Relativity Legal Hold 3.3 Guide

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1 Relativity Legal Hold 3.3

Relativity Legal Hold 3.3 is Relativity’s complete legal hold management workflow application. Legal Hold helps you identify and preserve relevant data when you anticipate litigation. Legal Hold also allows you to 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.

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. Legal Hold’s intuitive design allows you to:

- Send out hold notifications by email
- Automatically follow up with unresponsive custodians
- Interview custodians to gather information
- Track and analyze responses
- Generate reports to maintain a defensibly-sound audit trail of all communications with custodians and other relevant parties
- Schedule reports to run and send via email at a set date, time, and interval.

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.

Using Legal Hold 3.3

You’re the lead attorney in your company’s general counsel and unfortunately, your corporation is identified in an upcoming litigation. Per your company’s established legal hold policy, it’s your duty to identify and preserve all data for the potential investigation. You need to start notifying people of their required participation in the upcoming legal hold and start identifying all devices storing pertinent information.

To do this, you use the project wizard to create a project in Legal Hold, then you add people to associate them to the hold, and assign communications and questionnaires to that project. As you add people, you create roles for them to differentiate between departments as the hold processes. For example, you need to involve the IT department to help identify hardware and the HR department to help identify persons of interest.

Once you associate employees with your hold, your attorneys use your project to send an initial hold communication that requires each employee to acknowledge their participation in the hold. You’ve also included a customized questionnaire in the notice, which asks relevant questions about the employee’s starting employment date, their supervisor, and what company machines they use most frequently and for what purpose. This helps your team identify what level of involvement each employee has in the litigation. You keep track of all individual responses in the Mailbox tab in and send follow-up communications as necessary, informing the employee that they are no longer needed in the legal hold, or that you need more information for the litigation.

You run and schedule reports to monitor the overall progress of the hold and your attorneys monitor how many people have responded to your communications. Based on this information,
you set automatic reminders to non-responsive custodians, or escalate the reminders to a custodian's manager.

Once your team has identified the key players in the hold and the actual legal hold period is over, you close your hold in Legal Hold. All of the information remains accessible for potential future audits.

2 Installing Legal Hold

To successfully 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 on the next page.
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 the next page.

2.1 Legal Hold system requirements and specifications

Legal Hold is compatible with Relativity 8.1 and above. As such, Legal Hold has the same system requirements as its compatible Relativity version. For Relativity's system requirements, see applicable System Requirements on the Relativity3.3 Documentation site.

2.1.1 Configuration specifications

2.1.1.1 Single server deployment specifications

- **Roles** - Legal Hold Server
- **CPU** - 8 physical cores (2GHz)
- **32 GB** of RAM
- Disk space is determined based on the amount of data stored
- This server can also be attached to a storage device (SAN, NAS)
- Gigabit Ethernet Connection

2.1.2 Scalability

You can scale this server to meet Relativity's 25-50 user system requirements. See the System Requirements guide.

The following components are scalable and new devices can be added as required:
2.1.2 Email notification specifications

The following components are required to enable email notifications in Legal Hold:

- SMTP access
- EWS, POP3, or IMAP access to a dedicated Legal Hold mailbox on an email server

If you plan to use a portal (hardware or software) or VPN (hardware or software), please contact support@kcura.com to discuss preferred vendors.

2.2 Installing Legal Hold

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.

- **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, or to multiple workspaces at once, from the Application Library. See Relativity Applications in the Admin guide.
- **Install Legal Hold from an external file** - You can import the Legal Hold application and the Portal application into your workspace from external files if they haven't been added to the Application Library. See Relativity Applications in the Admin guide.

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

2.3 Adding the Legal Hold agent

After you install Legal Hold, add the Relativity Legal Hold Agent by going to the Agents tab and clicking **New Agent**. Add at least one agent per environment, and add more as needed. See Application-specific agents in the Agents guide for more information.

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

2.4 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:
2.4.1 Managing workspace security

Note: The following applies to 8.2 Relativity Legal Hold 3.0, 3.1, 3.2, and 3.3 installations only: In order for a Relativity System Administrator to utilize the Use Portal As and Acknowledge on Behalf functions, you must also add the System Admin to a second group with permissions to view the Legal Hold workspace.

The Legal Hold application security is set at the workspace level, not at the item level. For this reason, if you need to secure information from someone, we recommend that you create a project/hold in a separate workspace and assign those people to that workspace only.

Unlike the Relativity security model, simply securing a Legal Hold tab or setting permissions on a specific area of the application doesn't restrict individuals or groups from accessing or editing the item.

2.4.2 Configuring Legal Hold

To configure Legal Hold, access the Settings tab. See Settings tab on page 13.

2.5 Upgrading Legal Hold

After upgrading Legal Hold, perform the following tasks:

- Clear your browser cache to ensure that all application changes are reflected.
- 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+.

2.6 Post-installation verification test

As a best practice, you should confirm that your Legal Hold 3.3 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.
Access the Relativity Legal Hold 3.3 Post-Installation Verification Test document from the documentation site.

## 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

- Custodian 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

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. Perform the import according to the specified order and outline below.

1. Import the Custodians 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.
   - **(Required) First Name** - the custodian's first name.
   - **(Required) Last Name** - the custodian's last name.
- (Required) Email - the custodian’s email address.
- Manager - the custodian’s manager. This value should also exist as a separate custodian in the load file.
- Department - the custodian’s department within the organization. This value is available for filtering and searching when selecting custodians.

2. Import the Projects load file.

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

- Name - the unique name of the communication, which Legal Hold sends to custodians. For example, Acme 290875 Initiation Hold Notice. This value must be unique.
- 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.
- 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.
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.

Acknowledgement Required - this value is either True or False to indicate if the specific communication requires the custodian to log into the Custodian Portal and acknowledge the communication.

Email Subject - the email subject for the communication.

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

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.

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.

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

Reminder Subject - if Enable Reminders is set to True, this contains the subject of the reminder email.

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.

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.

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 Custodian Role load file. These values link custodians’ role in the matter to the communication they are sent.

Name - the end users never sees this value never gets seen but it must be unique. We recommend: CustodianFullName:CommunicationName

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

Communications - this is the specific communication name from above that was sent to the custodian.

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

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

Release Date - populate this with the release date if the custodian was released from the Project.

5. Import the Custodian Status load file. These values link specifics regarding when custodians receive and respond to notices.
- **Name** - the end users never sees this value but it must be unique. We recommend: CustodianFullName:CommunicationName
- **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.
- **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.
- **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.

6. Re-save communications.

- For any communications that have scheduled reminders, go into those communications from the front end and re-save them so that the automatic reminder/escalation job is scheduled. For communications with scheduled reminders, re-save 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.

### 4 Settings tab

All Legal Hold configuration and Global Reminder settings are located in the Settings tab.

**Note:** The ability to import custodians from an LDAP-enabled data source is now removed from the Legal Hold application and added to a separate application, Relativity Integration Points. 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 3.3.

### 4.1 General settings

The General settings layout contains the following fields:
### Details

- **Version** - Legal Hold application version number.

### Portal

- **Portal URL** - the Legal Hold Portal URL where you're 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 81](#).
- **Link Expiration (Days)** - number of days the link sent in the communication email is valid.
- **Link Access Limit** - number of times the custodian can access the Portal from the link sent in the communication email.
- **Title** - customize the text that appears at the top of the Portal page.
- **Custom Logo** - 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.
  - Any common image file is permitted; however, we recommend a .PNG, as the background should ideally be transparent.
- **Send Confirmation Email** - select checkbox to have Legal Hold send a confirmation email to the custodian once they acknowledge a communication or completes a questionnaire.

