Relativity Legal Hold Guide

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1 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 below](#).
2. Add the Legal Hold Agent. See [Adding the Legal Hold agent below](#).
3. Configure Legal Hold. See [Accessing and configuring Legal Hold on the next page](#).

1.1 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.

1.2 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.

Verify the Enable column displays **Yes** for the Relativity Legal Hold Agent. See Adding and editing agents in the Agents guide.
<table>
<thead>
<tr>
<th>Agent name</th>
<th>Requirement information</th>
<th>Function</th>
<th>Agent type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relativity</td>
<td>At least 1 per environment. <strong>Note:</strong> You can add more agents to allow simultaneous jobs to run, and batch large email jobs (after exceeding the default 1,000 email threshold). You may also need more agents if you frequently multitask several Legal Hold actions at once (project deletions, send emails).</td>
<td>Sends emails (including reminder and escalation), pulls emails in from custodian responses, and purges custodians from a project.</td>
<td>Multiple-installation</td>
</tr>
<tr>
<td>Legal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hold Agent</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**1.3 Accessing and configuring Legal Hold**

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

- Custodians
- Legal Hold
  - Projects
  - Communications
  - Reports
  - Question Responses
  - Mailbox
- Libraries
  - Questionnaires
  - Questions
  - Attachments
- Administration (Relativity tab)
  - Custodian Settings
  - Global Reminder
  - Roles

**1.3.1 Legal Hold template**

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

When creating a project from a template, the following items carry over:
- **Project details** - this includes all of the *Project Details on page 26* fields.

- **Associated communications with details** - the template includes the following communications:
  - **Alert Notice Template** - an example communication that notifies anyone in the Alert Group that a custodian might have potential involvement in a legal hold or matter.
  - **Legal Hold Notice Template** - an example communication that notifies custodians of an anticipated (or actual) legal hold and contains a link to the custodian portal where the custodian can acknowledge their participation in the hold or that they’ve received the notice.
  - **Legal Hold Release Notice** - an example communication that notifies on-hold custodians that they have been released from the hold or project.

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

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

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

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

### 1.3.3 Configuring Legal Hold
To configure Legal Hold, access the Settings tab. See *Administration tab on page 15.*

### 1.4 Upgrading Legal Hold
After upgrading Legal Hold, perform the following tasks:

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

Before or directly after upgrading to Legal Hold 4.0, you must do the following to change the existing object rule to default to the correct layout for new projects:

1. From the *Administration* tab, click the *Object Type* sub-tab.
2. Search for and select the *Project* object.
3. In the Rules category, locate *New Hold Default Layout Role* and click *Edit.*
4. Change the Action value from *New Project* to *Project Overview.*
5. Click *Save.*
1.4.1 Upgrade considerations

**Note:** When upgrading to Legal Hold 4.0, note that scheduled reports are currently disabled.

1.5 Post-installation verification test

As a best practice, you should confirm that your Legal Hold 4.0 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 4.0 Post-Installation Verification Test document from the documentation site.
2 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.

2.1 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**.

2.1.1 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
- Message information

This migration does not cover:

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

The following items must all be unique:

- Project names
- Communication names
- Custodian full names

2.2 Importing the legacy data

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

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. We recommend generating a unique value using the fill feature in Excel when preparing the load file.

- **(Required) First Name** - the custodian's first name.
- **Middle Name** - the custodian's middle name.
- **(Required) Last Name** - the custodian's last name.
- **(Required) Email** - the custodian's email address.
- **Secondary Email** - the custodian's secondary email.
- **Phone Number** - the custodian's phone number.
- **Company** - the custodian's company.
- **Job Title** - the custodian's job title.
- **Department** - the custodian's department within the organization. This value is available for filtering and searching when selecting custodians.
- **Manager** - the custodian's manager. This value should also exist as a separate custodian in the load file.
- **Employee Number** - the custodian's employee number.
- **Employment Status** - the custodian's current employment status.
- **Start Date** - the date the custodian's position started.
- **Leave Date** - the date the custodian's position ended.
- **Username** - the custodian's employee username at the company.
- **Address 1** - the custodian's home address.
- **Address 2** - the second line of the custodian's home address.
- **City** - the custodian's home address city.
- **State/Province** - the custodian's home address state/province.
- **Zip/Postal Code** - the custodian's home address zip/postal code.
- **Country** - the custodian's home address country.
- **Location** - An optional field used to denote a specific building/office or to provide a friendly name for different business units.
- **Notes** - use this field to add any applicable notes regarding the custodian.
- **Unique ID** - use this field when, for example, performing Active Directory data imports using **Relativity Integration Points**. Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

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

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

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

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

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

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

- **(Required) Owner Email** - the email address of the project owner. If the setting is enabled, all custodian replies to communications are forwarded to this user.

