project as a template.

Subject Matter Start Date - (Optional) the earliest date that data relevant to the matter exists.

Subject Matter End Date - (Optional) the most recent date that data relevant to the matter exists.

General Counsel - (Optional) the name of the company or organization's general counsel.

External Counsel - (Optional) the name of the company or organization's external counsel.

2. Click Next.

Communications
Complete the Communication set by assigning communications to the project. You can assign communications to multiple projects in your workspace. You will need to have already created communications. For information on creating communications, see Creating a communication on page 75.

On the Communications step, follow the steps below to add communications to the project:

1. Locate communication in Unselected Communications.

2. Click the checkbox next to a communication.

3. Click Next.
Schedule
Complete the Schedule step by assigning dates, times, and communication recurrence levels in the project.

Follow the steps below to schedule communications:

1. Set the communication level.
2. Choose start date.
3. Choose end date.
4. Click a check box next to a communication.
5. Click the right-arrow box to move selected communication. Click the double-right-arrow box to move all communications.
6. Click Next.

Preserve in Place
Add a preservation hold by completing the Preserve in Place step. To add a preservation hold, enter information in the following fields:
1. Add information to the preservation fields.

- **Preserve in Place** - Select **Yes** to add a preservation hold to project. Select **No** to skip this step.
- **Name** - the name of the Preservation Case.
- **Retry Count** - the number of times Legal Hold will retry to correct a failed Preservation Hold process.
- **Retry Interval (Minutes)** - the number of minutes between each retry.
- **Monitoring Interval (Hours)** - the number of hours between each time Legal Hold monitors Office 365 for deletions/disabling or edits to filter criteria made within Office 365 Security & Compliance Center. Default is 1 hour.
- **Start Date** - (optional) a preservation filter criteria that preserves data starting with this date.
- **End Date** - (optional) a preservation filter criteria that preserves data ending with this date.
- **Auto-Discover Targets** - option to catalog all accessible sites in Sharepoint. If not enabled, the target discovery process can be manually started later in the process.
- **Re-Discover Wait Window (Hours)** - the number of hours between each the next discovery process.

2. Click **Next**.

Note: Users cannot add or edit a Preservation Case in Edit mode after the preservation hold is initiated.

For more information on preservation holds, see [Preservation hold on page 70](#).
Manage Custodians
Complete the Manage custodians step by assigning custodians to the project. Follow the steps below to assign a custodian:

1. From the Unselected custodians table, use the column filters to locate custodians.
2. Click a check box next to a custodian.
3. Click ▶️ to add select custodians. Click ¥ to add all custodians.
4. Assign a role when adding a custodian using the Assign Role drop-down menu. See Hold Admin tab on page 34.

Notes: To assign a different role, group a custodian or custodians by role when assigning custodians to a project.
**Summary**
Complete the creation of the project by reviewing all steps taken when creating the project before finalizing. Complete the legal hold project setup by clicking **Complete Setup**.

(click to expand)

---

**Note:** To edit any object or field in Legal Hold, click next to the view drop-down at the top of the page. Edit fields and click **Save** when finished or click **Cancel** to exit without saving changes.

Alternate project creation method
1. Complete the fields on the Project Details layout. See [Project Details layout fields below](#).
2. Click **Save**. The newly created project details page appears, and is also added to the Legal Hold project management on page 58.
3. (Optional) From the Project Details page Project console, you can:
   - Assign custodians to a project. See [Assigning custodians to a project on the next page](#).
   - Close a project. [Legal Hold project management on page 58](#).

---

**Note:** To edit any object or field in Legal Hold, click next to the view drop-down at the top of the page. Edit fields and click **Save** when finished or click **Cancel** to exit without saving changes.

**8.3.1.2 Project Details layout fields**
The Set Project Details layout contains the following fields:
- **Name** - the project name.
- **Owner** - (Optional) the project owner's name.
- **Owner Email** - the project owner's email address.
- **Type** - (Optional) the type of project. By default, the Legal Hold Type is available. Click **Add** to add a new type choice.
- **Preservation Case** - the data source for the project's preservation hold.

**Note:** Users cannot add or edit a Preservation Case in Edit mode after the preservation hold is initiated.

- **Subject Matter Start Date** - (Optional) the earliest date that data relevant to the matter exists.
- **Subject Matter End Date** - (Optional) the most recent date that data relevant to the matter exists.
- **Description** - (Optional) the description of the project.
- **Favorite** - select **Yes** or **No** to visually indicate whether the project is a favorite from the Projects landing page.
- **Use As Template** - select **Yes** to flag project as a template for future project creation use. This template will appear in the Create New Project drop-down list. Select **No** to not use this project as a template.
- **General Counsel** - (Optional) the name of the company or organization's general counsel.
- **External Counsel** - (Optional) the name of the company or organization's external counsel.
- **Send Release Notices for Legacy Projects**: (Optional) select **Yes** or **No** to allow users to send a release notice to custodians without prior communications. The default setting is set to **No**.

### 8.3.1.3 Assigning custodians to a project

In order to send a communication, you need to assign a custodian to a project. You can assign a custodian after creating a project. You can also assign custodians to multiple projects in your workspace.

To assign a custodian:
1. From the Project Details page, click **Assign** from the Project console. See [Legal Hold project management on page 58](#).

2. From the Assign Custodians to Project picker, use the column filters to locate custodian(s).

3. From the Unselected window, choose:
   - **Select From List** - pick from a list of custodians in Legal Hold.
   - **Paste Email Addresses** - add a list of email addresses, separated by a comma or new line.
4. Assign a role when adding a person using the Assign Role drop-down menu. See Hold Admin tab on page 34.
5. (Optional) Add more custodian information in the Advanced drop-down menu.

<table>
<thead>
<tr>
<th>Assign Role: Custodian</th>
<th>Select (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced:</td>
<td></td>
</tr>
<tr>
<td>Role Notes:</td>
<td></td>
</tr>
<tr>
<td>Access to Sensitive Material: Yes No</td>
<td></td>
</tr>
</tbody>
</table>

- **Role Notes** - (Optional) add specific information regarding a custodian’s involvement in a hold. For example, “Jane is a key player in this litigation, and we should plan to collect all her Word documents and emails."

- **Access to Sensitive Material** - (Optional) select Yes or No to denote whether the custodian has access to sensitive material that may be involved in the litigation.

**Note:** You can view the Advanced custodian information from Project Details > Custodians tab. See Legal Hold project management on page 58.

6. Click **Select (#)**.

7. Click **Assign** to assign custodian(s) to the project.

### 8.3.2 Securing a project

Secure a Legal Hold project and other Legal Hold objects by clicking  to lock a project.

System admins can access the Legal Hold Application RDO workspace permissions to manage custom permissions at the workspace level. This level of control prevents specified users from specific actions such as sending communications or assigning custodians to projects.

**Note:** In order for system admins to have access to the functions controlled by the Legal Hold Application Permissions, you must add those system admins to another security group or add a new group with access to the Legal Hold Application Permissions.

For more information, see Securing a project on page 21.

### 8.3.3 Closing a project

You can close a project when a project has completed. When you close a project, the status is Closed and all custodians are released. Legal Hold sends release communications to any custodian actively on hold.

To close a project:

1. From the Project console, click **Close Project**.
2. If the project has any active people still associated with it, you need to select a release notice.
3. Click **Assign**.
4. Click **Save**. Doing this sends the release notice to any active custodian that hasn't yet received a release notice and closes the project.

Open a closed project by clicking **Open Project** on the Project console. Once you open a closed project, you can send communications again. Doing this re-activates anyone still associated with the project.

### 8.3.3.1 Closing a project with a Preservation Hold

A user must have the preservation hold permission in order to close a project that has preservation holds. If the user that does not have preservation permissions, they cannot close a project with an active preservation hold and the **Close Project** button in the Project Console will be disabled.

When the Close Project button is clicked, the Close Project pop up will contain a warning:

If the preservation hold can be released, click **Send and Close**.

### 8.3.4 Deleting a project

If you choose to delete a project, note that Legal Hold removes all associated objects and information contained in the project.

- To delete a project from the project details page, click **Delete**. At the prompt, click **Delete**. See [Legal Hold project management on page 58](#).
- To delete a project from the Projects landing page, select the project and click **Delete** from the actions menu. At the prompt, click **Delete**. See [Legal Hold project management on page 58](#).

**Note:** A project cannot be deleted when a custodian is on a preservation hold. To remove a custodian from a preservation hold, change the role to a non-preservation role. For more information on custodian roles in Legal Hold, see [Hold Admin tab on page 34](#).

### 8.4 Preservation hold

A Preservation Hold preserves files and emails in an custodian’s Microsoft Office 365 account (OneDrive and Exchange) as well as any files in an custodian’s Sharepoint. A Preservation Hold ensures that original copies, prior to any edits or deletions, of emails and files are preserved in an Office 365 Preservation Library. The Preservation Library ensures that there is no loss of data through accidental or willful deletion or editing of items under a Preservation Hold. Preservation Holds are transparent to custodians. For more information on the Security and Compliance Center, see [Office 365 Security Compliance Center](#).
**Note:** A custodian can be active in multiple projects and can be on multiple preservation holds. If one preservation hold is removed, another could still be in place. When a preservation hold is removed in Relativity, only that one preservation hold is removed in Security & Compliance Center.

Enable the Preservation Hold Settings security permission in order to create a Preservation Hold Setting. For more information on security permissions, see Legal Hold Application Permissions on page 22.

Before creating a Preservation Hold, add a Preservation Hold Setting. Fill out the information for the Preservation Hold Setting to create a data source in which preservation holds will be created. To learn more about Preservation Hold Settings, see Hold Admin tab on page 34.

### 8.4.1 Adding a preservation hold to a project

In the Projects edit layout, there is a Preservation Case field. Enter the created Preservation Hold Setting to the Preservation Case. To create a Preservation Case, follow the steps below

1. Click the **Add** link next to Preservation Case.
2. Enter a name into the Preservation Case Name field in the Preservation Case pop-up menu. For more information, see Adding a Preservation Case below.
3. Click the **Preservation Sources** button.
   a. In the Preservation Sources pop-up menu, click the check boxes next to the necessary Preservation Hold Settings.
   b. Click **Add**.
   c. Click **Save**.
4. Fill out rest of the Preservation Case fields. For more information on the Preservation Case fields, see Adding a Preservation Case below.
5. Click **Save**.

### 8.4.2 Adding a Preservation Case

Add a Preservation Case to the project to specify the data sources for the preservation holds.
Add Preservation Case

Name: the name of the Preservation Case.

Preservation Source - the data sources created in Preservation Hold Settings for the Preservation Hold. For more information on Preservation Hold Settings, see Hold Admin tab on page 34.

