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0.1 Relativity Legal Hold 4.3

Relativity Legal Hold 4.3 is Relativity’s complete legal hold management workflow application. Legal Hold helps you identify and preserve relevant data when you anticipate litigation. Use Legal Hold 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. Using Legal Hold, you can:

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

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.

See these related recipes:
Using Legal Hold 4.3

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 create a project in Legal Hold, then you add people to associate them to the hold, and create/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 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.

0.2 Installing Legal Hold

Note: If you are a current RelativityOne user, and you want to install or upgrade this application, you must contact the Client Services team.

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

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

Use the following procedures to install Legal Hold:

1. Install Legal Hold and the Portal applications from either the Application Library or an external file. See Installing Legal Hold on the next page.
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.

0.2.1 Installing Legal Hold

Relativity Legal Hold 4.3 is only compatible with Relativity 9.4.378.21+. See the Relativity 9.4 Pre-installation overview for requirements. Note that for a Legal Hold only installation, you do not need the following 9.4 pre-requisites:

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

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

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

- **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.

0.2.2 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 Legal Hold Agent</td>
<td>At least one 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, purges custodians from a project, and prevents Legal Hold from sending communications to Silent Custodians.</td>
<td>Multiple-installation</td>
</tr>
</tbody>
</table>
0.2.3 Accessing and configuring Legal Hold

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

---

**Note:** Legal Hold 4.3 includes all tabs available with a base Relativity install.

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

---

0.2.3.1 Legal Hold template

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

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

- **Project details** - this includes all of the Project Details on page 31 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.

### 0.2.3.2 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.

We recommend configuring the security permissions on your Legal Hold workspace as soon as you install Legal Hold. See [Securing a project on page 27](#) for more information.

### 0.2.3.3 Configuring Legal Hold

To configure Legal Hold, access the Settings tab. See [Hold Admin tab on page 15](#).

### 0.2.4 Upgrading Legal Hold

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

Before or directly after upgrading to Legal Hold 4.3, you must do the following to change the existing object rule to default to the correct layout for new projects:

1. From the **Workspace Admin** 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**.

### 0.2.4.1 Upgrade considerations

### 0.2.5 Post-installation verification test

As a best practice, you should confirm that your Legal Hold 4.3 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 4.3 Post-Installation Verification Test document from the documentation site.
0.2.6 System requirements
For new Legal Hold 4.0+ only instances, the below single-server specifications apply. These requirements support a base installation of the Relativity 9.3.332.21 product update to run the Legal Hold application.

0.2.6.1 Server hardware requirements

Single server deployment
- CPU - 8 physical cores (2GHz)
- 32 GB of RAM (SQL max memory set to 16GB)
- Gigabit Ethernet Connection
- Separate drive outside of OS for SQL files with 100GB storage and High disc I/O

0.2.6.2 Server software requirements

<table>
<thead>
<tr>
<th>Server Role</th>
<th>Software Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Hold (Roles: web, SQL, agent)</td>
<td>- Windows Server 2012 R2 or Windows Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>- SQL Server 2014 or SQL Server 2012</td>
</tr>
<tr>
<td></td>
<td>- .NET Version 4.5.1</td>
</tr>
<tr>
<td></td>
<td>- .NET Version 3.5</td>
</tr>
<tr>
<td></td>
<td>- IIS 7.5, 8.0, or 8.5</td>
</tr>
</tbody>
</table>

0.2.6.3 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

0.2.6.4 Workstations (system admin PCs)

In Relativity Legal Hold, system admins must log onto the web interface with one of the below browsers. Custodians viewing hold information on the Portal may access the Custodian Portal on tablets and phones in addition to the below browsers and operating systems.
<table>
<thead>
<tr>
<th>Software</th>
<th>Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsers</td>
<td>- Microsoft Internet Explorer 11.x (32-bit)</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Internet Explorer 10.x (32-bit)</td>
</tr>
<tr>
<td></td>
<td>- Google Chrome 35+ (on both PC and Mac)</td>
</tr>
<tr>
<td></td>
<td>- Apple Safari 6+ (Mac only)</td>
</tr>
<tr>
<td></td>
<td>- Firefox 30+</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>- Windows 8 Desktop Mode (PC)</td>
</tr>
<tr>
<td></td>
<td>- Windows 8 Pro Desktop Mode (Surface Pro)</td>
</tr>
<tr>
<td></td>
<td>- Windows 7</td>
</tr>
<tr>
<td></td>
<td>- Windows Vista</td>
</tr>
<tr>
<td></td>
<td>- Windows XP Windows Server 2012 R2</td>
</tr>
</tbody>
</table>