### Reminder Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reminder Scheduler</strong></td>
<td>05:00</td>
</tr>
<tr>
<td><strong>Execution Time</strong></td>
<td></td>
</tr>
</tbody>
</table>
- **Reminder Scheduler Execution Time** - the time at which you can schedule reminders to be sent. Use the HH:MM format (24-hour format). The time is local to the server, not your local PC.

### 4.2 Email settings

The Email settings layout contains the following fields:

![Email settings layout](image)

#### Incoming

- **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. See Email notification specifications on page 8.
  - EWS - Exchange Web Services
  - IMAP - Internet Message Access Protocol
  - POP3 - Post Office Protocol 3
- **Email Processing Scheduler Interval** - how often you want to process email jobs.
  - **Hourly** - every hour, the Relativity Legal Hold agent checks the specified mailbox for new emails to import.
Immediate - every three minutes, the Relativity Legal Hold agent checks the specified mailbox for new emails to import.

Daily - the Relativity Legal Hold agent checks the specified mailbox for new emails to import daily. It checks the mailbox each day at whatever time the email settings were initially saved.

- **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.
- **Mail Domain** - this should be the fully qualified mail server name (or IP address). For example, “demo.testing.corp”.
- **Mail Port** - the mail port number.
- **Mailbox** - this should be the actual name of the folder containing the custodian replies to Legal Hold communications. For example, “Inbox”.

**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, import any messages it finds, and then delete all emails in the mailbox.

### Outgoing

- **SMTP 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 server settings. Even if your SMTP server is setup for anonymous authentication, you must input a value. For example, “anonymous”.
- **SMTP Password** - the password for the account on the SMTP server that will be used for sending emails. Even if your SMTP server is setup for anonymous authentication, you must input a value. For example, ”anonymous”.
- **SMTP Domain** - the SMTP domain address. For example, “smtp.office365.com”.
- **SMTP Port** - the SMTP port number.
- **Use SSL for SMTP** - select checkbox 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.
- **From Email Address** - the email address you want to appear when sending communications from Legal Hold. When a custodian receives a hold communication, it will appear as if it was sent from this address.
- **Reply to Email Address** - the reply to email address. When a custodian clicks reply to a hold communication, their reply will be sent to this address.
- **Forward Response Emails** - select checkbox to have Legal Hold automatically forward all custodian replies to the hold owner of that specific hold, as specified in the hold details. This allows custodian replies to be sent first to the primary Legal Hold inbox for Legal Hold to import into the system, while still giving visibility to the hold owner of the custodian’s reply.

**Note:** To edit any object or field in Legal Hold, click  in the top right area of the screen. Edit fields and click **Save** when finished or click **Cancel** to exit without saving changes.

### 4.2.1 Settings console

The Settings console contains the Test Email Settings option. This option verifies your email configuration settings are valid. A verification message appears stating that Legal Hold sent test
emails to the specified Outgoing Reply to Email Address in the Email settings. See Email settings on page 15.

### 4.3 Enabling the Global Reminder

The Global Reminder functionality allows you to enable Legal Hold to automatically send periodic reminders to all active, on-hold custodians to review their hold obligations.

You can also manually send a Global Reminder. See Global Reminder console on page 19.

**Note:** In order for Legal Hold to send a Global Reminder to a custodian, the custodian must have already received at least one communication requiring acknowledgment where the List as Active Hold flag is set to Yes. See List as Active Hold in the Communication Detail layout fields.

To schedule the Global Reminder:

1. From the Settings > Global Reminder tab, click the pencil icon.
2. From the Enable Reoccuring Global Reminder section, select the Yes radio button.
3. Enter information in the Scheduling and Email layout fields. See Global Reminder Scheduling and Email layout fields below.
4. Click Save. The Global Reminder is now scheduled to run.

### 4.4 Global Reminder Scheduling and Email layout fields

The Global Reminder Scheduling and Email layout contains the following fields:
Legal Hold Requirement:

Every employee has a legal duty to preserve all records relating to the matter. This applies to current records, and those you create or receive subsequently. It is critical that employees DO NOT DELETE, OVERWRITE, OR OTHERWISE ALTER OR DESTROY ANY DOCUMENTS, FILES OR OTHER RECORDS (IN PRINT OR ELECTRONICALLY STORED) WHICH MAY BE RELEVANT TO THIS MATTER. FAILURE TO COMPLY WITH THIS NOTICE COULD RESULT IN FINES, PENALTIES OR COURT SANCTIONS.

Please review and acknowledge your active holds using the following link:

[PORTALLINK]
Scheduling

- **Enable Reoccurring Global Reminder** - select the Yes radio button to enable the scheduling functionality for this reminder. See Disabling the Global Reminder on the next page.

- **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 day.
    - **Reoccur** - enter the number of week(s) in which Legal Hold recurrently 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 week(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.

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

- **End Date** - (Optional) the date that you want Integration Points to stop syncing. 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. Use the HH:MM format (24-hour format). For example, if you want the reminder to send at 5:30 pm, you must enter 17:30.

Email

- **Send As** - the specified email you want the communication to be sent from. This features 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. If you leave this field blank, Legal Hold uses the default email in the 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 link custodians to the portal, or use the [Custodians.Projects] email merge field to list all active projects in the email. See Using the editor window on page 47.

Status

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

4.4.1 Global Reminder console

The Global Reminder console contains the following options:
- **Send Global Reminder Now** - immediately sends the Global Reminder to all active custodians.
- **Send Test Email** - allows you to send a test email to a specified email addresses. Separate addresses with a comma.

### 4.4.2 Disabling the Global Reminder

To disable the Global Reminder:

1. From the Settings > Global Reminder tab, click 
2. From the **Enable Reoccuring Global Reminder** section, select the Yes radio button. The Global Reminder is now disabled.

### 5 Custodians tab

Custodians in Legal Hold are all individuals involved in projects or holds as a custodian, data steward, or alert group member.

There are several ways to add custodians to Legal Hold:

- Manually creating a custodian from the Custodians tab
- Manually creating a custodian on the fly when creating a project
- Loading custodians via the LDAP feature
- Loading custodians via the Relativity Desktop Client

Once you add a custodian to Legal Hold, you can assign a custodian to a project. See Assigning custodians to a project on page 33.

### 5.1 Creating and editing a custodian

You can manually add custodians to Legal Hold from the Custodians tab.
1. From the Custodians tab, click **Create Custodian**.
2. Complete the fields in the Custodian detail layout. See the Custodian detail layout fields on the next page.
3. Click **Save**. The newly created Custodian detail page appears. See Custodian details on page 24.

The Custodians landing page contains a sortable list of all custodians in the workspace.

- Indicates that the custodian is currently on-hold. Select the **On Hold** Custodian view from the drop-down to view all custodians on hold.

![Custodians List](image)

**Note:** To edit any object or field in Legal Hold, click in the top right area of the screen. Edit fields and click **Save** when finished or click **Cancel** to exit without saving changes.

### 5.2 Creating a custodian on the fly

You can manually add a custodian on the fly when creating a project and assigning custodians in the project wizard. See Assigning custodians to a project on page 33.

1. From the Assign Custodians picker, click **Create Custodians**.
2. Complete the fields in the Create Custodian layout. See the Custodian detail layout fields on the next page.
3. Click **Save**. The newly created custodian is added to Legal Hold. Use the column filters to locate the new custodian.