Retry Count - the number of times Legal Hold will retry to correct a failed Preservation Hold process.

Retry Interval (Minutes) - the number of minutes between each retry.

Monitoring Interval (Hours) - the number of hours between each time Legal Hold monitors Office 365 for deletions/disabling or edits to filter criteria made within Office 365 Security & Compliance Center. Default is 1 hour.

Start Date - (optional) a preservation filter criteria that preserves data starting with this date.

End Date - (optional) a preservation filter criteria that preserves data ending with this date.

Auto-discover target - option to catalog all accessible sites in Sharepoint. If not enabled, the target discovery process can be manually started later in the process.

Re-discover wait window (hours) - the number of hours between each the next discovery process.

8.4.3 Preservation Hold status

After running a preservation hold, a status of the hold available in the Preservation Hold section on the Projects tab. Any changes made to the preservation is reflected within an hour. For a list of the statuses available, see below:

- Pending - Relativity is creating the preservation hold in Office 365.
- Pending - Retry - Relativity encountered a problem creating the hold, now retrying.
- Pending - Error - All retries failed and Relativity is unable to create the preservation hold.
On Hold - Relativity successfully placed the custodian data source on a preservation hold.

Releasing - Relativity is in the process of deleting or disabling the hold in Office 365.

Releasing - Retry - Relativity encountered a problem deleting or disabling the hold and is retrying to create the preservation hold.

Releasing - Error - All retries failed and Relativity is unable to delete or disable the preservation hold.

Off Hold - The custodian data source is no longer on a preservation hold.

Externally Modified - A user or some process outside of Relativity altered the filter criteria affecting the case or holds. (e.g. User in Security & Compliance Center).

Externally Removed - A user or some process outside of Relativity deleted or disabled the preservation hold (e.g. User in Security & Compliance Center).

8.4.4 Preservation Target status

The Preservation Target Status tab shares the progress of the target discovery for each custodian. The discovery process is the inventorying of the sites each custodian has access to. This status indicates where in the discovery process the targets are. The statuses are:

Scheduled To Be Discovered - the preservation targets will be discovered after other targets have completed.

Discovered - the preservation targets have been discovered.

Error - the preservation targets have not been discovered due to an error. For information on fixing preservation target errors, click the Discover Targets button in the Project Console. For information, see Preservation hold on page 70.
9 Communications tab

9.0.1 Communications

Use communications primarily to inform individuals about their possible involvement in an anticipated legal hold, which requires their acknowledgment. You assign a communication type to a communication to distinguish between your communications when you send and report on emails. Legal Hold ships with the generic types: General Hold Notice, Alert Group, Release Notice, and Email Acknowledgement types.

If you want to schedule automatic reminders and escalations for communications, particularly when a custodian isn’t responsive, you would schedule the automation from the communication details. If you need to send a release notice communication to an individual to notify them that they’re no longer active on the hold, you’d create and send a release notice communication.

Communications are project-specific, meaning, you can’t create a communication independent of a project.

9.0.2 Questionnaires

Use questionnaires to track responses from individuals about the project or hold. This helps the project manager and general counsel best determine how to manage the project as it progresses and whether or not certain people are integral to the project.

You can’t send a questionnaire on its own; you must attach a questionnaire to a communication and then send the communication.

Note: You must select the Acknowledgement Required checkbox in the Portal Content tab of the Communication details in order to schedule reminders and escalations for a questionnaire attached to a communication.

9.1 Communication types

Relativity Legal Hold projects include multiple communications that are sent through Relativity to custodians. These communications range from a general legal hold notice to a release notice. These communications have different purposes such as notifying a custodian about being added to a legal hold, answering questions regarding the hold, and being released from the hold. The recipients of the communications can be legal hold custodians, data stewards, executives, or legal team members.

Communications can be scheduled for automatic reminders and escalations, particularly when a custodian isn’t responsive, you would schedule the automation from the communication details. For more information, see Legal Hold reminders on page 45.

9.1.1 General notice

The general notice is sent to active custodians in the project and describes the background, claims, and the position of the entity involved in the legal matter. It also includes a secure link to the custodian portal.

In the portal, custodians can acknowledge their participation in a hold, answer questionnaires, view all active projects they’re associated with, and easily address any other outstanding tasks. For more information, see Custodian portal.

Relativity includes different templates to choose from when creating this communication. You can include merge fields and instructions tailored to your organizations.
9.1.2 Alert group
The alert group notice is sent to a pre-identified group of employees within an organization to notify that they are potentially involved in a legal hold. The alert groups may include human resources, legal, and IT or any group of individuals impacted by the custodian’s response to the question.

Their involvement, and the release of the alert communication, is based on custodians’ questionnaire responses. For example, if a response involves another individual or group in the alert group, the alert notice is sent. This communication is a custodian notification that includes a mention of future communications. For more information, see Questionnaires on page 134.

9.1.3 Email acknowledgement
The email acknowledgement lets a custodian acknowledge participation in the legal hold without having to visit the Custodian Portal. The acknowledgement via email includes an in-depth description of the legal hold and a link for the custodian to click to acknowledge that the legal hold has been received.

9.1.4 Release notice
The release notice is sent to a custodian when they are no longer needed in the legal hold. This is the final communication to a custodian and no further communications are sent from that legal hold project. The release notice states that the matter does not include any other pending legal holds that apply to the custodian, including any separate legal holds that may relate in any way to the same subject matter.

9.2 Creating a communication
You can use communications or notices to send hold notices, questionnaires, follow-up communications, or anything else you need to send to a custodian or group of specified custodians regarding their involvement in the project or hold.

To create a communication:

1. From the Projects tab > Project console > Manage Project, click Create Communication. The Create New Communication dialog appears.
2. Select one of the following options:

   - **Communication Type** - select a communication type. See Communication detail layout fields on the next page.
- Create From:
  - **Template** - create a new communication using an existing template. Legal Hold only displays templates with the same type as the selected Communication Type. When creating a communication from a template, the following items carry over with the following pre-populated field information.
    - Name
    - Type
    - Description
    - Acknowledgment Required
    - Attachments
    - Questionnaire
    - Portal Content
    - Email Send As
    - Email Subject
    - Email Body
    - Automatic Reminders
    - Email Reminder Subject
    - Email Reminder Body
    - Automatic Escalations
    - Email Escalation Body
    - BCC Email Subject
  
  **Note:** Legal Hold respects secured template items, so not all template items may carry over, depending on the item-level permissions.

  - **Blank Communication** - create a new communication from scratch.

3. Click **Create**.


5. Click **Save**. The Communication details appears. See Communication details on page 86.

6. (Optional) From the communication details, click **Edit** to update more communication detail fields. See Communication detail layout fields below.

7. Click **Save**. The new communication appears in the Project Details Communication tab.

### 9.2.1 Communication detail layout fields

The Create communication layout contains the following fields:
Detail tab

- **Name** - the communication name.
- **Type** - the communication type. Click **Add** to add a new type. Legal Hold ships with several generic communication types.
- **Send To for Approval** - the admin that communications need to be approved by before they are sent to custodians. This only appears if you do not have approval permissions. For more information, see [Projects on page 50](#).
- **Response Due Date** - the communication response deadline. This value potentially updates the Past Due Communication value on the Custodians sub tab of the Project layout.

**Notes:** Exceeding the Response Due Date on a communication doesn't trigger an alert such as a legal hold communication or email.

- **Description** - (Optional) a communication description.
- **Save As Template** - select checkbox to make this communication available as a template.
- **Project** - the project to which the communication is associated.

Email tab

- **Send As** - the specified email address you want the communication to be sent from. This feature allows you to send a communication on someone else’s behalf. For example, a junior attorney may send the email, but may want the email to appear as coming from the general counsel.
- **Subject** - the subject that appears in the email.
- **Body** - the email body that appears in the communication. The [PortalLink] merge field is required if any of the following conditions are met:
  - Acknowledgement required is set to **Yes**.
  - There is any text in the Portal Detail.
  - There is a questionnaire included.
  - There is a linked attachment included.

See [Using the editor window on page 79](#).

Portal Content tab
- **Acknowledgement Required** - select checkbox to require an acknowledgement.

  **Note:** You must select the **Acknowledgement Required** checkbox in the Portal Content tab of the Communication details in order to schedule reminders and escalations for a questionnaire attached to a communication.

- **Is Legal Hold** - Select **Yes** or **No** to visually indicate whether the communication is a Legal Hold from the Custodian portal. If this field is set to Yes, the Global Reminder is enabled.

- **Attachments** - click ![File Attachment](image) to attach an existing file from the Attachment Library. See [Attachments library on page 132](#).

- **Questionnaire** - click ![Questionnaire Attachment](image) to select an existing questionnaire from the Questionnaire Library. See [Question types on page 131](#). Click **Add** to create a new questionnaire. See [Creating a questionnaire on page 127](#).

- **Use Email Body for Portal Detail** - select **Yes** or **No** to copy the email body to used as the portal content. If set to Yes, the HTML editor is removed and the content in the email body is duplicated as the portal content. If set to No, the HTML editor is available and the content in the editor is used in the custodian portal.

- **Portal Detail** - portal content for this communication. See [Using the editor window on the next page](#).

### Reminder & Escalation tab

**Reminder**

- **Automatic Reminders** - select **Yes** for Legal Hold to send automatic reminder emails to custodians that haven’t yet acknowledged the communication or completed the associated questionnaire. Select **No** to disable automatic reminders.

- **Allotted Reminders** - the number of reminders allowed for this communication.

- **Reminder Interval (in days)** - the number of days between each reminder.

  **Notes:** The interval clock starts counting down from the time the communication was sent or from the last sent reminder time.

  - **Reminder Subject** - the subject that appears in the reminder email.
  - **Reminder Body** - the message that appears in the reminder email. See [Using the editor window on the next page](#).

**Escalation**

- **Automatic Escalation** - select **Yes** to indicate whether Legal Hold should send an escalated communication, typically to a custodian’s manager. Legal Hold sends the escalation email one iteration after the scheduled reminder ends. For example, if an automatic reminder is configured to send a total of two reminders every five days, the first automatic escalation would get sent on the 15th day, five days after the last reminder was sent. Select **No** to disable automatic escalations.
- **CC Recipients** - sends an escalation to custodians that need to be included in addition to the custodian manager. Click the ellipsis button next to CC Recipients to send the escalation to multiple custodians.

- **Escalation Body** - the message that appears in the email. See Using the editor window below.

**Summary BCC tab**

The BCC tab allows you to send a customized email to any custodian or group in Legal Hold. The email includes the text you specify, a line break, the original communication that's sent to other people through non-BCC, and an attachment listing all the people the original communication was sent to.

**Note:** The Legal Hold BCC feature isn't a "true" BCC to all of the original emails, but rather a unique email that consolidates the details from many emails into a single email.