- **(Required) Type** - you can create custom project types to classify projects according to custom workflows. The default value is **Legal Hold**.

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

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

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

3. Import the Communications load file.

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

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

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

- **Communication Description** - the description of the communication. You can add any details regarding the communication’s purpose or content.
- **Response Due Date** - the date at which all custodians should reply to the communication. If a custodian does not respond by this date, they are flagged as having an overdue communication.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- **(Required) Name** - the name of the attachment file (you can use the file name).
- **(Required) File Link** - this should contain a link to the native file attachment you want to import. Under the “Native File Behavior” section in the Desktop Client, click “Load Native Files.” From the drop-down, select the field from your load file that contains the link.
- **(Required if you are linking attachments) Communication Name** - this links the attachment with an existing communication. You must specify the exact communication name to correctly associate the attachment to the communication.

5. Import the Custodian Role load file. These values link a custodian to a specific project and, if they are a custodian, specifies if they have been released.

- **(Required) Name** - this value must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file. The end user never sees this value.
- **(Required) Project** - this is the specific project name that the communication belongs to. In the RDC, select this as the Parent RDO.
- **(Required) Communications** - this is the specific communication name from above that was sent to the custodian.
- **(Required) Custodian** - this is the custodian (full name) who received the communication.
- **(Required) Role** - you can generate any number of custom roles, but we recommend importing with the default: Custodian.
- **(Required if the custodian is released) Release Date** - populate this with the release date if the custodian was released from the Project.
- **Access to Sensitive Material** - This value is either True or False to indicate if the custodian on this project has access to sensitive material.
- **Notes** - An optional area to store specific notes about this custodian’s involvement on this specific project. For example, ESI Tier.

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

- **(Required) Name** - the end users never sees this value but it must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file.
- **(Required) Communication** - this is the specific communication name from above that Legal Hold sent to the custodian.
- **Communication View Date** - if known, this is the date that the custodian actually viewed the communication.
- **Acknowledgement Date** - this is the date that the custodian acknowledged the communication. Leave this value blank if the custodian did not acknowledge the communication.
- **(Required) Custodian** - this is the custodian (full name) who received the communication.
- **Escalation Date** - if Legal Hold sent an escalation for this custodian and communication, this is the date it was sent.
- **Notice Last Sent Date** - this is the last date that Legal Hold sent a communication to the custodian.
- **(Required) Project** - this is the specific project name that the communication belongs to. In the RDC, select this as the Parent RDO.
- **Reminders Last Sent Date** - this is the last time that Legal Hold sent a reminder to the custodian.
- **Reminders Sent** - this is the total number of reminders that Legal Hold has sent to the custodian for the communication.
- **Resolved By** - (Custodian Full Name) - this is the Relativity User artifact ID who acknowledged a communication on behalf of this communication.
- **Resolved By Reason** - for auditing purposes, this is the reason why someone else acknowledged the communication on behalf of this custodian.

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

- **(Required) Name** - Unique identifier for the row of data.
- **(Required) Custodian** - Custodian name.
- **(Required) Communication** - Name of the communication.
- **(Required) Project** - Name of the project to which the custodian is being added.
- **(Required) Message Type** - Enter "General" (without quotes) into this field.
- **(Required) Message Status** - Enter "Sent" (without quotes) into this field.
- **Last Sent Date** - The data that the last communication was sent.

8. Re-save communications.

- For any communications that have scheduled reminders, go into those communications from the front end and 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.
3 Administration tab

All Legal Hold configuration, Global Reminder settings, and roles are located in the Administration 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 4.0.

3.1 Custodian settings

The Custodian settings tab contains the following fields:

**General**

- **Forward Reply Emails to Project Owner** - select Yes to have Legal Hold automatically forward all custodian replies to the project owner of that specific project, as specified in the project details. Use this for 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 project owner of the custodian’s reply. Select No to prevent Legal Hold from forwarding custodian replies to the project owner.