### 5.3 Adding custodians via Relativity Desktop Client

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

To load custodians via the RDC:

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

5.4 Custodian detail layout fields

The Custodian detail layout contains the following fields:
<table>
<thead>
<tr>
<th>CONTACT</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Jane</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>Smith</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jsmith@example.com">jsmith@example.com</a></td>
</tr>
<tr>
<td>Secondary Email</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td>555-555-5555</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPANY</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>KCura</td>
</tr>
<tr>
<td>Job Title</td>
<td>Software Engineer</td>
</tr>
<tr>
<td>Department</td>
<td>Engineering</td>
</tr>
<tr>
<td>Manager</td>
<td>Arendelle, Elsa</td>
</tr>
<tr>
<td>Employee Number</td>
<td>1234567</td>
</tr>
<tr>
<td>Employment Status</td>
<td>Active</td>
</tr>
<tr>
<td>Start Date</td>
<td>03/01/2015</td>
</tr>
<tr>
<td>Leave Date</td>
<td></td>
</tr>
<tr>
<td>Username</td>
<td>jsmith</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 1</td>
<td>123 Home Place</td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Chicago</td>
</tr>
<tr>
<td>State/Province</td>
<td>IL</td>
</tr>
<tr>
<td>Zip/Postal Code</td>
<td>60604</td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>Unique ID</td>
<td></td>
</tr>
</tbody>
</table>
Contact
- **First Name** - the custodian's first name.
- **Middle Name** - (Optional) the custodian's middle name.
- **Last Name** - the custodian's last name.
- **Email** - the custodian's email address.
- **Secondary Email** - (Optional) the custodian's secondary email address.
- **Phone Number** - (Optional) the custodian's phone number.

Company
- **Company** - (Optional) the custodian's company.
- **Job Title** - (Optional) the custodian's job title.
- **Department** - (Optional) the custodian's department.
- **Manager** - (Optional) the custodian's manager. Select a person from the available custodians to designate as the new custodian's manager. The designated manager will receive any Escalation communication for this custodian. See Escalation.
- **Employee Number** - (Optional) the custodian's employee number.
- **Employment Status** - (Optional) the custodian's current employment status.
- **Start Date** - (Optional) the date the custodian's position started.
- **Leave Date** - (Optional) the date the custodian's position ended.
- **Username** - (Optional) the custodian's employee user name at the company.

Location
- **Address 1** - (Optional) the custodian's home address.
- **Address 2** - (Optional) the second line of the custodian's home address.
- **City** - (Optional) the custodian's home address city.
- **State/Province** - (Optional) the custodian's home address state/province.
- **Zip/Postal Code** - (Optional) the custodian's home address zip/postal code.
- **Country** - (Optional) the custodian'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 unites.

Other
- **Notes** - (Optional) use this field to add any applicable notes regarding the custodian.
- **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.

5.5 Custodian details

The Custodian details page appears once you create a custodian in Legal Hold. From here, you can view all details related to that custodian across multiple projects.
- **Status tab** - view how many active or released projects/holds the custodian is associated with, how many total communications they've been sent, and how many questionnaires they've completed.
- **Detail layout** - see Custodian detail layout fields on page 22.
- **Projects/Holds tab** - lists the projects/holds that the custodian is associated with. Use the column filters to sort information and click on an item to view its details.
- **Mailbox tab** - lists all emails sent to and received from this custodian. Use the column filters to sort information and click on an item to view its details.

### 5.5.1 Custodian console

Use the Custodian console to take an action related to that custodian across multiple projects. For example, use this console to release a custodian from all of the projects where she's assigned; or send reminders to a custodian for all of the projects in which he's not yet responded to a communication or questionnaire. Buttons are shaded gray when the action is unavailable.
Notify

- **Send Communications** - sends a specified communication from a selected project to this custodian.
- **Remind** - sends a specified reminder communication to this custodian. See Sending a reminder below.
- **Release** - releases this custodian from a selected 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 on page 28
- **Escalate** - sends an escalation to a custodian's manager. See Sending an escalation on the next page.
- **Remove** - removes this custodian and all record of their details from a specified project/hold. See Removing a custodian on page 28

**Reports drop-down** - run a custodian-specific report from this drop-down. The report appears inline. See Reports tab on page 66.

**Use Portal As** - allows you to view the Legal Hold portal as this custodian in a separate tab. You can use this feature to acknowledge participation in a project/hold or answer a questionnaire on someone else's behalf. For example, use this feature during a guided custodian interview.

**5.5.2 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.

To send a reminder:

1. Click **Remind** from the Custodian console.
2. Select communication(s) from the list.
3. Click **Assign**. Reminders are sent to the selected custodians.

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 44](#).
2. Click in the top right area of the screen to edit fields.
3. From the Reminder & Escalation tab, select the **Automatic Reminders** Yes radio button. Complete the following fields:

   - **Allotted Reminders** - the number of reminders allowed for this communication.
   - **Reminder Intervals (in days)** - the number of days between each reminder.

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

### 5.5.3 Sending an escalation

You can send an escalation to a custodian's designated manager. See [Custodian detail layout fields on page 22](#). 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 Custodian console.
2. Select communication(s) from the list.
3. Click **Assign**.
4. Click **Save**. Escalations are sent to the selected custodian's managers.

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 escalation:

1. Navigate to the specified Communication's detail page. See Communication detail layout fields on page 44.
2. Click in the top right area of the screen to edit fields.
3. From the Reminder & Escalation tab, select the Automatic Reminders checkbox.

   \[\text{Note: You must select the Automatic Reminder checkbox in order to schedule automatic escalations.}\]

4. Select the Automatic Escalations checkbox. Checking this box 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.

5.5.4 Releasing a custodian

You can release a custodian from a single project or all projects that they're assigned to 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.

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

- The person has already received a communication from Legal Hold.
- A release notice is created.

To release a custodian:

1. From the Custodian console, click Release.
2. Select a release notice from the list.
3. Click Save.
4. Select a Project/Hold(s).
5. Click Assign.
6. Click Release.
7. Verify that you want to remove the custodian from all selected projects or only from projects where they are already released.

5.5.5 Removing a custodian

You can remove a custodian from a project/hold at any time. Removing means that this person is longer an active participant in the project/hold and won't appear in any reports.
**Note:** We don't recommend removing a custodian for auditing purposes, so you'd typically remove someone only if they were added to a project by mistake.

To remove a custodian:

1. From the Custodian console, click **Remove**.
2. Select a Project/Hold.
3. Click **Save**.
4. Click **Remove**. Legal Hold removes the custodian from the project/hold.

### 5.6 Deleting a custodian

You can delete individual custodians, or multiple custodians at once from Legal Hold, and any project they may be assign to.

To delete a custodian:

1. From the Custodian list, locate the custodian(s).
2. Select the checkbox(es) next to the custodian(s) that you want to delete.
3. Click ![ from the actions menu.
4. Click **Delete**.

**Note:** Deleting a custodian removes them 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 on the previous page**.

### 6 Projects/Holds tab

The Projects/Holds tab contains all information related to a Legal Hold project.

From here, you can:

- Manage Projects/Holds
- Create and send Communications/Notices
- View a comprehensive Mailbox list of all communications
- Create and send questionnaires

### 6.1 Understanding Legal Hold projects, communications, and questionnaires

Because you'll primarily be working in the Projects/Holds tab when managing a legal hold, it's important to understand the hierarchy and relationship between the main components.
6.1.1 Projects

Projects house all of the information you'll need to manage your legal hold. You can assign and manage custodians to your projects, view quick stats from your project details page, such as the response levels for all associated communications and questionnaires, and easily generate inline reports for that specific project. See Project details on page 40.