- **BCC Recipients** - the custodian that you want to send the BCC email to. See Entities tab on page 114.
- **BCC Subject** - the subject that appears in the email.
- **BCC Body** - the message that appears in the email. See Using the editor window below.

**Note:** People you send BCC emails to aren't included in Legal Hold reports.

9.2.1.1 Using the editor window

Use the rich text editor window to compose portal content, emails, reminders and escalations, and BCC emails. The rich text editor provides support for hyperlinks, images, and tables, and is optimized for copying and pasting from Microsoft Word to customize your communications to custodians. You can customize text with the editor icons and utilize email merge fields to insert field values in Legal Hold. See Using the rich text editor in the Admin Guide.

![Rich Text Editor Window](image-url)
Note: When adding embedded links in the text editor, you must prefix the links with http or https, otherwise the text editor treats the link as relative to the current page. For example, but "http://google.com" is a valid, absolute link and will render correctly as a rich text field.

9.2.1.2 Email merge fields
You can use email merge fields in the editor window to embed in a communication's subject line and body text, which translates into the corresponding Legal Hold field value upon sending. For example, if you type the merge field, [Communication.Name], using brackets, Legal Hold will translate that merge field to whatever value is in the Communication Name field in the Communication details tab.

One useful example for using merge fields is the Project.SubjectMatterStartDate. You can save this information in a project template so that you don't have to customize this information each time you create a project.

You can use email merge fields from the drop-down list in the editor window above the text to embed in a communication's subject line and body text, which translates into the corresponding Legal Hold field value upon sending. For example, the merge field Communication. Name would translate to whatever value is in the Communication Name field in the Communication details tab.

Email merge fields are case insensitive, so if typing the keyword, you can enter the same merge field in different ways:

- [Custodian.FirstName]
- [custodian.firstname]
- [CUSTODIAN.FIRSTNAME]

Note: If you use a merge field that doesn't contain any content in the field value, the merged field displays as the merge field name in the communication. For example, the merge field displays in the communication as "Custodian.FirstName" instead of "Jane".

Note: As of the Legal Hold 3.3.1 release, the [ID] merge field is no longer supported. Also note that the [PHONE] merge field is now [PHONENUMBER] and the [CURRENTTITLE] merge field is now [JOBTITLE]. If you were using any of these merge fields in communications prior to upgrading, be sure to manually update or remove them.

Email merge fields list
View merge fields
Communication

Communication email merge fields return information relevant to the communication for that particular project.
### Custodian

Custodian email merge fields return information relevant to the entity assigned to the project communication.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Communication.AcknowledgementReminderInterval]</td>
<td>Communication</td>
<td>Reminder Interval (in days)</td>
<td>Reminder &amp; Escalation tab</td>
</tr>
<tr>
<td>[Communication.Name]</td>
<td>Communication</td>
<td>Name</td>
<td>Detail tab</td>
</tr>
<tr>
<td>[Communication.ReminderLastSentDate]</td>
<td>(Calculated)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>[Custodian.Address1]</td>
<td>Entity</td>
<td>Address 1</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.Address2]</td>
<td>Entity</td>
<td>Address 2</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.ActiveProjects]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.AllProjects]¹</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.City]</td>
<td>Entity</td>
<td>City</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.Company]</td>
<td>Entity</td>
<td>Company</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Country]</td>
<td>Entity</td>
<td>Country</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.CurrentTitle]</td>
<td>Entity</td>
<td>Current Title</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Department]</td>
<td>Entity</td>
<td>Department</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Email]</td>
<td>Entity</td>
<td>Email</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.EmploymentEndDate]</td>
<td>Entity</td>
<td>Employment End Date</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmployeeNumber]</td>
<td>Entity</td>
<td>Employee Number</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmploymentStartDate]</td>
<td>Entity</td>
<td>Employment Start Date</td>
<td>Entity details &gt; Company tab</td>
</tr>
</tbody>
</table>

¹The Custodian.Projects merge field returns all projects that the Custodian is linked: Open, Closed, and other projects from which they have been released.
<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Custodian.EmploymentStatus]</td>
<td>Entity</td>
<td>Employment Status</td>
<td>Entity details &gt; Company details</td>
</tr>
<tr>
<td>[Custodian.FirstName]</td>
<td>Entity</td>
<td>First Name</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.LastName]</td>
<td>Entity</td>
<td>Last Name</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastAcknowledgeDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastSentDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastViewedDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldReminderLastSentDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LeaveDate]</td>
<td>Entity</td>
<td>Employment End Date</td>
<td>Entity details &gt; Company details</td>
</tr>
<tr>
<td>[Custodian.Location]</td>
<td>Entity</td>
<td>Location</td>
<td>Entity details &gt; Location details</td>
</tr>
<tr>
<td>[Custodian.MiddleName]</td>
<td>Entity</td>
<td>Middle Name</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.Notes]</td>
<td>Entity</td>
<td>Notes</td>
<td>Entity details &gt; Other details</td>
</tr>
<tr>
<td>[Custodian.Phone]</td>
<td>Entity</td>
<td>Phone Number</td>
<td>Entity details &gt; Company details</td>
</tr>
<tr>
<td>[Custodian.QuestionnaireLastCompletedDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.SecondaryEmail]</td>
<td>Entity</td>
<td>Secondary Email</td>
<td>Entity details &gt; Other details</td>
</tr>
<tr>
<td>[Custodian.StartDate]</td>
<td>Entity</td>
<td>Start Date</td>
<td>Entity details &gt; Company details</td>
</tr>
<tr>
<td>[Custodian.State/Province]</td>
<td>Entity</td>
<td>State/Province</td>
<td>Entity details &gt; Location details</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderCount]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderLastSentDate]</td>
<td>Entity</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.UniqueId]</td>
<td>Entity</td>
<td>Unique ID</td>
<td>Entity details &gt; Other details</td>
</tr>
<tr>
<td>[Custodian.Username]</td>
<td>Entity</td>
<td>Username</td>
<td>Entity details &gt; Company details</td>
</tr>
<tr>
<td>[Custodian.Zip/PostalCode]</td>
<td>Entity</td>
<td>Zip/Postal Code</td>
<td>Entity details &gt; Location details</td>
</tr>
</tbody>
</table>

**Acknowledge Email**
Acknowledgement email merge field provides the recipient with a link to acknowledge the hold within the email itself, removing further navigation. After the custodian clicks the link, there will be a page confirming the acknowledgement.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[AcknowledgeLink]</td>
<td>(Calculated)</td>
<td>Hold Admin &gt; Legal Hold Settings tab &gt; Custodian Portal</td>
<td></td>
</tr>
</tbody>
</table>

Manager

Manager email merge fields return information relevant to the custodian’s manager.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Manager.Address1]</td>
<td>Custodian</td>
<td>Address 1</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Address2]</td>
<td>Custodian</td>
<td>Address 2</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.City]</td>
<td>Custodian</td>
<td>City</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Company]</td>
<td>Custodian</td>
<td>Company</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Country]</td>
<td>Custodian</td>
<td>Country</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Email]</td>
<td>Custodian</td>
<td>Email</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.EmploymentEndDate]</td>
<td>Custodian</td>
<td>Leave Date</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.EmploymentStartDate]</td>
<td>Custodian</td>
<td>Start Date</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.EmploymentStatus]</td>
<td>Custodian</td>
<td>Employment Status</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.LastName]</td>
<td>Custodian</td>
<td>Last Name</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.Location]</td>
<td>Custodian</td>
<td>Location</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.MiddleName]</td>
<td>Custodian</td>
<td>Middle Name</td>
<td>Entity details &gt; Contact tab</td>
</tr>
<tr>
<td>[Manager.Notes]</td>
<td>Custodian</td>
<td>Notes</td>
<td>Entity details &gt; Other tab</td>
</tr>
<tr>
<td>[Manager.Phone]</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.SecondaryEmail]</td>
<td>Custodian</td>
<td>Secondary Email</td>
<td>Entity details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.StartDate]</td>
<td>Custodian</td>
<td>Start Date</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.State/Province]</td>
<td>Custodian</td>
<td>State/Province</td>
<td>Entity details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.UniqueId]</td>
<td>Custodian</td>
<td>Unique ID</td>
<td>Entity details &gt; Other tab</td>
</tr>
<tr>
<td>[Manager.UserName]</td>
<td>Custodian</td>
<td>Username</td>
<td>Entity details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Zip/PostalCode]</td>
<td>Custodian</td>
<td>Zip/Postal Code</td>
<td>Entity details &gt; Company tab</td>
</tr>
</tbody>
</table>

Portal
### Merge field

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[PortalLink]</td>
<td>(Calculated)</td>
<td>Portal URL</td>
<td>Hold Admin &gt; Legal Hold Settings tab &gt; Custodian Portal</td>
<td></td>
</tr>
<tr>
<td>[PortalHomeLink]</td>
<td>(Calculated)</td>
<td>Portal Home URL</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

**Project**

Project email merge fields return information relevant to the project or hold.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[Project.Case]</td>
<td>Project</td>
<td>Case</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>[Project.CloseDate]</td>
<td>Project</td>
<td>Close Date</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.Company]</td>
<td>Project</td>
<td>Company</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.Custodians]</td>
<td>Project</td>
<td>All of the people on a specific project.</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.Description]</td>
<td>Project</td>
<td>Description</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.ExternalCounsel]</td>
<td>Project</td>
<td>External Counsel</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.Id]</td>
<td>Project</td>
<td>Artifact ID</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.GeneralCounsel]</td>
<td>Project</td>
<td>General Counsel</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.Name]</td>
<td>Project</td>
<td>Name</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.OwnerEmail]</td>
<td>Project</td>
<td>Owner Email</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.OwnerName]</td>
<td>Project</td>
<td>Owner Name</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.ScopeRationale]</td>
<td>Project</td>
<td>Scope Rationale</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.StartDate]</td>
<td>Project</td>
<td>Start Date</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.Status]</td>
<td>Project</td>
<td>Hold Status</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Project.SubjectMatterEndDate]</td>
<td>Project</td>
<td>Subject Matter End Date</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>[Project.SubjectMatterStartDate]</td>
<td>Project</td>
<td>Subject Matter Start Date</td>
<td>Project Details</td>
<td></td>
</tr>
</tbody>
</table>

**Respondent**

Respondent email merge fields return information relevant to the custodian filling out the information. This is useful for alert communications. For example, if you send a system admin a communication informing them to collect from a certain person who filled out a questionnaire in a certain way, you can use these merge fields to have Legal Hold automatically list who that was.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[Respondent.Answers]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
<td></td>
</tr>
<tr>
<td>[Respondent.CurrentTitle]</td>
<td>Custodian</td>
<td>Current Title</td>
<td>Entity details &gt;</td>
<td></td>
</tr>
<tr>
<td>Merge field</td>
<td>Object</td>
<td>Field</td>
<td>UI Location</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>--------------</td>
<td>----------------------------</td>
<td>------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>[Respondent.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Entity details &gt; Company tab</td>
<td></td>
</tr>
<tr>
<td>[Respondent.Email]</td>
<td>Custodian</td>
<td>Email</td>
<td>Entity details &gt; Company tab</td>
<td></td>
</tr>
<tr>
<td>[Respondent.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</td>
<td>Entity details &gt; Company tab</td>
<td></td>
</tr>
<tr>
<td>[Respondent.EmploymentEndDate]</td>
<td>Custodian</td>
<td>Employment Leave Date</td>
<td>Entity details &gt; Company tab</td>
<td></td>
</tr>
<tr>
<td>[Respondent.EmploymentStartDate]</td>
<td>Custodian</td>
<td>Employment Start Date</td>
<td>Entity details &gt; Company tab</td>
<td></td>
</tr>
<tr>
<td>[Respondent.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Entity details &gt; Basic Contact</td>
<td></td>
</tr>
<tr>
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**Questionnaire**

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<td>Questionnaire</td>
<td>Name</td>
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</tr>
</tbody>
</table>

### 9.3 Communication details

The Communication details page appears once you create a communication in Legal Hold. Access the communication details by clicking the communication from the communication tab in a project details page.