- **Send Confirmation Email** - select Yes to have Legal Hold send a confirmation email to the custodian once they acknowledge a communication or completes a questionnaire. Select No to prevent Legal Hold from sending a confirmation email to the custodian upon their acknowledgement.

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

**Custodian 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 56.
  - A Relativity site using Forms authentication, not Windows authentication.

- **Portal Title** - customize the text that appears at the top of the Portal page.

- **Portal Custom Image** - upload a custom image that appears at the top of the Portal page. If there is no uploaded image, the Relativity logo appears as the default.
  - The image shouldn't exceed 130 x 28 pixels.
  - Any common image file is permitted; however, we recommend a .PNG, as the background should ideally be transparent.

- **Link Access Limit (Clicks)** - number of times the custodian can access the Portal from the link sent in the communication email

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

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

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

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

Incoming Email

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

- **Email Processor Type** - email services can use one of several options to interact with third-party applications. Consult with your IT department if you are unsure which email processor type to use alongside your mail server. See [Installing Legal Hold on page 5](#).
  - EWS - Exchange Web Services
  - IMAP - Internet Message Access Protocol
  - POP3 - Post Office Protocol 3

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

- **Mail Password** - the password for the Mail Username address.

- **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.

### 3.1.1 Settings console

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

### 3.2 Enabling the Global Reminder

Use the Global Reminder functionality 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 the next page](#).

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 Administration tab > Global Reminder tab, select the Global Reminder you wish to update.
2. Click **Edit**.
3. On the **Enable Reccuring Global Reminder** field, select the **Yes** radio button.
4. Click to open the Schedule Email Job modal.
5. Enter information in the Scheduling and Email layout fields. See [Schedule Email Job and Email layout fields](#).
6. Click **Save**. The Global Reminder is now scheduled to run.

### 3.3 Schedule Email Job and Email layout fields

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

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

**Scheduling**

- **Enable Reccuring Global Reminder** - select **Yes** to enable the scheduling functionality for this reminder. See [Disabling the Global Reminder on page 19](#).
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.

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

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.

Email

The Email layout contains the following fields:

- **Send As** - the specified email you want the communication to be sent from. Use this feature 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 32.

Status

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

3.3.1 Global Reminder console

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

### 3.3.2 Disabling the Global Reminder

To disable the Global Reminder:

1. From the Administration tab > Global Reminder tab, select the Global Reminder you wish to update.
2. Click *Edit*.
3. On the **Enable Reccuring Global Reminder** field, select **No**.
4. Click *Save*. The Global Reminder is now disabled.

### 3.4 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 24**.

Roles appear in the Project Details page on the Custodians tab. See **Project Details on page 26**.

To manage the roles:

1. Navigate to Administration tab > Roles tab.
2. To add a new role, click **New Roles**.
3. Enter a new role in the **Name** field.
4. Click *Save*.

Click *Edit* to edit a role name. You can delete a role by clicking **Delete** from the role object.
4 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
- Loading and syncing custodians via Relativity Integration Points. See Relativity Integration Points.
- 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 24.

4.1 Creating and editing a custodian

You can manually add custodians to Legal Hold from the Custodians tab.

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

1. From the Custodians tab, click New 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 22.

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

4.2 Adding custodians via Relativity Desktop 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.

4.3 Custodian detail layout fields

The Custodian detail layout contains the following fields:

Basic Contact

- **First Name** - the custodian's first name.
- **Last Name** - the custodian's last name.
- **Email** - (Optional) the custodian's email address.

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

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

Company

- **Company** - (Optional) the custodian's company.
- **Current 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.
- **Employment Start Date** - (Optional) the date the custodian's position started.
- **Employment End Date** - (Optional) the date the custodian's position ended.
- **Username** - (Optional) the custodian's employee username at the company.
- **Domain** - (Optional) the company's network name. For example, "kcura.corp".
- **Phone Number** - (Optional) the custodian's phone number.

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 units.

Other

Secondary Email - (Optional) the custodian's secondary email address.

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.

4.4 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.

4.4.1 Custodian console

Use the Custodian console to take an action related to that custodian and run reports specific to that custodian across multiple projects. Buttons are shaded gray when the action is unavailable or may not appear if you don't have the correct permissions.