6.1.2 Communications

Communications are used to send emails to individuals in Legal Hold. 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: Alert Group, General Hold Notice, and Release Notice 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.

6.1.3 Questionnaires

Questionnaires are used to receive answers from individuals about the project or hold. This helps the project manager or general counsel best determine how to manage the hold 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.

6.2 Creating and editing a project/hold

The Legal Hold project/hold wizard allows you to easily create a new project from scratch or use an existing project template. The wizard also provides you with an option to immediately create a new project with the bare minimum detail, allowing you to come back later to assign custodians or communications.

Note: There is no Back button in the project wizard. Save the project and edit it to make any changes.

To create a project:
1. From the Projects/Holds tab, click **Create Project/Hold**.

2. Select one of the following options:
   - **Create Project/Hold** - create a new project/hold from scratch.
   - **Create Project/Hold From Template** - create a new project using an existing template. The selected template pulls over with the following pre-populated field information:
     - Project/Hold Name
     - Type
     - Owner
     - Owner Email
     - Description
     - SM Start/End Date
     - Priority
     - Save As Template
     - Any communications

3. If you’re creating a project from a template, select the template and click **Save**.

4. Complete the fields on the Set Project Details layout. See **Project Details layout fields below**.

5. Click one of the following options:
   - **Next Step** - continue on and assign custodians.
   - **Skip Remaining Steps - Create Project** - immediately create project and use all communications brought in from a project template.

6. If you’re assigning custodians to a project now, use the Assign Custodians picker. See **Assigning custodians to a project on page 33**.

7. Click one of the following options:
   - **Next Step** - continue on and assign communications.
   - **Skip Remaining Steps - Create Project** - immediately create project and use all communications brought in from a project template.

8. If you’re assigning communications to a project now, use the Assign Communications picker. See **Assigning communications to a project on page 37**.

9. Click **Complete Setup**. The newly created project details page appears. See **Project details on page 40**.
   
   The new project is also added to the Projects/Holds landing page on page 38.

---

**Note:** To edit any object or field in Legal Hold, click ✍️ in the top right area of the screen. Edit fields and click **Save** when finished or click **Cancel** to exit without saving changes.

### 6.2.1 Project Details layout fields

The Set Project/Hold Details layout contains the following fields:
- **Project/Hold Name** - the project/hold name.
- **Type** - the type of project you’re creating. Legal Hold ships with several generic project types. You can edit these items by clicking and adding or deleting the types.

**Note:** Types in Legal Hold contain no extended functionality other than to differ between projects and for searching and reporting purposes.
6.2.2 Assigning custodians to a project

You need to assign a custodian to a project in order to send a communication. You can assign a custodian when creating a project or after you've created a project. You can assign custodians to multiple projects in your workspace.

To assign a custodian:

Note: If you're assigning a custodian to an existing project, navigate to the project detail page and click Assign from the Project console. See Project console on page 40.

1. From the Assign Custodians picker, use the column filters to locate custodian(s).
2. From the Unassigned window, choose:
   - Select From List - pick from a list of people in Legal Hold.
- **Paste Email Addresses** - add a list of email addresses, separated by a carriage return.
3. Assign a role when adding a person using the Assign Role drop-down menu. See Managing custodian roles on the next page.
4. Add more custodian information in the Advanced drop-down.

- **Role Notes** - (Optional) add specific information regarding a custodian’s involvement in a hold. For example, “Jane is a key player, and we should plan to collect all her Word documents.”
- **Access to Sensitive Material** - (Optional) select Yes or No to denote whether the custodian has access to sensitive material that may or may not be involved in the matter.

Note: You can view the Advanced custodian information from Project details > Custodians tab. See Project details on page 40.

5. (Optional) Click **Create Custodians** to add a custodian on the fly. See Creating a custodian on the fly on page 21.
6. Click **Save** or see step 7 in Creating and editing a project/hold on page 30.

### 6.2.3 Managing custodian 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.

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 to a person when you assign a custodian to a project. See Assigning custodians to a project on page 33.

Roles appear in the Project details page on the Custodians tab. See Project details on page 40.

To manage the roles:
1. From the Assign Custodians window, click .
2. To add a new role, enter a new role in the **New Role** field.

![Manage Roles](image)

3. Click **Add**, then click **Close**.

   Click ✏️ to edit a role and 🗑️ to delete a role.

### 6.2.4 Assigning communications to a project

In order to send a communication from a project, you need to assign a communication to a project. You can assign communications to multiple projects in your workspace.

To assign a communication:

**Note:** If you're assigning a communication from an existing project, navigate to the project detail page, communications tab, and click the **Create Communication drop-down**. See [Project details on page 40](#).
1. From the Assign Communications picker, use the column filters to locate communication(s).
2. From the Unassigned window, select the checkbox(es) next to the available communication(s).

3. (Optional) Click Create Communication to create a new communication from scratch or from a communication template. See Creating a communication on page 43.

   **Note:** If you create a new communication here, you won’t be able to unassign it from the project until after you finish creating the project.

4. Click **Save** or see step 9 in Creating and editing a project/hold on page 30.

### 6.2.5 Projects/Holds landing page

The Projects/Holds landing page contains all of the projects/holds in your workspace. Projects marked as priority in the project details are indicated with a ★. See Priority.
6.2.5.1 Mass actions menu

The following items are available in the mass actions menu:

- **- mass edit selected items.** See Mass editing items below.
- **- mass delete select items.**
- **- export a selected project's details.** This option allows you to quickly export a project's details to a .CSV file.
- **- toggle column filters on and off.**
- **- resize columns.**
- **All Projects/Holds drop-down** - filter on all, active, priority, and closed projects.

Click **next** to a project to expand high-level details. Here you can easily view the response status details for all communication's acknowledgments and questionnaires. Click on an item to view its details.

6.2.5.2 Mass editing items

To mass edit Legal Hold items:

1. Select the check boxes next to all applicable items.
2. Click **.**
3. Make appropriate updates to any fields as necessary using the **icon.**
4. When finished, click **Save.** Legal Hold applies all field edits to selected items.
6.3 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 Project/Holds landing page.

From here, you can view all details related to that project.

- **Status** tab - view how many communications that custodians have or haven't acknowledged, how many questionnaires they've completed, and how many active or release custodians are assigned to the project.
- **Detail layout** - see Project Details layout fields on page 31.
- **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 Creating a communication on page 43.
- **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.
- **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.

### 6.3.1 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.
Manage Custodians

- **Assign** - assign a custodian to a project. See [Assigning custodians to a project on page 33](#).
- **Release** - releases this custodian from a 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 below](#).
- **Remove** - removes this custodian and all record of their details from a specified project/hold. See [Removing a custodian from the project console on the next page](#).

**Reports drop-down** - run a project-specific report from this drop-down. The report appears inline. See [Reports tab on page 66](#).

**Close Project** - close a project. See [Closing a project on the next page](#).

### 6.3.1.1 Releasing a custodian from the project console

You can release a custodian from a project/hold 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.

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

- The person has already received a communication from Legal Hold.
- A release notice is created.

To release a custodian:

1. From the Project console, click **Release**.
2. Select a release notice from the list.
3. Click **Save**.
4. Select a custodian(s).
5. Click **Assign**.
6. Click **Save**. Legal Hold sends the release notice and releases the custodian from the project/hold.
7. Click **Release**.