From here, you can view all details related to that communication. See [Communication detail layout fields on page 76](#).
9.3.1 Communication console

Use the Communication console to take an action related to that communication. Buttons are shaded gray when the action is unavailable.
Send Communication

- **Select from All** - use the custodian item picker to select which custodians on the project that Legal Hold should send the communication to. All of the custodians on the project will appear in the Unselected list in the item picker.

- **Select from Unsent** - use the custodian item picker to select which custodians on the project that Legal Hold should send the unsent communication to. Only custodians that haven’t received a communication will appear in the Unselected list in the item picker.

- **Submit for Approval** - use the custodian item picker to select which communications on the project that should be submitted to the Send To for Approval user before being sent to custodians.

Preview

- **Send Preview** - send a test email to a specified email addresses. Separate addresses with a comma.

- **Preview Portal** - preview what the custodian will see in the Custodian portal. If there’s a questionnaire attached to the communication, you can click **To Questionnaire** to preview and
interact with the questionnaire that the custodian will see. Note that in preview mode, you can’t submit any questionnaire responses that you might have selected during your preview.

If previewing a questionnaire with a communication, you can click **To Communication** to return to the communication preview.

**Note:** In order to use the Preview feature, the Communication Portal Content tab must have the following fields populated: Acknowledgement Required, Questionnaire, Portal Detail. See Communication detail layout fields on page 76.

**Remind/Escalate**

- **Remind** - sends a reminder communication to the selected custodian or custodians. See Sending a reminder on the next page.

- **Escalate** - escalates the communication to the selected custodian’s manager. See Sending an escalation on page 91.

**Acknowledge**

- **Acknowledge on Behalf** - acknowledge project participation on behalf of another custodian. See Acknowledging on behalf of a custodian on page 94.
Reports - run a project-specific report from this section. The report appears inline. See Report types on page 99 for more information about each report. Note that you may not be able to view all reports depending on your permissions.

9.4 Sending a communication

To send a communication, use the buttons on the Communication console. See Communication console on page 87 for notification options. To enable email notifications in Legal Hold, specific components are required.

Note: Once you've sent a communication or questionnaire, you can't retract it. If necessary, a system admin can create and send a new communication or questionnaire.

9.4.1 Sending a reminder

You can send a reminder to a custodian using a specified reminder communication. Use reminders to prompt a custodian to acknowledge participation in a hold, or respond to a questionnaire if they're unresponsive.

You can also utilize the Global Reminder functionality to send periodic reminders to all active, on-hold custodians to review their hold obligations. See Hold Admin tab on page 34.

To send a reminder:

1. Click Remind from the Communication console.
2. Select a custodian or custodians from the list.
3. Click Assign.
4. Click Save. Reminders are sent to the selected custodians.

9.4.1.1 Scheduling an automatic reminder

You can schedule automatic reminders from the Reminder & Escalation tab.

Note: You must select the Acknowledgement Required checkbox in the Portal Content tab of the Communication details in order to schedule reminders and escalations for a questionnaire attached to a communication.

To schedule an automatic reminder:

1. Navigate to the specified Communication's detail page. See Communication detail layout fields on page 76.
2. Click Edit.
3. From the Reminder & Escalation tab, set the Automatic Reminders to Yes. Complete the following fields:
Allotted Reminders - the number of reminders allowed for this communication.

Reminder Interval (in days) - the number of days between each reminder.

Notes: The interval clock starts counting down from the time the communication was sent or from the last sent reminder time.

4. Click Save. Automatic reminders are sent to any individual on the project that haven't yet acknowledged the hold or completed the questionnaire.

9.4.2 Sending an escalation

You can send an escalation to a custodian's designated manager. See Entity detail layout fields on page 121. Use escalations when a custodian is non-responsive or to have the manager acknowledge participation on a hold or respond to a questionnaire on behalf of the custodian.

To send an escalation:

1. Click Escalate from the Communication console.
2. Select a custodian or custodians from the list.
3. Click Assign.
4. Click Save. Escalations are sent to the selected custodian's managers.

Note: You can update reminders and escalations any time before or after you send a communication. Communications always remind or escalate according to the date that the communication was initially sent, not the date when they were enabled or disabled. See example below.

Scenario A

- Email is configured and approved.
- **Day 0** - Email is sent.
- **Day 10** - Automated reminders are turned on, set to remind every 7 days.
Day 14 - Automated (1st) reminder sent to custodians who haven’t acknowledged.

Day 21 - Automated (2nd) reminder sent to custodians who haven’t acknowledged.

Scenario B

- Email is configured and approved.
- Day 0 - Email is sent.
- Day 3 - Automated reminders are turned on, set to remind every 7 days.
- Day 7 - Automated (1st) reminder sent to custodians who haven’t acknowledged.
- Day 14 - Automated (2nd) reminder sent to custodians who haven’t acknowledged.

9.4.2.1 Scheduling an automatic escalation

You can schedule automatic escalation from the Reminder & Escalation tab.

**Note:** You must select the Acknowledgement Required checkbox in the Portal Content tab of the Communication details in order to schedule reminders and escalations for a questionnaire attached to a communication.

To schedule an automatic escalation:

1. Navigate to the specified Communication's detail page. See Communication detail layout fields on page 76.
2. Click Edit.
3. From the Reminder & Escalation tab, set the Automatic Reminders to Yes.
4. Set the Automatic Escalation to Yes. Doing so sends the escalation email one iteration after the scheduled reminder ends. For example, if an automatic reminder is configured to send a total of two reminders every five days, the first automatic escalation would get sent on the 15th day, five days after the last reminder was sent.
5. Click Save.

9.5 Approving a communication

If enabled in Legal Hold Settings, General Hold Notices or Email Acknowledgements need to be approved if created by users that don’t have the Approve communications permission. See Legal Hold Settings for more information. They will have to send the communications to admins that have the approve communications permission. For more information, see Projects on page 50.

In the Communications tab within the project details, all communications within the project are listed with a status. The statuses are Approved, Approval pending, and Approval required. Only communications marked Approved can be sent out by users without approving communication permissions. The communication cannot be modified once it is approved.

When sending a communication and it needs to be approved, follow the steps below:
1. Open up a communication.
2. Enter the email address of the reviewer in the **Send to for Approvals** field.
3. Create or update a communication.

**Note:** During this time, the communication button to send out a communication is disabled.

4. In the Communication console, click **Submit for Approval**.
5. In the pop up dialogue, click **Submit**. Clicking submit sends the communication to the email address specified in the **Send to for Approvals** field.

### 9.5.1 Reviewing communications

Once the communication is submitted for approval, an email is sent to the approval user and the Approval Status is listed as Pending Approval in the Communications tab on the Projects Details page. For more information on being a user that can approve communications, see **Projects on page 50**.

When you receive the request for approval email, click the link within the email to open the document for review.

1. Review the communication using the rich text editor. For more information, see **Using the rich text editor**.

**Note:** Making updates to the content is optional. You can also add notes instead of revisions to send back for updates.

2. Save the communication.
3. Click either Approve or Send Back for Revisions.
   - If sent back for revisions, the communication will change to Approval Pending and the user updates the communication. Once the updates are made, the user will resubmit and the processes follows the same path.
   - If approved, an approval email is sent to the user that submitted the communication and the approval status is changed to Approve.

Once the communication is approved, the Send Communication button becomes available in the console and any user with communication permissions can use the custodian picker buttons. To send a communication, see **Sending a communication on page 90**. From the approval time moving forward, the communication can be sent out to whoever and whenever. Changes to the communication cannot be edited after it has been approved.
9.6 Acknowledging on behalf of a custodian

A custodian may be unable to acknowledge, or officially accept, their participation in a hold. For example, the custodian doesn't have an email address, the custodian interaction level has been set to Redirect, or they are no longer with the company. In these cases, the hold owner can acknowledge a custodian's participation on behalf of the custodian if necessary.

To acknowledge on behalf of a custodian:

1. Click **Acknowledge on Behalf** in the Communication console.
2. Select custodian(s) on the left side of the item picker.
3. Click **Select**.
4. Click **Proceed**.
5. Enter a reason for your acknowledgment.
6. Click **Acknowledge**.
10 Reports tab

Run Legal Hold reports to analyze and manage your projects from the Legal Hold tab > Reports tab.

10.1 Running a report

To run a report in Legal Hold:

1. From the Reports sub-tab, select the report you want to run from the Select Report list. See Report types on page 99.
2. Select the project(s) you want to report on from the Select Project(s) list.
   - If you're running the Custodian Change report, you will need to have the View All Audits permission set.
   - If you're running the Custodian Change report, enter a Start Date and End Date for the date range.
3. Select one of the following options from the Generate Reports console.
   - **Generate Report** - generate the selected report(s) dynamically.
   - **Schedule Report** - schedule the selected report to run at a set, recurring basis. See Creating a scheduled report on the next page.

If you click **Generate Report**, the report appears dynamically with the following report options:
10.2 Creating a scheduled report

Use the Scheduled Reports feature to run reports on a set, recurring basis. You'd typically use this feature to schedule a report to send out for the duration of a project or hold. Even though you can schedule a one-time report, this feature is optimized for longer term use.

The scheduled reports can report on one or multiple projects in your workspace. Legal Hold sends the scheduled report in an email PDF attachment to anyone with a valid email address, including non-Legal Hold entities.

**Note:** You can also run scheduled reports from the Libraries > Scheduled Reports tab. See Scheduled Reports on page 133.