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

4.5 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. From the actions menu at the bottom, select Delete from the second drop-down.
4. Click Go.
5. 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 from the project console on page 28.
5 Projects tab

The Projects tab contains all information related to a Legal Hold project. From here, you can:

- Manage projects
- Create and send communications
- View a comprehensive mailbox list of all communications
- Create and send questionnaires

5.1 Understanding Legal Hold projects, communications, and questionnaires

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

5.1.1 Projects

Projects house all of the information you'll need to manage your legal hold. You can assign and manage custodians to your projects and view quick stats from your project details page, such as the response levels for all associated communications and questionnaires. See Project Details on page 26.

5.1.2 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.

5.1.3 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.

5.2 Creating and editing a project

To create a project:
1. From the Legal Hold > Projects tab, click **New Project**.

   The Create New Project dialog appears.

2. Select one of the following options:
   - **Create from Template** - create a new project using an existing template. See Legal Hold template on page 6 for more information.
   - **Create Blank Project** - create a new project from scratch.

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

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

5. Click **Save**. The newly created project details page appears, and is also added to the Projects landing page on the next page.

6. (Optional) From the Project Details page Project console, you can:
   - Assign custodians to a project. See Assigning custodians to a project below.
   - Close a project. Closing a project on page 28.

### 5.2.1 Project Details layout fields

The Set Project Details layout contains the following fields:

- **Name** - the project name.
- **Owner** - (Optional) the project owner's name.
- **Owner Email** - the project owner’s email address.
- **Subject Matter Start Date** - (Optional) the earliest date that data relevant to the matter exists.
- **Subject Matter End Date** - (Optional) the most recent date that data relevant to the matter exists.
- **Description** - (Optional) the description of the project.
- **Favorite** - select Yes or No to visually indicate whether the project is a favorite from the Projects landing page.
- **Use As Template** - select Yes to flag project as a template for future project creation use. This template will appear in the Create New Project drop-down list. Select No to not use this project as a template.

### 5.2.2 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 after creating a project. You can also assign custodians to multiple projects in your workspace.

To assign a custodian:

1. From the Project Details page, click **Assign** from the Project console. See Project console on page 27.
2. From the Assign Custodians to Project picker, use the column filters to locate custodian(s).
3. From the Unselected window, choose:
   - **Select From List** - pick from a list of people in Legal Hold.
   - **Paste Email Addresses** - add a list of email addresses, separated by a comma or new line.

4. Assign a role when adding a person using the Assign Role drop-down menu. See [Managing custodian roles on page 19](#).

5. 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 the next page](#).

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

### 5.2.3 Projects landing page
The Projects landing page contains all of the projects in your workspace.

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

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

**Group By/Pivot On fields:**

- Case
- Company
- External Counsel
- Favorite
- General Counsel
- Name
- Project Attachments
- Project Close Date
- Project Owner
- Project Start Date
5.2.4.1 Securing a project
You can secure a project (or any other Legal Hold object). Click to lock a project. See the Security and Permissions topic in the Admin guide.

5.2.4.2 Creating a custom layout
In Relativity Legal Hold, you can create a custom layout to add custom fields and re-arrange the organization to meet your project needs.

To create a custom layout:

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

5.2.4.3 Project views
You can use project views to filter specific projects based on a set of specified criteria.

To view a specific project view, select a view from the drop-down.

To add/edit a project view:

1. Click to edit or to add a view, and make appropriate updates to any fields. See Views in the Relativity Admin guide.
2. When finished, click Save.

5.3 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 Projects landing page.

From here, you can view all details related to that project.
- **Project Details** - see Project Details layout fields on page 24.
- **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 29.
- **Custodians tab** - lists all of the custodians assigned to the project. Use the column filters to sort information and click on an item to view its details.
- **Mailbox tab** - lists all of the sent and received emails from communications for this project. Use the column filters to sort information and click on an item to view its details. See Mailbox on page 46.

### 5.3.1 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 24.
- **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. See Removing a custodian from the project console on the next page.

**Manage Project**

- **Create Communication** - create a communication. See Creating a communication on page 29.
- **Close Project** - close a project. See Closing a project on the next page.

### 5.3.1.1 Releasing a custodian from the project console

You can release a custodian from a project at any time. Releasing means that this person is no longer an active participant in the project but they will still appear in any reports associated with the project in a Released status. A record of their involvement will 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.