### 6.3.1.2 Removing a custodian from the project console

You can remove a custodian from a project/hold at any time. Removing means that this person is longer an active participant in the project/hold and won't appear in any reports.

**Note:** We don’t recommend removing a custodian for auditing purposes, so you'd typically remove someone only if they were added to a project by mistake.

To release a custodian:

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

### 6.4 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.
6.5 Deleting a project

If you choose to delete a project/hold, 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 in the top right area of the screen. At the prompt, click Delete. See Project details on page 40.
- To delete a project from the projects/holds landing page, select the project and click from the actions menu. At the prompt, click Delete. See Projects/Holds landing page on page 38.

6.6 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 project details communication tab, select one of the following options:
Create Communication - create communication from scratch. See Creating a new communication below.

Create Communication From Template - create a new communication using an existing communication template. See Creating a communication from a template on page 47. The selected template pulls over with the following pre-populated field information:

- Name
- Type
- Description
- Acknowledgement 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

2. Click Save. The Communication details appears. See Communication details on page 53.

6.6.1 Creating a new communication

1. Complete the fields on the Create Communication layout. See Communication detail layout fields below.
2. Click Save. The new communication appears in the project details communications tab.

6.6.2 Communication detail layout fields

The Create communication layout contains the following fields:
Detail tab

- **Name** - the communication name.
- **Type** - the communication type. Click ☰ to add a new type. Legal Hold ships with several generic communication types.
- **Description** - (Optional) a communication description.
- **Response Deadline** - the communication response deadline. This value potentially updates the Past Due Communication value on the Custodians sub tab of the Project layout.
- **Use As Template** - select checkbox to make this communication available as a template.

**Portal Content tab**

- **Acknowledgement Required** - select checkbox to require an acknowledgement.

<table>
<thead>
<tr>
<th>Note: You must select the <strong>Acknowledgement Required</strong> checkbox in the Portal Content tab of the Communication details in order to schedule reminders and escalations for a questionnaire attached to a communication.</th>
</tr>
</thead>
</table>

- **List As Active Hold** - Select Yes to specify what communications are:
  - Included in the Custodian Portal Active Holds grid.
  - Able to trigger a Global Reminder once Legal Hold sends a communication to a custodian.
  - Able to flag a custodian as being on hold from the Custodians tab once Legal Hold sends a communication to a custodian.

- **Attachments** - click 📄 to upload a file as an attachment to the communication. Click 📝 to attach an existing file from the Attachment Library. See [Attachments library on page 80](#).

- **Questionnaire** - click 📆 to create a new questionnaire. See [Creating a questionnaire on page 58](#). Click 📚 to select an existing questionnaire from the Questionnaire Library. See [Question library on page 80](#).

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

**Email tab**

- **Send As** - the specified email you want the communication to be sent from. This features 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 message that appears in the email. See [Using the editor window on the next page](#).

**Reminder & Escalation tab**

- **Reminder**
  - **Automatic Reminders** - select checkbox for Legal Hold to send automatic reminder emails to custodians that haven’t yet acknowledged the communication.
  - **Allotted Reminders** - the number of reminders allowed for this communication.
  - **Reminder Interval (in days)** - the number of days between each reminder.
  - **Email Subject** - the subject that appears in the email.
  - **Email Body** - the message that appears in the email. See [Using the editor window on the next page](#).

- **Escalations**
  - **Automatic Escalation** - indicates 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.
  - **Email Body** - the message that appears in the email. See [Using the editor window on the next page](#).
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.

- **Send To** - the custodian that you want to send the BCC email to. See Custodians tab on page 20.
- **Email Subject** - the subject that appears in the email.
- **Email 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.

Mailbox tab

The Mailbox tab appears once you’ve created a communication. This tab contains a list of all sent and received emails for this communication. Use the column filters to sort information and click on an item to view its details.

6.6.3 Creating a communication from a template

1. From the Select Template Communication picker, select a template.
2. Click **Save**.
3. Complete/edit the fields on the Create Communication layout. See Communication detail layout fields on page 44.
4. Click **Save**. The new communication appears in the project details communications tab.

6.6.3.1 Using the editor window

Use the editor window to compose portal content, emails, reminders and escalations, and BCC emails. You can customize text with the editor icons and utilize the email merge fields list to insert field values in Legal Hold. See Email merge fields on the next page.
6.6.3.2 Email merge fields

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.

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.

Merge fields are pre-populated in the drop-down, depending on the selected communication type.
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".

Merge fields are pre-populated in the drop-down, depending on the selected communication type.

**Note:** As of the 3.3.1 patch 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.

### View merge fields

#### Communication

Communication email merge fields return information relevant to the communication for that particular project/hold.

<table>
<thead>
<tr>
<th>Merge field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Communication.AcknowledgementReminderInterval]</td>
</tr>
<tr>
<td>[Communication.Name]</td>
</tr>
<tr>
<td>[Communication.ReminderLastSentDate]</td>
</tr>
</tbody>
</table>

#### Custodian

Custodian email merge fields return information relevant to the custodian assigned to the project/hold communication.

<table>
<thead>
<tr>
<th>Merge field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Custodian.Address1]</td>
</tr>
<tr>
<td>[Custodian.Address2]</td>
</tr>
<tr>
<td>[Custodian.City]</td>
</tr>
<tr>
<td>[Custodian.Company]</td>
</tr>
<tr>
<td>[Custodian.Country]</td>
</tr>
<tr>
<td>[Custodian.Department]</td>
</tr>
<tr>
<td>[Custodian.Email]</td>
</tr>
<tr>
<td>[Custodian.EmployeeNumber]</td>
</tr>
<tr>
<td>[Custodian.EmploymentStatus]</td>
</tr>
<tr>
<td>[Custodian.FirstName]</td>
</tr>
<tr>
<td>[Custodian.JobTitle]</td>
</tr>
</tbody>
</table>
## Merge field

<table>
<thead>
<tr>
<th>merge_field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Custodian.LastName]</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastAcknowledgeDate]</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastSentDate]</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastViewedDate]</td>
</tr>
<tr>
<td>[Custodian.LegalHoldReminderLastSentDate]</td>
</tr>
<tr>
<td>[Custodian.LeaveDate]</td>
</tr>
<tr>
<td>[Custodian.Location]</td>
</tr>
<tr>
<td>[Custodian.MiddleName]</td>
</tr>
<tr>
<td>[Custodian.Name]</td>
</tr>
<tr>
<td>[Custodian.Notes]</td>
</tr>
<tr>
<td>[Custodian.PastDepartment]</td>
</tr>
<tr>
<td>[Custodian.PastManager]</td>
</tr>
<tr>
<td>[Custodian.PastTitle]</td>
</tr>
<tr>
<td>[Custodian.PhoneNumber]</td>
</tr>
<tr>
<td>[Custodian.Projects]</td>
</tr>
<tr>
<td>[Custodian.QuestionnaireLastCompletedDate]</td>
</tr>
<tr>
<td>[Custodian.SecondaryEmail]</td>
</tr>
<tr>
<td>[Custodian.StartDate]</td>
</tr>
<tr>
<td>[Custodian.State/Province]</td>
</tr>
<tr>
<td>[Custodian.CurrentTitle]</td>
</tr>
<tr>
<td>[Custodian.EmployeeNumber]</td>
</tr>
<tr>
<td>[Custodian.EmploymentEndDate]</td>
</tr>
<tr>
<td>[Custodian.EmploymentStartDate]</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderCount]</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderLastSentDate]</td>
</tr>
<tr>
<td>[Custodian.Uniqueld]</td>
</tr>
<tr>
<td>[Custodian.Username]</td>
</tr>
<tr>
<td>[Custodian.Zip/PostalCode]</td>
</tr>
</tbody>
</table>