To create a scheduled report from the Scheduled Reports tab perform the following:

1. From the Reports tab, select a report(s), select the project, and then click Create Scheduled Report from the Generate Reports console. If you’re creating a schedule report from the Libraries > Scheduled Reports tab, click New Scheduled Report.


3. Click Save. The Scheduled Reports Detail page appears.

4. (Optional) Click Preview Report to preview the report as it will appear in the email.

**Note:** The Preview Report function only displays the applicable data according to the last set Frequency.
5. Click **Close** to exit the preview. The report is scheduled to send.

### 10.2.1 Create Scheduled Report layout fields

The Create Scheduled Report layout contains the following fields:

![Scheduled Report Layout](image)

**Report**

- **Report Name** - the report name that appears in the scheduled report email and the email subject.

  *Note: "Relativity Legal Hold" is prepended to the report name in the email subject.*

- **Report Type** - the scheduled report type. See [Report types on page 99](#).

- **Email Addresses** - the email address(es) that Legal Hold sends the scheduled report to. Separate multiple email addresses with a semi colon or a hard return.

- **Run Against** - specifies if the report should run against a specific group of projects or against all active projects.
  - **All Active Projects** - run the scheduled report on all active projects in the workspace. Upon every subsequent report run, Legal Hold dynamically generates an updated list of active projects to run the report against, so any projects that you've added to the workspace are
included in this report.

- **Specific Projects** - using the [ ] , select individual projects to run the scheduled report on.
  - **Projects** - lists the project(s) that Legal Hold retrieves the scheduled report data from.

**Scheduling**

- **Enable Scheduler** - select the **Yes** checkbox to enable the scheduling functionality for this report and **No** to disable the scheduling functionality. See [Disabling or deleting a scheduled report on the next page](#).

- **Schedule** - click [ ] to open the Schedule Email Job dialog.

![Schedule Email Job]

- **Frequency** - the interval at which Legal Hold sends the scheduled report.
  - **Daily** - select this option to send the scheduled report once every day.
  - **Weekly** - select the day(s) that you want Legal Hold to send the scheduled report once every day.
  - **Monthly** - select the day of the month that you want Legal Hold to send the scheduled report once every month.
    - **Reoccur** - enter the number of week(s)/month(s) in which Legal Hold recurrently sends the scheduled report.

- **Send On**
  - **Day _ the month** - select the day of the month that you want Legal Hold to send the scheduled report.

  - **The _ _ of the Month** - select this option for Integration Points to sync on the chosen day of every month. For example, "The **Second Friday** of the month."

- **Start Date** - the date that you want Legal Hold to start sending the scheduled report.
- **End Date** - (Optional) the date that you want Legal Hold to stop sending the scheduled report. Only set an end date if you want to schedule a report to run during a known time period.

  **Note:** If you don't set an end date, and the project(s) that you've scheduled the report to run on are closed, the scheduled report is considered disabled and Legal Hold won't continue running the report on the closed project(s).

- **Scheduled Time** - the time at which Legal Hold sends the scheduled report. This time is local to your PC, not to the server.

### 10.2.2 Disabling or deleting a scheduled report

To disable a scheduled report:

1. Select **No** the Enable Scheduler check box on the Scheduled Reports Detail page.
2. Click **Save**. Legal Hold stops sending this scheduled report. Select **Yes** to re-enable the scheduler for this report.

To delete a scheduled report:

From the Libraries > Scheduled Reports tab > Scheduled Reports Detail, click **Delete**.

  **Note:** You can mass disable or delete scheduled reports from the Scheduled Reports landing page.

### 10.3 Report types

Run the following reports in Legal Hold:

- **Active Preservation Holds Report on the next page**
- **All Preservation Holds Report on the next page**
- **Communication Summary report on page 101**
- **Custodian Active Projects report on page 102**
- **Custodian Change report on page 104**
- **Custodians report on page 104**
- **Reports tab on page 95**
- **Global Summary report on page 106**
- **Reports tab on page 95**
- **Custodian Open Items report on page 108**

  **Note:** The Print and Export report options appear at the bottom of the report modal in Legal Hold 4.1.466.5 and beyond.
10.3.1 Active Preservation Holds Report
Run this report to quickly identify custodians that are currently on a Preservation Hold. This information appears from each project and is broken down by project.

View Active Preservation Holds Report

10.3.2 All Preservation Holds Report
Run this report to quickly identify any entities that have been placed on a Preservation hold in any project. This report is broken down by the custodians.

View All Preservation Holds Report
10.3.3 Communication Summary report

Run this report to track the status of projects broken down by individual communication. Each communication and questionnaire has a response status. The report lists a status for each communication and questionnaire.

**Note:** A custodian with the role tag Do Not Notify won't appear on this report. See [Roles on page 43](#).
10.3.4 Custodian Active Projects report

This report details the active custodians currently subject to a legal hold. Locate custodians on single or multiple holds in order to take further steps.

View Custodian Active Projects report
### Custodian Active Projects Report

**Custodian:** user1, test1  
**Custodian Email:** testuser1@relativitytest.onmicrosoft.com  
**Department:** PP Department 0

<table>
<thead>
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**Custodian Email:** testuser2@relativitytest.onmicrosoft.com  
**Department:** PP Department 1

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**Custodian Email:** testuser3@relativitytest.onmicrosoft.com  
**Department:** PP Department 2

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**Custodian:** user4, test4  
**Custodian Email:** testuser4@relativitytest.onmicrosoft.com  
**Department:** PP Department 2

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</table>

**Custodian:** user5, test5  
**Custodian Email:** testuser5@relativitytest.onmicrosoft.com  
**Department:** PP Department 2

<table>
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</tbody>
</table>
10.3.5 Custodian Change report

Run this report to track changes to custodians’ details, such as title or employment status, for all custodians on an active project to get updates that could potentially affect your preservation strategies. To run a Custodian Change report, you will need the View All Audits permission set. For more information on permissions, see .

**Note:** If the user running the report doesn't have permission to view the Manager field, and data changed in the Manager role for that custodian, the row won't display on the report.

10.3.6 Custodians report

Run this report to see a list of all of the people on a project, their role, status, received communications, response dates, and average response times. This report is broken down by project.
10.3.7 Employment Status Change report

The report includes employees that have a Employment End Date set. When the report is run as a scheduled report, it will include all custodians with an Employment End Date that newer than the last time the scheduled report was run.

**Note:** This report is only accessible from the Reports Tab.

View Employment Status Change report
10.3.8 Global Summary report

This report details the most active people in your project(s). The graph shows the top ten people by number of projects, while the table displays all people on at least one project. You can see the subject matter time span for each person and the last time there was any activity between the application and the person.
10.3.9 Non-responsive Custodians report

Run this report to quickly identify any custodians that have not acknowledged a hold notice or completed a questionnaire. This report is grouped by project and sorted alphabetically (ascending).

This report is for communications that require acknowledgement or have a question. If projects without outstanding tasks or no custodians assigned to a project, a message appears in place of the table.

View Non-responsive Custodians report
### Non-Responsive Custodians Report

<table>
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<tr>
<th>Custodian Name</th>
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<th>Questionnaire</th>
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<th>Escalations</th>
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<th>Status Date</th>
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</thead>
<tbody>
<tr>
<td>Arney, Gita</td>
<td>--</td>
<td>N/A</td>
<td>2</td>
<td>0</td>
<td>Active</td>
<td>5/24/2018</td>
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<tr>
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<td>--</td>
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<td>5/24/2018</td>
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#### Communication: Legal Hold Notice 002

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<tr>
<td>Arney, Gita</td>
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<td>2</td>
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<td>Ashline, Charissa</td>
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<td>5/24/2018</td>
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### 10.3.10 Custodian Open Items report

Run this report to quickly identify who has not acknowledged a notice or responded to a questionnaire. This information appears for each project, broken down by communication.

**Note:** A custodian with the role tag Do Not Notify won't appear on this report. See Hold Admin tab on page 34.
### 10.3.11 Questionnaire Response report

The Questionnaire Response report provides custodian responses to specific questionnaires from different projects. You can select the questionnaire they want, can filter by Project, Status, Communication, Questionnaire. This report is sent as an attachment to an email.

To send the report,

1. Select the Questionnaire Response radio button.
2. Select questionnaire or questionnaires.

**Notes:** If multiples are selected, they are each sent out as separate exports.

3. Click **Generate Report** to open the Email Report modal.
4. Add a required email address or addresses. Separate email addresses by comma, space, or semi-colon.
5. Select Export File Format.
   1. **CSV** - attached to the sent email is the selected report in a comma-separated values file (.csv)
   2. **DAT** - attached to the sent email is the selected report in a data file (.dat).

**Notes:** Import the data file to Excel and separate text using the p and DD4 as delimiters.
6. Click **Send**.

**Note:** Import the data file to Excel and separate text using the `p` and `DDL` as delimiters.

### 10.3.11.1 Questionnaire responses library

If the file is too big for email, users can find the export in the System Generated Attachments view in the Attachments tab located under libraries. For more information, see [Libraries tab on page 127](#).

### 10.4 Question responses

All questionnaire responses appear in the Legal Hold tab > Question Responses sub-tab. Use the column filters to sort information and click on an item to view its details.

![Questionnaire responses table](image)

### 10.4.1 Using Relativity pivot to analyze question responses

You can use the Relativity pivot feature to visualize custodian questionnaire responses. See the Pivot topic in the Admin guide for more information.

1. From the Legal Hold tab > click the **Question Responses** tab.

2. Click `Surname` in the upper right corner of the item list. The pivot menu appears.

3. (Optional) Select a pivot profile from the **Select a Profile** drop-down menu to display question responses based on predefined settings.

4. Select a field from the **Group By** drop-down list to define the horizontal axis.
5. Select a field from the **Pivot On** drop-down list to break down the totals that appear in each row. This acts as the vertical axis of the pivot report.

6. Click **Go**. The question responses appear based on the selected settings. The following example pivots on the Custodian and Answer fields and displays with the Chart display setting.

![Pivot report example](image)

7. (Optional) Click **Save** to save your modifications to the selected Pivot profile, or click **Save As** to save your selections as a new Pivot profile. You can toggle the Grid, Chart, or List buttons to view the results in different ways.
11 Mailbox

The Mailbox tab provides you with a comprehensive list of all emails, incoming and outgoing, and corresponding details in every project in the workspace.

The Mailbox also shows incoming messages so that you can track out of office notifications, bounce backs, custodian responses, etc. Use the column filters to sort information and click on an item to view its details.

11.1 Accessing the mailbox

Access the Mailbox tab via the Mailbox tab in the tab ribbon or within the Projects tab. For more information, see Projects on page 50.