7. Click **Release**.

### 5.3.1.2 Removing a custodian from the project console

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

**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 **Select (#)**.
4. Click **Remove**.
5. Verify that you want to remove the custodian from all selected projects or only from projects where they are already released.

### 5.4 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.

### 5.5 Deleting a project

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

- To delete a project from the project details page, click **Delete**. At the prompt, click **Delete**. See **Project Details on page 26**.
- To delete a project from the Projects landing page, select the project and click **Delete** from the actions menu. At the prompt, click **Delete**. See **Projects landing page on page 25**.
5.6 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 Projects tab > Project console > Manage Project, click Create Communication. The Create New Communication dialog appears.
2. Select one of the following options:
   - **Communication Type** - select a communication type. See Communication detail layout fields on the next page.
   - **Create From:**
     - **Template** - create a new communication using an existing template. Legal Hold only displays templates with the same type as the selected Communication Type. When creating a communication from a template, the following items carry over with the following pre-populated field information:
       - Name
       - Type
       - Description
       - 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

**Note:** Legal Hold respects secured template items, so not all template items may carry over, depending on the item-level permissions.
3. Click Create.
5. Click Save. The Communication details appears. See Communication details on page 43.
6. (Optional) From the communication details, click Edit to update more communication detail fields. See Communication detail layout fields below.
7. Click Save. The new communication appears in the Project Details Communication tab.

5.6.1 Communication detail layout fields

The Create communication layout contains the following fields:

Detail tab

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

Email tab

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

See Using the editor window on page 32.

Portal Content tab
- **Acknowledgement Required** - select checkbox to require an acknowledgement.
- **Is Legal Hold** - Select Yes or No to visually indicate whether the communication is a Legal Hold from the Custodian portal. If this field is set to Yes, the Global Reminder is enabled.
- **Attachments** - click to attach an existing file from the Attachment Library. See [Attachments library on page 55.](#)
- **Questionnaire** - click to select an existing questionnaire from the Questionnaire Library. See [Question types on page 53.](#) Click Add to create a new questionnaire. See [Creating a questionnaire on page 52.](#)
- **Portal Detail** - portal content for this communication. See [Using the editor window on the next page.](#)

**Reminder & Escalation tab**

- **Reminder**
  - **Automatic Reminders** - select Yes for Legal Hold to send automatic reminder emails to custodians that haven’t yet acknowledged the communication or completed the associated questionnaire. Select No to disable automatic reminders.
  - **Allotted Reminders** - the number of reminders allowed for this communication.
  - **Reminder Interval (in days)** - the number of days between each reminder.
  - **Reminder Subject** - the subject that appears in the reminder email.
  - **Reminder Body** - the message that appears in the reminder email. See [Using the editor window on the next page.](#)

- **Escalation**
  - **Automatic Escalation** - select Yes to indicate whether Legal Hold should send an escalated communication, typically to a custodian’s manager. Legal Hold sends the escalation email one iteration after the scheduled reminder ends. For example, if an automatic reminder is configured to send a total of two reminders every five days, the first automatic escalation would get sent on the 15th day, five days after the last reminder was sent. Select No to disable automatic escalations.
  - **Escalation Body** - the message that appears in the email. See [Using the editor window on the next page.](#)

**Summary BCC tab**

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

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

- **BCC Recipients** - the custodian that you want to send the BCC email to. See [Custodians tab on page 20.](#)
- **BCC Subject** - the subject that appears in the email.
- **BCC Body** - the message that appears in the email. See [Using the editor window below](#).

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

### 5.6.1.1 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 email merge fields to insert field values in Legal Hold. See [Email merge fields below](#).

**Note:** When adding embedded links in the text editor, you must prefix the links with http or https, otherwise the text editor treats the link as relative to the current page. For example, but "http://google.com" is a valid, absolute link and will render correctly as a rich text field.

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

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

**Note:** The email merge field drop-down is only available in Legal Hold 4.0+. You must type the email merge field into the text editor in previous Legal Hold versions.