## Manager

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

### Merge field

<table>
<thead>
<tr>
<th>merge_field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Manager.Address1]</td>
</tr>
<tr>
<td>[Manager.Address2]</td>
</tr>
<tr>
<td>[Manager.City]</td>
</tr>
<tr>
<td>[Manager.Company]</td>
</tr>
<tr>
<td>[Manager.Country]</td>
</tr>
<tr>
<td>[Manager.Department]</td>
</tr>
<tr>
<td>[Manager.Email]</td>
</tr>
</tbody>
</table>
### Merge field

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Manager.EmployeeNumber]</td>
</tr>
<tr>
<td>[Manager.EmploymentStatus]</td>
</tr>
<tr>
<td>[Manager.FirstName]</td>
</tr>
<tr>
<td>[Manager.JobTitle]</td>
</tr>
<tr>
<td>[Manager.LastName]</td>
</tr>
<tr>
<td>[Manager.LeaveDate]</td>
</tr>
<tr>
<td>[Manager.Location]</td>
</tr>
<tr>
<td>[Manager.MiddleName]</td>
</tr>
<tr>
<td>[Manager.Name]</td>
</tr>
<tr>
<td>[Manager.Notes]</td>
</tr>
<tr>
<td>[Manager.PastDepartment]</td>
</tr>
<tr>
<td>[Manager.PastManager]</td>
</tr>
<tr>
<td>[Manager.PastTitle]</td>
</tr>
<tr>
<td>[Manager.PhoneNumber]</td>
</tr>
<tr>
<td>[Manager.SecondaryEmail]</td>
</tr>
<tr>
<td>[Manager.StartDate]</td>
</tr>
<tr>
<td>[Manager.State/Province]</td>
</tr>
<tr>
<td>[Manager.UniqueId]</td>
</tr>
<tr>
<td>[Manager.UserName]</td>
</tr>
<tr>
<td>[Manager.Zip/PostalCode]</td>
</tr>
</tbody>
</table>

### Portal

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Portallink]</td>
</tr>
</tbody>
</table>

### Project

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

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Project.Case]</td>
</tr>
<tr>
<td>[Project.Description]</td>
</tr>
<tr>
<td>[Project.CloseDate]</td>
</tr>
<tr>
<td>[Project.ExternalCounsel]</td>
</tr>
<tr>
<td>[Project.Id]</td>
</tr>
<tr>
<td>[Project.GeneralCounsel]</td>
</tr>
<tr>
<td>[Project.Name]</td>
</tr>
<tr>
<td>[Project.OwnerEmail]</td>
</tr>
<tr>
<td>[Project.OwnerName]</td>
</tr>
<tr>
<td>[Project.ScopeRationale]</td>
</tr>
<tr>
<td>[Project.StartDate]</td>
</tr>
<tr>
<td>[Project.Status]</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 an administrator 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>
</tr>
</thead>
<tbody>
<tr>
<td>[Project.SubjectMatterEndDate]</td>
</tr>
<tr>
<td>[Project.SubjectMatterStartDate]</td>
</tr>
<tr>
<td>[Project.Company]</td>
</tr>
<tr>
<td>[Project.Custodians]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Merge field</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Respondent.Address1]</td>
</tr>
<tr>
<td>[Respondent.Address2]</td>
</tr>
<tr>
<td>[Respondent.Answers]</td>
</tr>
<tr>
<td>[Respondent.City]</td>
</tr>
<tr>
<td>[Respondent.Company]</td>
</tr>
<tr>
<td>[Respondent.Country]</td>
</tr>
<tr>
<td>[Respondent.Department]</td>
</tr>
<tr>
<td>[Respondent.Email]</td>
</tr>
<tr>
<td>[Respondent.EmployeeNumber]</td>
</tr>
<tr>
<td>[Respondent.EmploymentStatus]</td>
</tr>
<tr>
<td>[Respondent.FirstName]</td>
</tr>
<tr>
<td>[Respondent.JobTitle]</td>
</tr>
<tr>
<td>[Respondent.LastName]</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastAcknowledgeDate]</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastSentDate]</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastViewedDate]</td>
</tr>
<tr>
<td>[Respondent.LegalHoldReminderLastSentDate]</td>
</tr>
<tr>
<td>[Respondent.LeaveDate]</td>
</tr>
<tr>
<td>[Respondent.Location]</td>
</tr>
<tr>
<td>[Respondent.MiddleName]</td>
</tr>
<tr>
<td>[Respondent.Name]</td>
</tr>
<tr>
<td>[Respondent.Notes]</td>
</tr>
<tr>
<td>[Respondent.PastDepartment]</td>
</tr>
<tr>
<td>[Respondent.PastManager]</td>
</tr>
<tr>
<td>[Respondent.PastTitle]</td>
</tr>
<tr>
<td>[Respondent.PhoneNumber]</td>
</tr>
<tr>
<td>[Respondent.Projects]</td>
</tr>
</tbody>
</table>
**6.7 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 44.
6.7.1 Communication console

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

- **All** - sends a communication to every selected person on this project.
- **Select** - use the custodian item picker to select which custodians on the project that Legal Hold should send the communication to.
- **Unsent** - sends communication to only active custodians on the project who haven't yet received it. For example, you may add new custodians to the project after adding the original set of custodians but the new custodians also need to receive the same communication.
- **Test Email** - allows you to send a test email to a specified email addresses. Separate addresses with a comma.

Remind/Escalate

- **Remind** - sends a reminder communication to the selected custodian(s). See Sending a reminder on the next page.
- **Escalate** - escalates the communication to the selected custodian's manager. See Sending an escalation on page 57.

Reports drop-down - run a communication-specific report from this drop-down. The report appears inline. See Reports tab on page 66.

**Acknowledge on Behalf** - acknowledge project/hold participation on behalf of another custodian. See Acknowledging on behalf of a custodian on page 58.
6.8 Sending a communication

To send a communication, use the buttons on the Communication console. See Communication console on page 54 for notification options.

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

6.8.1 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 Installing Legal Hold on page 7.

To send a reminder:

1. Click **Remind** from the Custodian console.
2. Select custodians(s) from the list.
3. Click **Assign**.
4. Click **Save**. Reminders are sent to the selected custodians.

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 44.
2. Click in the top right area of the screen to edit fields.
3. From the Reminder & Escalation tab, select the **Automatic Reminders** checkbox. Complete the following fields:
### 6.8.2 Sending an escalation

You can send an escalation to a custodian's designated manager. See Custodian detail layout fields on page 22. 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 Custodian console.
2. Select custodian(s) from the list.
3. Click Assign.
4. Click Save. Escalations are sent to the selected custodian's managers.

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 escalation:

1. Navigate to the specified Communication's detail page. See Communication detail layout fields on page 44.
2. Click in the top right area of the screen to edit fields.
3. From the Reminder & Escalation tab, select the Automatic Reminders checkbox.

**Note:** You must select the Automatic Reminder checkbox in order to schedule automatic escalations.

4. Select the Automatic Escalations checkbox. Checking this box 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.

6.9 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 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. From the Communication console, click Acknowledge on Behalf.
2. From the item picker, select custodian(s).
3. Click Assign.
4. Click Save.
5. Enter a reason for your acknowledgment.
6. Click Acknowledge.