<table>
<thead>
<tr>
<th>Communications</th>
<th>Custodians</th>
<th>Mailbox</th>
<th>Preservation Hold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Custodian::Email</td>
<td>Communication</td>
<td>Subject</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Message Type</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Message Status</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sent Date</td>
</tr>
</tbody>
</table>

1. Smith, Jane jsmith@example.com Americorp Legal Hold Confirmation General Sent 3/21/2016 10:39 AM
2. Smith, Jane jsmith@example.com Americorp Legal Hold Confirmation General Received 3/21/2016 10:38 AM
3. Smith, Jane jsmith@example.com Americorp Legal Hold Legal Hold Notice - Americorp Litigation General Responded 3/21/2016 10:38 AM

11.2 Responding to emails from Legal Hold

When a custodian responds to a hold communication, the response’s message status is marked Received. You can respond to the received communications directly in Legal Hold from the email’s details.

1. From the Legal Hold > Mailbox tab, click the email.
2. From the Reply console, click Respond to Message. The Send Reply text editor opens.
3. Enter your response.
4. Click Send. Legal Hold inserts "Re:" in the email and appends the previous messages in the reply.

Note: Select Yes in the Forward Reply Emails to Project Owner field to automatically forward all custodian replies to the project owner. See Hold Admin tab on page 34.
After sent a response, the message status is marked Responded.
12 Entities tab

**Note:** Beginning in 10.0.318.5, the Custodian object in Relativity has been renamed to the Entity object. For more information, see [Entity Object](#).

The Entity object, known as Custodians in Legal Hold, are all individuals involved in projects or holds as a custodian, data steward, or alert group member. The Entity object is shared between these applications: Analytics, Case Dynamic, Collect, Legal Hold, and Processing.

There are several ways to add entities to Legal Hold:

- Manually create an entity from the Entities tab.
- Load and sync entities via Relativity Integration Points.
- Load entities via the Relativity Desktop Client.

Once you add an entity to Legal Hold, you can assign to a Legal Hold project as a custodian. See [Projects on page 50](#).

### 12.1 Creating and editing an entity

Create entities to add custodians to Legal Hold. Creating entities can be done with different methods and at different times. If an entity does not exist and needs to be added, you can manually add entities from the Entities tab.

Note: When creating an entity from Legal Hold, the Entities - Legal Hold View is selected by default. If Collection or Processing is also installed in the same workspace, you can view the Entities - Processing View or Entities - Collection View accordingly.

1. From the Entities tab, click **New Entity**.
2. Complete the fields in the Entity detail layout. See the [Entity detail layout fields on page 121.](#)
3. Click **Save**. The newly created Entity detail page appears. See [Entities tab above](#).

The Entities landing page contains a sortable list of all entities in the workspace.
Note: To edit any object or field in Legal Hold, click next to the view drop-down at the top of the page. Edit fields and click Save when finished or click Cancel to exit without saving changes.

12.1.1 Editing a Custodian on a Preservation Hold

Editing a custodian's email address on a preservation hold in Relativity Legal Hold and not in Office 365 can change the status of the hold. The status of the preservation hold, seen in the Projects tab, will change to Externally Removed when the monitoring is done checking Security and Compliance Center.

To change a custodian's email address after the entity is already put on a preservation hold, follow the steps for both Relativity and Microsoft's Office 365 Security and Compliance Center.

In Relativity:

1. On the Entity's Detail page, click Edit.
2. Update the email address.
3. Click Save.

In Microsoft Office 365 Security and Compliance Center:

1. On the Security and Compliance Center overview page, click the Admin tab to navigate to the Admin Center.
2. Click the Users tab.
3. Click Active Users.
4. Select the user that matches the entity in Relativity.
5. Click Edit.
6. Update the email address in the Alias field.
7. Click the Add button.
8. Click the **Set as primary** button. The old email address is now the alias email address, which people can still use to email the user.

9. Click **Save**.

The new email address is now the primary email address of the account on the preservation hold and the old email address is the secondary email address. The secondary email address is only for reference and doesn't receive communications.

**12.1.1.1 Removing errors from a Preservation Hold**

Editing an entity’s, or custodian’s, email address in one platform and not the other, causes a disconnect between Relativity Legal Hold and Office 365. When the communication between the two platforms break, an error occurs and the Preservation Hold status changes. Reconnect Relativity Legal Hold and Office 365 in order to continue the custodian's preservation hold.

**Updating an entity in Relativity**

Changing the email address in Office 365 and not changing it in Relativity, eventually causes the preservation hold status to be set to Externally Removed. Although it displays that the hold has been externally removed, the hold is not removed in Office 365’s Security & Compliance Center. Even though the hold is not removed, Relativity will not be able to find the hold causing the Externally Removed status. To update the entity’s email address in Relativity, you will need to navigate to the Entities tab. When on the Entities page, follow the steps below:

1. Click the name of the entity that was changed in Office 365.
2. On the Entity Details page, click **Edit**.
3. Enter the updated email address in the Email field.
4. Click **Save**.

If the email address is saved while the hold status is On Hold, the preservation hold will remain On Hold.

If the previous status is Externally Removed when the email address is saved, the entity will need to have their role changed to a non-preservation hold role and then back to a preservation hold role. For more information updating roles, see [Hold Admin tab on page 34](#). Once roles have been updated, monitoring will use the new email address to detect the hold in Office 365.

**Updating an entity in Office 365**

If the change to the email address is made in Relativity, but not in Office 365, the user needs to be taken off the preservation hold by changing the role. To update the entity’s email address in Office 365 to match the email address in Relativity Legal Hold, follow the steps below:

1. On the Project Details page, click the **Change Role** button in the Project console.
2. Click the check box next to the name of the entity.
3. Click the **Select** button.
4. Assign a new role in the Assign Role drop down menu. For more information on the types of roles, see [Hold Admin tab on page 34](#).
5. Click the **Change Role** button.

Once the Preservation role is removed from the entity, navigate to the Security and Compliance Center to see if the preservation hold is still active by checking to see if the data in Hold tab says 0. To do this, follow the steps below:
1. Click on the 

2. In the left navigation, click **Search & Investigation**.
3. Click **eDiscovery**.
4. Locate the case name that the entity belongs to and click **Open**.
5. Click the **Hold** tab to view the amount of data.

![Image](image-url)

After checking the status of the Hold, continue in Office 365 to update the entity’s email address:

1. In Security and Compliance Center, click 

2. In the left hand navigation, click **Users**.
3. Click **Active Users**.
4. Click the name of the entity with the changed email address.
5. Click **Edit** next to the email address.
6. Enter the updated email address in the Alias field.
7. Click **Add** and click **Set as primary**.
8. Click **Save**.
9. In Relativity Legal Hold, assign the same entity, with the new email address, to the Preservation Hold role.
12.1.2 Custodian Interaction level

When creating or editing an entity, there is a Custodian Interaction level that can be set. You can find this setting within the Other tab. Custodians have three different interaction levels: Full, None, Redirect.

Full is the default and the entities with this setting get all communications as normal. None is a setting for entities who should not receive any communications. The Redirect setting is used for entities that need communications and questionnaires sent to another entity, or redirect recipient, that is able to acknowledge on behalf. When acting as a Redirect Recipient, the entity cannot be deleted, as they are acting on behalf of other entities within the project.

When a custodian's Interaction level is set to None or Redirect, the entity does not appear in the Redirect Recipients dialog. Custodians that have their Custodian Interaction level set to None, will not appear on the Communication Summary report and the Open Tasks report.
Different communication actions and different interaction level settings combined with the Silent Custodian setting can get complicated. In order to make sure the correct entity, if any, gets the correct communication, see the chart below.

**Entity interaction level chart**

<table>
<thead>
<tr>
<th>Entity Interaction Level</th>
<th>Action</th>
<th>Do Not Notify (Is set)</th>
<th>Target Entity Receives Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full</td>
<td>Send General Notice Communication</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send BCC</td>
<td>True</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send BCC</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send BCC</td>
<td>Not on project</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>True</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>Not on project</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Reminder/Automatic Reminder</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Global Reminder</td>
<td>False (for at least one project they are active on)</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Release Entity</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Alert Notice</td>
<td>True/False/Not on project</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Resend Expired Portal Link</td>
<td>False</td>
<td>Sends out link</td>
</tr>
<tr>
<td>Full</td>
<td>Resend Expired Portal Link</td>
<td>True</td>
<td>Sends out link</td>
</tr>
<tr>
<td>Full</td>
<td>Responses</td>
<td>False</td>
<td>Yes (never redirect)</td>
</tr>
<tr>
<td>Full</td>
<td>Send Portal Link</td>
<td>True</td>
<td>No (button disabled)</td>
</tr>
<tr>
<td>Full</td>
<td>Send Portal Link</td>
<td>False (for at least one project they are active on)</td>
<td>Yes</td>
</tr>
<tr>
<td>Full</td>
<td>Send Escalation to CC recipients</td>
<td>True/False/Not on Project</td>
<td>Yes</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send General Notice Communication</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send BCC</td>
<td>True</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send BCC</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send BCC</td>
<td>Not on Project</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>True</td>
<td>Redirected</td>
</tr>
<tr>
<td>Entity Interaction Level</td>
<td>Action</td>
<td>Do Not Notify (Is set)</td>
<td>Target Entity Receives Email</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------------------------------</td>
<td>------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>Not on Project</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Reminder/Automatic Reminder</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Global Reminder</td>
<td>False (for at least one project they are active on)</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Release Entity</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Alert Notices</td>
<td>True</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Alert Notices</td>
<td>False</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Alert Notices</td>
<td>Not on Project</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Resend Expired Portal Link</td>
<td>False</td>
<td>Sends out link to original entity</td>
</tr>
<tr>
<td>Redirect</td>
<td>Resend Expired Portal Link</td>
<td>True</td>
<td>Sends out link to original entity</td>
</tr>
<tr>
<td>Redirect</td>
<td>Responses</td>
<td>False</td>
<td>Yes (never redirect)</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Portal Link</td>
<td>True</td>
<td>No (button disabled)</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Portal Link</td>
<td>False (for at least one project they are active on)</td>
<td>Redirected</td>
</tr>
<tr>
<td>Redirect</td>
<td>Send Escalation to CC recipients</td>
<td>True/False/Not on Project</td>
<td>No</td>
</tr>
<tr>
<td>None</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>True</td>
<td>Yes</td>
</tr>
<tr>
<td>None</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>False</td>
<td>Yes</td>
</tr>
<tr>
<td>None</td>
<td>Send Escalation/Automatic Escalation (Manager)</td>
<td>Not on project</td>
<td>Yes</td>
</tr>
<tr>
<td>None</td>
<td>Send Portal Link</td>
<td>True</td>
<td>No (button disabled)</td>
</tr>
<tr>
<td>None</td>
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<td>False (for at least one project they are active on)</td>
<td>No (button disabled)</td>
</tr>
<tr>
<td>None</td>
<td>Send Escalation to CC recipients</td>
<td>True/False/Not on Project</td>
<td>No</td>
</tr>
</tbody>
</table>

For more information, see the [Entity detail layout fields on the next page](#).
12.2 Adding entities via the Relativity Desktop Client

You can add multiple entities to Legal Hold by uploading a .CSV or .DAT file via the Relativity Desktop Client.