### 0.2.6.5 Scalability

In addition to adding more RAM and CPU cores to the Legal Hold server, you can add the following new servers as application usage grows:

- **Separate Web Server** - scale when Custodian Portal activity begins overutilizing the Legal Hold server RAM or CPU.
- **Separate Background Processing Server (not common)** - scale when Legal Hold sends continuous communications and begins overutilizing the Legal Hold server RAM or CPU.
- **Separate Database Server (not common)** - scale when many system admins are accessing the application simultaneously and running complex queries that overutilize the Legal Hold server RAM or CPU.

### 0.3 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.

### 0.3.1 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**.

#### 0.3.1.1 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
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

0.3.2 Importing the legacy data

Importing legacy data into Relativity Legal Hold requires separate imports through the RDC for each object type. For example, import the custodians load file into the 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.
- **ZipPostal Code** - the custodian's home address zip/postal code.
- **Country** - the custodian's home address country.
- **Location** - An optional field used to denote a specific building/office or to provide a friendly name for different business units.
- **Notes** - use this field to add any applicable notes regarding the custodian.
- **Unique ID** - use this field when, for example, performing Active Directory data imports using [Relativity Integration Points](https://www.relativity.com). Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

2. Import the Projects load file.

- **(Required) Name** - the unique name of the project, which can contain several communications. This value often reflects the matter name and must be unique.
- **Project Description** - a description to help you classify and organize projects.
- **(Required) Project Status** - this value is either **Active** or **Closed**. Setting a project as Closed prevents any further actions from being taken in the project. You can re-open a project at any time.
- **Project Start Date** - the date that the project was created.
- **Project Close Date** - the date that the project was closed, corresponding to the **Project Status** value mentioned above.
- **Project Owner** - the first and last name of the project owner. If the setting is enabled, all custodian replies to communications are forwarded to this user.
- **(Required) Owner Email** - the email address of the project owner. If the setting is enabled, all custodian replies to communications are forwarded to this user.
- **(Required) Type** - you can create custom project types to classify projects according to custom workflows. The default value is **Legal Hold**.
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 nonresponsive 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 Legal Hold schedules the automatic reminder/escalation job. 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.

---

### 0.4 Hold Admin tab

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

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

---

### 0.4.1 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, as specified in the project details. See Project Details layout fields on page 25. Legal Hold sends custodian replies first to the primary Legal Hold inbox for import into the system, while still giving visibility to the project owner of the custodian’s reply.
  - Select No to prevent Legal Hold from forwarding custodian replies to the project owner.

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

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

**Custodian Portal**

- **Portal URL** - the Legal Hold Portal URL where your organization is hosting this application webpage. This URL must be:
  - Externally exposed if anyone outside your network needs to access the Portal. See [Custodian portal on page 58](#).
  - A Relativity site using Forms authentication, not Windows authentication.

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

- **Portal Custom Image** - upload a custom image that appears at the top of the Portal page. If there is no uploaded image, the Relativity logo appears as the default.
  - The image shouldn't exceed 130 x 28 pixels.
  - Legal Hold permits any common image file; however, we recommend a transparent .png for best results.

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

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

**Outgoing Email**

- **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 the server settings. Even if your SMTP server is configured for anonymous authentication, you must input a value. For example, "anonymous".

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

- **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 is 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 4](#).
  - **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** - the fully qualified mail server name or IP address. For example, “demo.testing.corp”.

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

- **Mailbox** - the actual name of the folder containing the custodian replies to Legal Hold communications. For example, “Inbox”.

**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.

**0.4.1.1 Settings console**

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

**0.4.2 Enabling the Global Reminder**

Use the Global Reminder functionality 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](#).

To schedule the Global Reminder:

1. From the **Hold Admin** tab > **Global Reminder** tab, select the Global Reminder you wish to update.
2. Click **Edit**.
3. On the **Enable Reccuring Global Reminder** field, select the **Yes** radio button.
4. Click to open the Schedule Email Job modal.