6.10 Creating a questionnaire

Questionnaires are used to collect any information needed for the project. For example, an initial
legal hold questionnaire might ask what kinds of hardware you use at work, whether you work from
home, how long you've been employed at the company, etc. These kinds of questions assist the
general counsel in managing your involvement in the compliance.

To create a questionnaire:
1. From the Projects/Holds tab > Questionnaires sub-tab, click Create Questionnaire.
2. If creating a new question, 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 63.
   - **Answer Required** - select checkbox to make this a required question.
   - **Save Question to Library**? - select checkbox to include the new question in the Question Library. See Question library on page 80.
   - **Question Library** - if you include the question in the library, select a Question Category from the drop-down. See Question categories on page 63.
   - Click **Save**. The question is added 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**. The imported questions are added to your questionnaire.
4. (Optional) You can add conditional logic to questions. Adding conditions allows 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 on the next page.
5. (Optional) Re-order questions by clicking on each question and dragging it up or down to the desired order.
6. When finished, click **Done**. See Sending a questionnaire on page 63.
   Edit the questionnaire name by clicking next to the questionnaire Name in edit mode.
6.10.1 Adding conditions

Adding conditions allows 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 📊.

   ![Question with Add Condition button](image-url)

   **Did you ever have any involvement with, or knowledge of, the subject matter of this hold that could help either party learn or understand the facts?**
   - Yes
   - No
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 63](#).
- **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** - this allows you to create a new question or import a question from the library. See Creating a questionnaire on page 58.

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.

![Conditional Question](image)

**Note:** You can add multiple conditions to questions.

4. When finished, click **Done**.
6.10.2 Question types

The Question Type drop-down contains the following types:

- **Date** - provides a date picker for the user to select from.
- **Multi Choice** - allows the user to 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.

6.10.3 Question categories

Question categories allow you to organize your questions and easily sort through questions in the Library. See Question library on page 80.

The Question Category drop-down contains the following categories:

- Class Action
- Employment Matter
- Intellectual Property
- Legal Hold
- Other
- Regulatory/Compliance

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

6.11 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 communication that you wish to send the questionnaire from.
2. Click in the top right area of the screen to edit the communication.
3. From the Portal Content tab, click next to the **Questionnaire** field to create a questionnaire on the fly; or click to add an existing questionnaire. See Creating a questionnaire on page 58.
4. Click **Save** when finished. The questionnaire is now attached to the communication. Click to remove a questionnaire.
5. You're ready to send the questionnaire. See Sending a communication on page 56.

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.

6.11.1 Tracking question responses

Track all questionnaire responses in the Question Responses sub-tab. See Question responses on page 79.

6.12 Mailbox

The Projects/Holds > Mailbox sub-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.
6.12.1 Responding to emails from Legal Hold

You can respond to emails directly in Legal Hold from the email's details.
1. Click the email link from the Mailbox tab.
2. From the Email tab, compose your response in the Reply section at the bottom.
3. Click Send.

7 Reports tab

Run Legal Hold reports to analyze and manage your projects/holds from the Reports tab.
7.1 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 71.
2. Select the project(s) you want to report on from the Select Project(s) list.
   - 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 Reports** - schedule the selected report to run at a set, recurring basis. See Creating a scheduled report below.
4. If you click **Generate Report**, the report appears dynamically with the following report options:

   ![Report Options]

   - **+ EXPAND** - click to expand the report generation options. Click **COLLAPSE** to only view the report.
   - **Print** - opens a print dialog to select printing options.
   - **Export** - export the report in the selected file type format (XLS, XLSX, CSV, PNG, PDF, RTF).

7.2 Creating a scheduled report

The Scheduled Reports feature allows you 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/holds 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 custodians.

7.2.1 From the Reports sub-tab

To create a scheduled report from the Reports sub-tab, use the Schedule Reports option on the Generate Reports console. See Running a report on the previous page.

7.2.2 From the Scheduled Reports sub-tab

To create a scheduled report from the Scheduled Reports tab:

1. From the Scheduled Reports sub-tab, click Create 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.

   **Note:** To edit any object or field in Legal Hold, click in the top right area of the screen. Edit fields and click Save when finished or click Cancel to exit without saving changes.

7.2.3 Create Scheduled Report layout fields

The Create Scheduled Report layout contains the following fields:
Create Scheduled Report

Detail

REPORT

Report Name: Daily Communication Summary Report

Report Type: Communication Summary

SCHEDULING

Enable: Yes
Scheduler: No

Frequency: Daily

Start Date: 01/30/2015

End Date: mm/dd/yyyy

Scheduled Time: 13:00

SETTINGS

Email Addresses: jsmith@example.com; jdoe@example.com; protectmanager@example.com

Projects:

- Checked (2)
- All Active Projects

Status

- All

- 102938 - Acme Corp: Closed
- 102938 - Generic Company: Active

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.


Scheduling
■ **Enable Scheduler** - select the Yes checkbox to enable the scheduling functionality for this report. See Disabling or deleting a scheduled report below.

■ **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. Use the HH:MM format (24-hour format). For example, if you want your report to run at 5:30 pm, you must enter 17:30.

**Settings**

■ **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.

■ **Projects** - The project(s) that Legal Hold retrieves the scheduled report data from. Use the drop-down to:
  - Select individual projects to run the scheduled report on.
  - Select **All Active Projects** to 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.

### 7.2.4 Disabling or deleting a scheduled report

To disable a scheduled report:

1. Deselect the **Enable Scheduler** check box on the Scheduled Reports Detail page.
2. Click **Save**. Legal Hold stops sending this scheduled report. Select this option again to re-enable the scheduler for this report.

To delete a scheduled report:
1. From the Scheduled Reports Detail page, click ![trash can icon].
2. Click Delete.

**Note:** You can mass disable or delete scheduled reports from the Scheduled Reports landing page. See Mass editing items on page 39.

### 7.3 Report types

Run the following reports in Legal Hold:

- Communication Summary report below
- Custodian Change report on page 73
- Custodians report on page 73
- Global Summary report on page 75
- Not Acknowledged report on page 77

#### 7.3.1 Communication Summary report

Run this report to track the status of projects broken down by individual communication. Each communication and questionnaire is shown with an indication of the response status for each individual the communication was sent to.
Communication Summary Report

Project Name: Initech JumpStart Dispute  Subject Matter Start Date: 1/7/2014
Type: LH-intellectual Property  Subject Matter End Date: 4/22/2014
Status: Active  Acknowledgement: 88%
Custodians: 144  Questionnaire: 84%

Communication: Alert Notice Template

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Acknowledged</th>
<th>Questionnaire</th>
<th>Reminders</th>
<th>Escalations</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flora Ainsworth</td>
<td>--</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Total</td>
<td>0/1</td>
<td>0/1</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
</tbody>
</table>

Communication: C-Level Hold Notice

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Acknowledged</th>
<th>Questionnaire</th>
<th>Reminders</th>
<th>Escalations</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albina Joyner</td>
<td>--</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Alene Gadsden</td>
<td>--</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Alesha Yetter</td>
<td>4/24/2014</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Andrea Pineda</td>
<td>5/9/2014</td>
<td>5/9/2014</td>
<td>0</td>
<td>0</td>
<td>Active</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Angela Curd</td>
<td>4/24/2014</td>
<td>4/24/2014</td>
<td>0</td>
<td>0</td>
<td>Released</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Total</td>
<td>3/5</td>
<td>2/5</td>
<td>0</td>
<td>0</td>
<td>Released</td>
<td>4/23/2014</td>
</tr>
</tbody>
</table>

Communication: Initech Release Notice

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Acknowledged</th>
<th>Questionnaire</th>
<th>Reminders</th>
<th>Escalations</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angela Curd</td>
<td>--</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Released</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Carmelina Monroe</td>
<td>--</td>
<td>--</td>
<td>0</td>
<td>0</td>
<td>Released</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Total</td>
<td>0/2</td>
<td>0/2</td>
<td>0</td>
<td>0</td>
<td>Released</td>
<td>4/23/2014</td>
</tr>
</tbody>
</table>

Communication: IT Alert Notice

This communication has not yet been sent.