To load entities via the RDC:

1. Create a load file that contains at least the:
   - entity’s full name
   - entity’s email address
2. Launch the RDC. See the RDC section in the Admin guide.
3. From the drop-down list, select the Entity object.
4. Select Import > Entity Load File.
5. Locate your load file and update any delimiters, if necessary.
6. Map the left Workspace Fields column with the right Load File Fields column.
7. Select Import > Import File.

12.3 Entity detail layout fields

The Entity detail layout contains the following fields:
- **First Name** - the entity's first name.
- **Last Name** - the entity's last name.
- **Email** - (Optional) the entity's email address.

**Note:** Legal Hold entities can share the same email address.

- **Middle Name** - (Optional) the entity's middle name.

**Company**

- **Company** - (Optional) the entity's company.
- **Current Title** - (Optional) the entity's job title.
- **Department** - (Optional) the entity's department.
- **Manager** - (Optional) the entity's manager. Select a person from the available entities to designate as the new entity's manager. The designated manager will receive any Escalation communication for this entity.
- **Employee Number** - (Optional) the entity's employee number.
- **Employment Status** - (Optional) the entity's current employment status.
- **Employment Start Date** - (Optional) the date the entity's position started.
- **Employment End Date** - (Optional) the date the entity's position ended.
- **Username** - (Optional) the entity's employee username at the company.
- **Domain** - (Optional) the company's network name. For example, "Relativity.corp".
- **Phone Number** - (Optional) the entity's phone number.

**Location**

- **Address 1** - (Optional) the entity's home address.
- **Address 2** - (Optional) the second line of the entity's home address.
- **City** - (Optional) the entity's home address city.
- **State/Province** - (Optional) the entity's home address state/province.
- **Zip/Postal Code** - (Optional) the entity's home address zip/postal code.
- **Country** - (Optional) the entity's home address country.
- **Location** - (Optional) An optional field used to denote a specific building/office or to provide a friendly name for different business units.

**Other**

- **Secondary Email** - (Optional) the entity's secondary email address which is only for reference and doesn't receive communications.
- **Notes** - (Optional) use this field to add any applicable notes regarding the entity.
- **Unique ID** - (Optional) use this field when, for example, performing Active Directory data imports using [Relativity Integration Points](#). Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

- **Entity Interaction** - (Optional) determines the level of interaction the Legal Hold application has with the entity. You can select None, Full, Limited, Redirected.
  - **Full** - the entity receives standard communication functionality. This is the default behavior.
  - **None** - the entity no longer receives communications. Entities set to None do not appear in the Communication Summary report or the Open Tasks report and have N/A in the responded field on Entity reports. If an entity sends a message to an admin, the admin can respond to the entity.
  - **Redirect** - the entity communications are redirected to a Redirect Recipient, another entity, to act on behalf of the original entity. If a redirect recipient is acting on behalf of another entity, the information can be found in the database.

**Note:** If an entity is selected to receive redirected communications, they then cannot be removed from Legal Hold nor set to None. For more information, see [Custodian Interaction level on page 118](#).

### 12.4 Custodian details

The Custodian details page appears once you create an entity in Legal Hold. Once an entity is added to Legal Hold, it is considered a custodian. From here, you can view all details related to that entity across multiple projects.

#### 12.4.1 Custodian console

Use the Entity console to take an action related to that entity and run reports specific to that entity across multiple projects. Buttons are shaded gray when the action is unavailable or may not appear if you don’t have the correct permissions. See [Projects on page 50](#).
Custodian

**Use Portal As** - view the Legal Hold portal as a specified entity in a separate tab. Use this feature to acknowledge participation in a project or answer a questionnaire on someone else’s behalf. For example, use this feature during a guided entity interview.

**Send Portal Link** - send a communication to the entity that contains the link to their Entity portal homepage. Entities can enter their email address to access the portal.

---

**Note:** Custodians can only receive communications if they have their email address on their entity record.

**Reports** - run a project-specific report from this section. The report appears inline. See [Report types on page 99](#) for more information about each report. Note that you may not be able to view all reports depending on your permissions.

---

### 12.5 Deleting an entity

You can delete individual entities, or multiple entities at once from Legal Hold, and any project to which they may be assigned. An entity cannot be deleted if they have communications redirected to them. For more information, see [Custodian Interaction level on page 118](#).

To delete an entity:

1. From the Entity list, locate the entity.
2. Select the checkbox next to the entity that you want to delete.
3. From the actions menu at the bottom, select **Delete** from the second drop-down list.
4. Click **Go**.
5. Click **Delete**.

---

**Note:** Deleting an entity removes the custodian entirely from Legal Hold, as if they never existed. For example, if they were designated as a custodian’s manager, they will no longer appear as the custodian’s manager. If you just want to remove the custodian from the project without deleting their data, see [Removing a custodian from the project console on page 58](#).
12.5.1 Deleting a custodian on a preservation hold

To delete a custodian on a preservation hold, the custodian first needs to be removed from all preservation holds in all projects. To remove an custodian from a preservation hold in a project, change the custodian’s role to a non-preservation hold role. For a list of roles and how to change a custodian’s role, see Hold Admin tab on page 34.

**Note:** Attempting to delete a custodian on a preservation hold is not permitted.

To locate projects the custodian has a preservation hold on, navigate to the Project console and run the Active Preservation Holds report. For more information on running the Active Preservation Holds report, see the [Active Preservation Holds Report on page 100](#). You can also learn which custodians are on a preservation hold by using the Custodian Status Dashboard. For more information, see the [Custodian status dashboard below](#). Once the projects are returned, consult with others to verify their ability for the preservation hold to be removed in the specific project. For more information on deleting an entity, see [Deleting an entity on the previous page](#).

### 12.6 Custodian status dashboard

Create custom custodian dashboards to view the status the custodians, the number of acknowledgements, and the overall health of your projects.

Navigate to the **Custodian status dashboard** in the Legal Hold tab to create and manage custodian-based dashboards. Create and save dashboards for different views of Legal Hold projects. Custodian status dashboards can help you easily identify:

- custodians assigned to legal holds.
- custodians responding to legal hold notices.
- projects with pending acknowledgements.

Use the widget and data table to locate active projects and view the acknowledgement response levels. Click on any of the data points within the widget, which automatically update in response, to focus the research. Once the custodians are located, you can then see how the custodians are responding to the hold communications.

Use the table to locate custodians and determine if they are on a hold and if they have acknowledged the hold. Within the data table, sort and filter data using the column headers. Click on the column headers to sort the data and use the different filter types in each column. Changes are also reflected in the widget.
13 Libraries tab

The Libraries tab includes the Questionnaires, Questions, and Attachments libraries.

13.1 Creating a questionnaire

Use questionnaires to collect any information needed for the project. For example, an initial legal hold questionnaire might ask what kinds of hardware an individual uses at work, whether they work from home, how long they’ve been employed at the company, etc. These kinds of questions assist the general counsel in managing a custodian’s involvement in the project or compliance.

To create a questionnaire:

1. From the Libraries tab > Questionnaires sub-tab, click New Questionnaire.
2. Enter information in the following fields:

   - **Question** - enter the question in the Question field.
   - **Type** - select a Question Type from the Type drop-down menu. See Question types on page 131.
   - **Answer Required** - select Yes to make this a required question. Select No to not make the question required.
   - **Save Question to Library?** - select Yes to include the new question in the Question Library. Select No to not add the new question to the Question Library.
■ **Question Library** - if you include the question in the library, select a Question Category from the drop-down list. See [Question categories on page 131](#).

■ Click **Save**. Legal Hold adds the question to your questionnaire.

3. If adding questions from the Question library, click **Cancel**, then click **Import Questions**.
   ■ Select the questions you want to add, click **Assign**, then **Save**. Legal Hold adds the imported questions to your questionnaire.

4. (Optional) You can add conditional logic to questions. Add conditions to Legal Hold to supply another question or send another communication only if the user responds to that question in a particular manner that you specify. See [Adding conditions below](#).

5. (Optional) Re-order questions by clicking ![Up Arrow](#) ![Down Arrow](#) on each question and dragging the question up or down to the desired order.

![What is today's date?](#)

6. When finished, click **Done**. See [Projects on page 50](#).

Edit the questionnaire name by clicking ![Pencil](#) next to the questionnaire Name in edit mode.

### 13.1.1 Adding conditions

Add conditions to Legal Hold to supply another question or send another communication only if the user responds to that question in a particular manner that you specify. You can add conditions to every question type except Text.

To add conditional logic to a question:

1. From the question toolbar, click ![Add Condition](#).
2. In the New conditions window, complete the following:

- Conditions will be active when
  - Depending on the question type, perform the following to set the condition to active. See Question types on page 131.
- **Date** - select the Start and End dates.
- **Multi Choice**
  - From the drop-down menu select **Contains** or **Is**.
    - **Contains** - select this to set conditional logic only if the answer contains any of the answers you indicate.
    - **Is** - select this to set conditional logic only if the answer is exactly the answer(s) you indicate.
  - Select the appropriate answer(s), depending on whether you selected **Contains** or **Is**.
- **Single Choice** - select one answer.
- **Yes/No** - select Yes or No.

**When Activated**
- Upon setting conditional logic, select one or all of the following actions:
  - **Send Follow Up** - sends any communication in Legal Hold that you can select using the item picker.
  - **Send Alert** - sends an alert communication from the Alert Group that you can select using the item picker to a specific individual.
  - **Display Question** - create a new question or import a question from the library. See [Creating a questionnaire on page 127](#).

3. Click **Save**. The conditional question appears as an alphabetic letter underneath the question you added the condition to. Here you can view the specific condition details.
Note: You can add multiple conditions to questions.

4. When finished, click Done.

13.1.2 Question types
The Question Type drop-down list contains the following types:

- **Date** - provides a date picker for the user to select from.
- **Multi Choice** - user can select multiple answers. Enter each answer on a new line in the provided text box.
- **Single Choice** - limits the user to select only one answer from potential multiple answers. Enter each answer on a new line.
- **Text** - provides a free form text box for the user to enter a response.
- **Yes/No** - provides a yes or no option for the user to select from.

13.1.3 Question categories
Use Question categories to organize your questions and easily sort through questions in the Library. See Question types above.