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

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

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

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

**Note:** As of the 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.
Email merge fields list

View merge fields

Communication

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

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Communication.AcknowledgementReminderInterval]</td>
<td>Communication</td>
<td>Reminder Interval (in days)</td>
<td>Reminder &amp; Escalation tab</td>
</tr>
<tr>
<td>[Communication.Name]</td>
<td>Communication</td>
<td>Name</td>
<td>Detail tab</td>
</tr>
<tr>
<td>[Communication.ReminderLastSentDate]</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
</tbody>
</table>

Custodian

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

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Custodian.Address1]</td>
<td>Custodian</td>
<td>Address 1</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.Address2]</td>
<td>Custodian</td>
<td>Address 2</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.City]</td>
<td>Custodian</td>
<td>City</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.Company]</td>
<td>Custodian</td>
<td>Company</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Country]</td>
<td>Custodian</td>
<td>Country</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>Merge field</td>
<td>Object</td>
<td>Field</td>
<td>UI location</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>------------</td>
<td>----------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>[Custodian.Email]</td>
<td>Custodian</td>
<td>Email</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmploymentStatus]</td>
<td>Custodian</td>
<td>Employment Status</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.JobTitle]</td>
<td>Custodian</td>
<td>Current Title</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.LastName]</td>
<td>Custodian</td>
<td>Last Name</td>
<td>Custodian details &gt; Basic Contact</td>
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Manager email merge fields return information relevant to the custodian's manager.

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<td>Custodian</td>
<td>Address 1</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Address2]</td>
<td>Custodian</td>
<td>Address 2</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.City]</td>
<td>Custodian</td>
<td>City</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Company]</td>
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<td>Company</td>
<td>Custodian details &gt; Company tab</td>
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<td>[Manager.Country]</td>
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<tr>
<td>[Manager.Department]</td>
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<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
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<td>[Manager.MiddleName]</td>
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<td>Middle Name</td>
<td>Custodian details &gt; Basic Contact tab</td>
</tr>
<tr>
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<tr>
<td>[Manager.Notes]</td>
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<tr>
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<tr>
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</tr>
</tbody>
</table>
### Merge field | Object | Field | UI Location
---|---|---|---
[Manager.StartDate] | Custodian | Employment Start Date | Custodian details > Company tab
[Manager.State/Province] | Custodian | State/Province | Custodian details > Location tab
[Manager.UniqueId] | Custodian | Unique ID | Custodian details > Other tab
[Manager.UserName] | Custodian | Username | Custodian details > Company tab
[Manager.Zip/PostalCode] | Custodian | Zip/Postal Code | Custodian layout > Location tab

### Portal

| Merge field | Object | Field | UI Location
---|---|---|---
[PortalLink] | (Calculated) | Portal URL | Custodian Settings > Custodian Portal Card

### Project

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

| Merge field | Object | Field | UI Location
---|---|---|---
[Project.Case] | Project | Case | Only on Custom Project layouts
[Project.CloseDate] | Project | Project Close Date | Only on Custom Project layouts
[Project.Company] | Project | Company | Only on Custom Project layouts
[Project.Custodians] | Project | (Calculated) | (Calculated)
[Project.Description] | Project | Description | Project Details
[Project.ExternalCounsel] | Project | External Counsel | Project layout > Project Details card
[Project.GeneralCounsel] | Project | General Counsel | Project layout > Project Details card
[Project.Id] | Project | Artifact ID | Only on Custom Project layouts
[Project.Name] | Project | Name | Project Details
[Project.OwnerEmail] | Project | Owner Email | Project Details
[Project.OwnerName] | Project | Owner | Project Details
[Project.ScopeRationale] | Project | Scope Rationale | Only on Custom Project layouts
[Project.StartDate] | Project | Start Date | Only on Custom Project layouts or the Projects List view
[Project.Status] | Project | Hold Status | (Calculated)
[Project.SubjectMatterEndDate] | Project | Subject Matter End Date | Project Details
[Project.SubjectMatterStartDate] | Project | Subject Matter Start Date | Project Details
Questionnaire

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Respondent

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

<table>
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<th>Object</th>
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<th>UI Location</th>
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</tr>
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<td>[Respondent.Country]</td>
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<td>Custodian details &gt; Location tab</td>
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<td>Custodian details &gt; Company tab</td>
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**Respondent Manager**

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</tr>
<tr>
<td>[RespondentManager.UserName]</td>
<td>Custodian</td>
<td>Username</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.Zip/PostalCode]</td>
<td>Custodian</td>
<td>Zip/Postal Code</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
</tbody>
</table>
5.7 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 30.