Communication: Standard Hold Notice
7.3.2 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/hold to get updates that could potentially affect your preservation strategies.

![Custodian Change Report]

7.3.3 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.
## Custodians Report

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Role</th>
<th>Status</th>
<th>Communication</th>
<th>Responded</th>
<th>Response Time (Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albina Joyner</td>
<td>Custodian</td>
<td>Active</td>
<td>C-Level Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Alene Gadsden</td>
<td>Custodian</td>
<td>Active</td>
<td>C-Level Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Alesha Yetter</td>
<td>Custodian</td>
<td>Active</td>
<td>C-Level Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Andrea Pineda</td>
<td>Custodian</td>
<td>Active</td>
<td>C-Level Hold Notice</td>
<td>5/9/2014</td>
<td>16</td>
</tr>
<tr>
<td>Anya Aguilar</td>
<td>Custodian</td>
<td>Active</td>
<td>--</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>Belva Winburn</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Benjamin Langlinais</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Berniece Nickelson</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>5/3/2014</td>
<td>10</td>
</tr>
<tr>
<td>Bess Motsan</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Beverley Oakley</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Billye Witherite</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Blaine Laurence</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>5/7/2014</td>
<td>14</td>
</tr>
<tr>
<td>Blake Lammers</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Blake Smith</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>0</td>
</tr>
<tr>
<td>Bobette Vizzaino</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>5/13/2014</td>
<td>20</td>
</tr>
<tr>
<td>Brandon Legge</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Brendan Tarbell</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Brendon Lietz</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Brigitte Sowell</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Brooke Topping</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Brooks Suarez</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Camita Marth</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Candie Mckie</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Caren Wilderman</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Carisa Preatte</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Carita Lemmon</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/15/2014</td>
<td>8</td>
</tr>
<tr>
<td>Carolann Siegmund</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Carolyn Veale</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Cassi Navarra</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
<tr>
<td>Cathy Nickson</td>
<td>Custodian</td>
<td>Active</td>
<td>Standard Hold Notice</td>
<td>4/24/2014</td>
<td>1</td>
</tr>
</tbody>
</table>
7.3.4 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.
# Global Summary Report

## Most Active Custodians

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Projects</th>
<th>Earliest Subject Matter Start Date</th>
<th>Latest Subject Matter End Date</th>
<th>Last Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albina Joyner</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Alene Gadsden</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Alesha Yetter</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Andrea Pineda</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Angela Curd</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Anya Aguiar</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/27/2014</td>
</tr>
<tr>
<td>Belva Winburn</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Benjamin Langlinais</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Berniece Nickelson</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Beza Nolosen</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Beverley Oakley</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Bitty Ewthertte</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Blaine Laurence</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/9/2014</td>
</tr>
<tr>
<td>Blake Lamners</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Blake Smith</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Bobette Viccaino</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/9/2014</td>
</tr>
<tr>
<td>Brandon Legge</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Brendan Tarbell</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Brendon Lietz</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Brigitte Sowell</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Brooke Topping</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Brooks Suarez</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Camilla Marth</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Candie Mckie</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Caren Wilderman</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Carisa Prevatte</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Carissa Lemmon</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/9/2014</td>
</tr>
<tr>
<td>Carmelina Monroe</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>4/24/2014</td>
</tr>
<tr>
<td>Carolann Siegmund</td>
<td>1</td>
<td>1/7/2014</td>
<td>4/22/2014</td>
<td>5/23/2014</td>
</tr>
</tbody>
</table>
7.3.5 Not Acknowledged report

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

**Project Name:** Intech JumpStart Dispute  
**Type:** LH-Intellectual Property  
**Status:** Active  
**Custodians:** 142

## Communication: C-Level Hold Notice

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Allotted Reminders</th>
<th>Sent Reminders</th>
<th>Escalations</th>
<th>Initial Communication</th>
<th>Last Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albina Joyner</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4/23/2014</td>
<td>4/23/2014</td>
</tr>
<tr>
<td>Alene Gadsden</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4/23/2014</td>
<td>4/23/2014</td>
</tr>
</tbody>
</table>

## Communication: Standard Hold Notice

<table>
<thead>
<tr>
<th>Custodian Name</th>
<th>Allotted Reminders</th>
<th>Sent Reminders</th>
<th>Escalations</th>
<th>Initial Communication</th>
<th>Last Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blake Smith</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>4/23/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Brooke Topping</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>4/23/2014</td>
<td>5/23/2014</td>
</tr>
<tr>
<td>Camila Marth</td>
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<td>3</td>
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7.4 Question responses

All questionnaire responses appear in the Reports > Question Responses sub-tab. Use the column filters to sort information and click on an item to view its details. Use the View By drop-down to quickly sort responses by question or custodian.

7.4.1 Including question responses in export

When exporting question responses in the Question or Custodian view, you can select to export the sub-grid items nested in a question response. See Mass actions menu on page 39.

To export the question responses:

1. Select the checkbox(es) next to the items that you want to export.
2. Click .
3. In the dialog, select the Include question responses checkbox.
4. Click Export. The exported .CSV file contains the selected row(s) response and any other child responses in that selected row.

8 Libraries tab

The Libraries tab includes the Questions and Attachments libraries.
8.1 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 58**. Creating a question from the Questions tab below

8.1.1 Creating a question from the Questions tab

To create a question:

1. From the Libraries > Questions tab, click **Create 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 page 63**.
   - **Category** - select a category to organize your questions and easily sort through questions in the Library. See **Question categories on page 63**.
3. Click **Save**. The question is added to the Library.

8.2 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
Attachments, unlike communications, aren't sent out to custodians. See [Attaching an attachment](#).

To add an attachment to the library:

1. Click **Create Attachment**.
2. Click **Upload File**.
3. Locate the file you want to upload.
4. Click **Save**.

### 8.2.1 Attachment details

Click an attachment to view its details.

![Attachment Details](image)

Click **trash can** to delete the attachment.

### 9 Custodian portal

The Custodian portal is only accessible to custodians via a secure link in a communication sent from Legal Hold. 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.

- 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+.

To access the portal:
1. Click the portal link in the email. This smart link takes you directly to the acknowledgment or questionnaire.

**Note**: Use the email merge field, PORTALLINK, to include the portal URL in the communication. See Email merge fields on page 48.

2. The portal opens in a separate browser window to the Home page.
   The portal homepage lists 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/holds with which you're associated.

   The Active Holds grid only shows holds containing a communication that Legal Hold sent to the custodian with the List as Active Hold flag set to Yes. See List as Active 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.

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 project owner.

   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.
Administrators can set the number of times custodians can access the portal link before it becomes invalid. See Installing Legal Hold on page 7.

**Note:** You can access the Custodian portal from Internet Explorer and other browsers such as Firefox, Chrome, and Safari. However, questionnaires display incorrectly in Internet Explorer 8. This is a known Microsoft defect that is fixed in IE 9 and above.
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