The Question Category drop-down list contains the following categories:

- Class Action
- Employment Matter
- Intellectual Property
- Legal Hold
- Other
- Regulatory/Compliance
- Backup Tapes
- Databases
- Electronic Mail
- File Servers
- General Information
- Legacy Systems
- Workstations, PCs, Laptops
- Other Media

You can add a new Question category by clicking Add next to the Question Category drop-down list in the Questionnaire builder.
13.2 Question library

The Questions library contains all questions with the Save Question to Library option checked in any questionnaire. Add questions to this library when you're creating your questionnaire or directly from the Questions tab. See Creating a questionnaire on page 127.

13.2.1 Creating a question from the Questions tab

To create a question:

1. From the Libraries > Questions tab, click New Question.

2. Enter information in the following fields:
   - Question Text - the field containing the question.
   - Answer Type - select a type from the drop-down menu. See Question types on the previous page.
   - Available Answers - the possible answers that the custodian can pick from a single choice and multiple choice question.
   - Category - select a category to organize your questions and easily sort through questions in the Library. See Question categories on the previous page.

3. Click Save. Legal Hold adds the question to the Library.

13.3 Attachments library

Attachments are files that appear as links in the Custodian portal. For example, you may want to provide a supplemental document for a custodian to read before they acknowledge participation in a project. Attachments, unlike communications, aren't sent out to custodians. See Portal Content on page 76.

To add an attachment to the library:
1. Click **New Attachments**.
2. Click **Choose File**.
3. Locate the file you want to upload.
4. Click **Open**.
5. Click **Save**.

### 13.3.1 Attachment details
Click an attachment to view its details.

**Attachment Details**
- **Attachment**: InitechJumpstartinfo.txt
- **Communications**: Legal Hold Notice Template

**File Details**
- **Attachment File Size (bytes)**: 20.0
- **System Last Modified By**: Smith, Jane
- **System Last Modified On**: 2/9/2016 2:13 PM

Click **Delete** to delete the attachment.

### 13.4 Scheduled Reports

**Note**: You can also run scheduled reports from the Reports tab. See Creating a scheduled report on page 96 for more information.
14 Questionnaires

Use questionnaires to receive more information from custodians. Create customizable questionnaires to gather custodian information. Add questions to the questionnaire and conditions to the questions conditional questions, send automatic alerts, and review responses.

14.0.1 Creating a questionnaire

Create a questionnaire to send to custodians. To add a questionnaire, navigate to the Questionnaire tab and click **New Questionnaire**. In the questionnaire, you can add any number of questions.

To add a new question to a questionnaire,

1. Click **New Question**.
2. Enter question into text box.
3. Select the type of question.
   - **Date** - a response that requires a valid date format. Attempting to load an invalid date produces an error.
   - **Multi Choice** - a response that requires a selection of one or more values in a set of predetermined values.
   - **Single Choice** - a response that requires selecting one value out of a set of predetermined values.
   - **Text** - a question response that requires a long or fixed length text response.

   **Note:** You can't add a condition to a Text question type.

   - **Yes/No** - a response that requires a selection of Yes or No.

4. Set answer requirement.
5. Set saving to library option.
6. Click **Save**.

After clicking save, you're brought back to the questionnaire. Next to the new question, you'll see three icons. You'll only see two icons if you selected Text as the question type. For more information, see Adding a condition below. Click to edit the question. Click to delete the question. Click to add a condition the question.

14.0.1.1 Adding a condition

Click to add a condition to a question. The question must be a date, multiple choice, single choice, or yes/no question type. Text responses do not activate a condition.
Activating a condition
When a condition is activated, optional next steps can take place. These steps include sending a follow-up communication to the responder, sending a notice to an alert group, and adding a follow-up question.

Sending a follow-up communication
Select Yes to send a follow-up communication to the responding custodian. When Yes is selected, a Choose Communication button is available. Click the button to open a pop-up modal to select a communication. Click a radio button next to the communication you want and click Save.

Sending an alert notice
Send an alert notice to a previously created alert group. For more information, see Alert group on page 75.

1. Select Yes to send a notice to an alert group. When Yes is selected, a Choose Communication and Choose Custodian button are available.
2. Click **Choose Communication** to open a pop-up modal. Click the radio button next to the alert notice you’d like to send.

3. Click **Save**.

4. Click **Choose Custodian** to open a pop-up picker.

5. Click the check boxes by the custodian or custodians that you would like to notify.

6. Click **Select**.

7. Click **Save**.

**Sending a follow-up question**

Select **Yes** to add a follow-up question to the original question. Add, or import a question, to follow up after the custodian's condition activating response.

### 14.0.2 Sending a questionnaire

To send a questionnaire, you must first attach the questionnaire to a communication, then send the communication.

To attach a questionnaire to a communication:

1. Navigate to the Project detail > Communications tab.

2. Select the communication that you want to use to send the questionnaire.

3. Click **Edit**.

4. From the Portal Content tab, click **Add** to create a questionnaire on the fly; or click ![button] to add an existing questionnaire. See [Creating a questionnaire on page 127](#).

5. Click **Save** when finished. The questionnaire is now attached to the communication. Click **Clear** to remove a questionnaire.

---

**Note:** You can only attach one questionnaire to a communication.

6. You're ready to send the questionnaire. See [Questionnaires on page 134](#).
**Note:** Once you've sent a communication or questionnaire, you can't retract it. You also can't change the Communication Type, Acknowledgement Required, or Questionnaire. If necessary, you can create and send a new communication or questionnaire.

14.0.3 Tracking question responses

Track all questionnaire responses in the Question Responses sub-tab. See [Question responses on page 110](#). You can also use the Questionnaire Response Report to view responses. For more information, see [Questionnaire Response report on page 109](#).
15 Custodian portal

Custodians can only access the Custodian portal via a secure link in a Legal Hold communication. In the portal, custodians can acknowledge their participation in a hold, answer questionnaires, view all of the active projects they're associated with, and easily address any other outstanding tasks.

**Note:** After upgrading a workspace to Legal Hold 3.2+ from a previous version, run the Upgrade Old Legal Hold Portal Links script once in the Administration > Scripts sub-tab to upgrade the Portal links with the 3.2+ application. If you don't run this script, all former portal links sent prior to upgrade won't work. This script only applies to previous version upgrades to Legal Hold 3.2+.

15.1 Custodian portal browser compatibility

Access the Custodian portal from the following browsers:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Supported Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer</td>
<td>9, 10, 11</td>
</tr>
<tr>
<td>Chrome</td>
<td>42+</td>
</tr>
<tr>
<td>Firefox</td>
<td>37+</td>
</tr>
<tr>
<td>Safari on Mac (OS X 10.9+)</td>
<td>7.1+</td>
</tr>
</tbody>
</table>

To access the portal:

1. Click the portal link in the email. This "smart" link takes you directly to the acknowledgment or questionnaire in which the portal opens in a separate browser window to the homepage.

   **Note:** Use the email merge field, PORTALLINK, to include the portal URL in the communication. See Projects on page 50.

2. From the portal homepage, review any Tasks Requiring Attention, Completed Tasks, and any Active Holds that you're associated with. This includes acknowledgment requests and questionnaire response requests for all projects with which you're associated.

   The Active Holds grid only shows projects containing a communication that Legal Hold sent to the custodian with the Is Legal Hold flag set to Yes. See Is Legal Hold in the Communication Detail layout fields. This differentiates between FYI communications that Legal Hold sends to employees that shouldn't be treated as litigation holds.
Note: The Custodian Portal won’t display any projects in which a custodian’s role in that project includes the Do Not Notify role tag.

3. Click the links to open each outstanding item.

4. Once you’ve acknowledged participation in a project or answered a questionnaire, Legal Hold sends an acknowledgment notification to the custodian if the Send Custodian Confirmation field in Legal Hold Settings is set to Yes.

If you receive a portal link expiration error, your link has expired. Click **Send Link** for Legal Hold to send you a new link.

Click on any of the holds in the Active Holds grid to view the corresponding communication to the hold. Holds containing multiple communications that Legal Hold sent to the custodian appear as separate entries in the Active Holds grid.

Your portal link has expired. Please click the ‘Send Link’ button and you will receive an email with a new link.

Send Link
System admins can set the number of times custodians can access the portal link before it becomes invalid. See Installing Legal Hold on page 8.

15.2 Customizing the Custodian Portal

System admins can customize the Custodian Portal's for the custodians in Legal Hold projects. To customize the portal, navigate to the Custodian Settings tab within Hold Admin. For more information on the Custodian Settings and more information on customizing the custodian portal, see Legal Hold settings on page 34. Update the portal title, customize the image, the access, and the link expiration in the Custodian Settings tab.

Update the Portal Title field to a title that works with the name of the company, the litigation, or the custodian. The limit of characters for the Portal Title is 95 characters by default. To update the number of characters, see Fields. The Portal Title appears on the top left of the Custodian Portal.

The system admin can also set the Portal Custom Image in the Custodian Settings. For more information, see Legal Hold settings on page 34. The portal custom image appears in the top left of the Custodian Portal next to the Portal Title. The size of the image is hard coded to be 130px x 28px.

To set the Link Access Limit, the number of times a custodian can use the link, add a number between 1 and 100. The Link Expiration is the number of days the link will be valid. This link can be valid for any number of days and can be set by the system admin.

15.3 SSO for Custodian Portal

Use single sign on (SSO) for a layer of security of the custodian portal. SSO requires a custodian to authenticate through your organizations SSO provider prior to gaining access to the custodian portal.

**Note:** Relativity Legal Hold supports OpenID Connect using Microsoft Azure AD.

Use SSO to have custodians access the custodian portal securely by signing into the organization’s identity provider.

Send personalized custodian portal links to custodians. The link contains a token that recognizes authentication. If a custodian isn't authenticated, they are redirected to the organization's sign on page. Once signed into their organization, the custodian is redirected to the portal.
16 Task tracking

Relativity Legal Hold Task Tracking includes task management. In the Tasks tab, you can create different types of tasks for specific projects to manage custodians, IT requests, HR requests, and other user tasks associated with your legal hold projects.

16.1 Adding a task

To add a task for a member of the legal hold project, navigate to Legal Hold and click the Tasks tab. In the Tasks tab,

1. Click **New Task**.
2. Enter a task name.
3. Select the Project. Click **Add** to create a new topic. For more information, see [Projects on page 50](#).
4. Select the Task Type. Click **Manage** to update Task Type choices. For more information, see Choices in the Admin Guide.
   1. HR Request.
   2. IT Request.
5. (Optional) Add Due Date.
6. Select Status. Click **Manage** to update Status choices. For more information, see Choices in the Admin Guide.
   1. Closed.
   2. Open.
7. (Optional) Select the assignee.
8. (Optional) Select Date Completed.
9. (Optional) Add Instructions.

Task is then assigned to the Relativity user to complete by the selected date.
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