5.7.1 Communication console

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

Issue

- **Send Communication** - use the custodian item picker to select which custodians on the project that Legal Hold should send the communication to.
- **Send Preview** - 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 below.
- **Escalate** - escalates the communication to the selected custodian's manager. See Sending an escalation on the next page.

Acknowledge

- **Acknowledge on Behalf** - acknowledge project participation on behalf of another custodian. See Acknowledging on behalf of a custodian on page 45.

5.8 Sending a communication

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

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

5.8.1 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 Enabling the Global Reminder on page 17.
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.

5.8.1.1 Scheduling an automatic reminder
You can schedule automatic reminders from the Reminder & Escalation tab.

To schedule an automatic reminder:

2. Click Edit.
3. From the Reminder & Escalation tab, set the Automatic Reminders to Yes. Complete the following fields:
   - Allotted Reminders - the number of reminders allowed for this communication.
   - Reminder Interval (in days) - the number of days between each reminder.
4. Click Save. Automatic reminders are sent to any individual on the project that haven't yet acknowledged the hold or completed the questionnaire.

5.8.2 Sending an escalation
You can send an escalation to a custodian's designated manager. See Custodian detail layout fields on page 21. 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.

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

To schedule an automatic escalation:

2. Click Edit.
3. From the Reminder & Escalation tab, set the Automatic Reminders to Yes.
4. Set the **Automatic Escalation** to **Yes**. Doing so sends the escalation email one iteration after the scheduled reminder ends. For example, if an automatic reminder is configured to send a total of two reminders every five days, the first automatic escalation would get sent on the 15th day, five days after the last reminder was sent.

5. Click **Save**.

### 5.9 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 **Acknowledgement on Behalf**.
2. From the item picker, select custodian(s).
3. Click **Select**.
4. Click **Proceed**.
5. Enter a reason for your acknowledgment.
6. Click **Acknowledgment**.

### 5.10 Sending a questionnaire

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

To attach a questionnaire to a communication:

1. Navigate to the Project detail > Communications tab.
2. Select the communication that you wish to send the questionnaire from.
3. Click **Edit**.
4. From the Portal Content tab, click **Add** to create a questionnaire on the fly; or click to add an existing questionnaire. See [Creating a questionnaire on page 52](#).
5. Click **Save** when finished. The questionnaire is now attached to the communication. Click **Clear** to remove a questionnaire.

---

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

6. You’re ready to send the questionnaire. See [Sending a communication on page 43](#).

---

**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.
5.10.1 Tracking question responses
Track all questionnaire responses in the Question Responses sub-tab. See Question responses on page 50.

5.11 Mailbox
The Projects tab > 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.

Note: The Mailbox tab also exists from the Legal Hold > Mailbox tab.

5.11.1 Responding to emails from Legal Hold
You can respond to emails directly in Legal Hold from the email’s details.

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

Note: Forward Reply Emails to Project Owner. See Custodian settings on page 15.
6 Reports tab

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

6.1 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 49.
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 Report - schedule the selected report to run at a set, recurring basis. See Creating a scheduled report below.

If you click Generate Report, the report appears dynamically with the following report options:

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

6.2 Creating a scheduled report

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

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

**Note:** You can also run scheduled reports from the Libraries > Scheduled Reports tab. See Scheduled Reports on page 55.

To create a scheduled report from the Scheduled Reports tab:

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

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

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

   Note: The Preview Report function only displays the applicable data according to the last set Frequency.

5. Click Close to exit the preview. The report is scheduled to send.

6.2.1 Create Scheduled Report layout fields

The Create Scheduled Report layout contains the following fields:

**Report**

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

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

- **Report Type** - the scheduled report type. See Report types on the next page.

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

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

- **Projects** - lists the project(s) that Legal Hold retrieves the scheduled report data from.

**Scheduling**

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

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

- **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.
6.2.2 Disabling or deleting a scheduled report

To disable a scheduled report:

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

To delete a scheduled report:

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

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

6.3 Report types

Run the following reports in Legal Hold:

- Communication Summary report on the next page
- Custodian Change report on the next page
- Custodians report on the next page
- Global Summary report on the next page
- Open Tasks report on the next page
6.3.1 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.

6.3.2 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.

6.3.3 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.

6.3.4 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.

6.3.5 Open Tasks report
**Note:** As of Legal Hold 4.0.374.1, the Not Acknowledged Report was renamed to the Open Tasks 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.

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

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

1. From the Legal Hold tab > Question Responses tab.
2. Click in the upper right corner of the item list. The pivot menu appears.
3. (Optional) Select a pivot profile from the **Select a Profile** drop-down to display question responses based on predefined settings.

4. Select a field from the **Group By** drop-down to define the horizontal axis.

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

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

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

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

7.1 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 Libraries tab > Questionnaires sub-tab, click New 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 the next page.
   - **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 types on the next page.
   - **Question Library** - if you include the question in the library, select a Question Category from the drop-down. See Question categories on page 54.
   - **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. Add conditions to Legal Hold to supply another question or send another communication only if the user responds to that question in a particular manner that you specify. See Adding conditions below.
5. (Optional) Re-order questions by clicking on each question and dragging it up or down to the desired order.
6. When finished, click Done. See Sending a questionnaire on page 45.

Edit the questionnaire name by clicking next to the questionnaire Name in edit mode.

7.1.1 Adding conditions

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

To add conditional logic to a question:
1. From the question toolbar, click .
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 below].
     - **Date** - select the Start and End dates.
     - **Multi Choice**
       - From the drop-down menu select **Contains** or **Is**.
       - **Contains** - select this to set conditional logic only if the answer contains any of the answers you indicate.
       - **Is** - select this to set conditional logic only if the answer is exactly the answer(s) you indicate.
       - Select the appropriate answer(s), depending on whether you selected **Contains** or **Is**.
     - **Single Choice** - select one answer.
     - **Yes/No** - select Yes or No.

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

3. Click **Save**. The conditional question appears as an alphabetic letter underneath the question you added the condition to. Here you can view the specific condition details.

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

4. When finished, click **Done**.

### 7.1.2 Question types

The Question Type drop-down contains the following types:

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

### 7.1.3 Question categories

Question categories allow you to organize your questions and easily sort through questions in the Library. See [Question types on the previous page](#).

The Question Category drop-down contains the following categories:

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

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

### 7.2 Question library

The Questions library contains all questions with the **Save Question to Library** option checked in any questionnaire. Add questions to this library when you're creating your questionnaire or directly from the Questions tab. See [Creating a questionnaire on page 52](#).

#### 7.2.1 Creating a question from the Questions tab

To create a question:

1. From the Libraries > Questions tab, click **New Question**.
2. Enter information in the following fields:
   - **Question Text** - the field containing the question.
   - **Answer Type** - select a type from the drop-down menu. See [Question types on page 53](#).
- **Available Answers** - the possible answers that the custodian can pick from a single choice and multiple choice question.

- **Category** - select a category to organize your questions and easily sort through questions in the Library. See [Question categories on the previous page](#

3. Click **Save**. The question is added to the Library.

**Note:** As of the Legal Hold 4.0.374.1 - May 27, 2016 release, you can now export large text and multiple choice fields enabling the ability to export questionnaires including questions and responses.

### 7.3 Attachments library

Attachments are files that appear as links in the Custodian portal. For example, you may want to provide a supplemental document for a custodian to read before they acknowledge participation in a project. Attachments, unlike communications, aren't sent out to custodians. See [Attaching an attachment](#

To add an attachment to the library:

1. Click **New Attachments**.
2. Click **Choose File**.
3. Locate the file you want to upload.
4. Click **Open**.
5. Click **Save**.

### 7.3.1 Attachment details

Click an attachment to view its details.

Click **Delete** to delete the attachment.

### 7.4 Scheduled Reports

**Note:** The Scheduled Reports sub-tab appears in the March 30, 2016 Legal Hold 4.0.315.5 release and beyond.

**Note:** You can also run scheduled reports from the Reports tab. See [Creating a scheduled report on page 47](#) for more information.
8 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.

8.1 Custodian portal compatibility

Access the Custodian portal from the following browsers through Mac or Windows operating systems:

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

To access the portal:

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

   **Note:** Use the email merge field, PORTALLINK, to include the portal URL in the communication. See Email merge fields on page 32.

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.

System admins can set the number of times custodians can access the portal link before it becomes invalid. See Adding the Legal Hold agent on page 5.
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