5. Enter information in the Scheduling and Email layout fields. See Schedule Email Job and Email layout fields below.

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

### 0.4.3 Schedule Email Job and Email layout fields

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

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

#### Scheduling

- **Enable Reccuring Global Reminder**
  - Select Yes to enable the scheduling functionality for the global reminder. See Disabling the Global Reminder on the next page.
  - Select No to disable the scheduling functionality for the global reminder.

- **Frequency** - the interval at which Legal Hold sends the reminder.
  - **Daily** - select this option for Legal Hold to send the reminder once every day.
  - **Weekly** - select the day(s) that you want Legal Hold to send the reminder once every 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 day 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**
Send As - the email address you want to appear when sending a global reminder from Legal Hold. Using this feature, you can send a communication on someone else's behalf. For example, a junior attorney may send the email, but may want the email to appear as coming from the general counsel. If you leave this field blank, Legal Hold uses the default email in the Custodians 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 37.

Status

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

0.4.3.1 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.

0.4.3.2 Disabling the Global Reminder

To disable the Global Reminder:

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

0.4.4 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 and a tag to a person when you assign a custodian to a project. See Assigning custodians to a project on page 25.

Roles appear in the Project Details page on the Custodians tab. See Project Details on page 31.

To manage the roles:

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

Silent Custodians:
- Won’t receive communications from Legal Hold
- Still appear on reports
- Are people that you don’t want to:
  - Make aware that they’re on a legal hold
  - Disturb with excess hold communications, such as the company CEO

2. To add a new role, click **New Roles**.
3. Enter a new role in the **Name** field.
4. (Optional) Select the **Do Not Notify** tag check box to prevent Legal Hold from sending communications to a custodian with this role applied. For example, you might want to create a role of Executive or Parental Leave and apply that role to employees that are still part of a project or hold, but shouldn’t receive communications for a determined period of time. Click **Add** to add a new Tag type.
5. Click **Save**.

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

### 0.5 Custodians tab

Custodians in Legal Hold are all individuals involved in projects or holds as a custodian, data steward, or alert group member. The Custodian object is shared between these applications: Legal Hold, Collection, and Processing.

There are several ways to add custodians to Legal Hold:

- Manually create a custodian from the Custodians tab.
- Load and sync custodians via Relativity Integration Points. See [Relativity Integration Points](#).
- Load custodians via the Relativity Desktop Client. See [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 25](#).

### 0.5.1 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 below](#).
3. Click **Save**. The newly created Custodian detail page appears. See [Custodian details on the next page](#).

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

**0.5.2 Adding custodians via the 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 the:
   - 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 necessary.
6. Map the left **Workspace Fields** column with the right **Load File Fields** column.
7. Select **Import > Import File**.

**0.5.3 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.
- **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 unites.

### 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.

### 0.5.4 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.
0.5.4.1 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. See Securing a project on page 27.

Custodian

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

Send Portal Link - send a communication to the custodian that contains the link to their Custodian portal home page. Custodians can enter their email address to access the portal.

Note: Legal Hold 4.2.62.4 includes the Send Portal Link button.

Reports - run a project-specific report from this section. The report appears inline. See Report types on page 53 for more information about each report. Note that you may not be able to view all reports depending on your permissions.

0.5.5 Deleting a custodian

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

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 33.

0.6 Projects tab

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

From here, you can do the following:

- Manage projects
- Create and send communications
- View a comprehensive mailbox list of all communications
- Create and send questionnaires
0.6.1 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.

0.6.1.1 Projects

Projects house all of the information you'll need to manage your legal hold project. 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 reports for a specific project. See Project Details on page 31.

0.6.1.2 Communications

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

0.6.1.3 Questionnaires

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

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

0.6.2 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 on the next page.
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 33](#).

### 0.6.2.1 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.
- **Type** - (Optional) the type of project. By default, the Legal Hold Type is available. Click **Add** to add a new type choice.
- **Subject Matter Start Date** - (Optional) the earliest date that data relevant to the matter exists.
- **Subject Matter End Date** - (Optional) the most recent date that data relevant to the matter exists.
- **Description** - (Optional) the description of the project.
- **Favorite** - select **Yes** or **No** to visually indicate whether the project is a favorite from the Projects landing page.
- **Use As Template** - select **Yes** to flag project as a template for future project creation use. This template will appear in the Create New Project drop-down list. Select **No** to not use this project as a template.
- **General Counsel** - (Optional) the name of the company or organization's general counsel.
- **External Counsel** - (Optional) the name of the company or organization's external counsel.

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

To assign a custodian:

1. From the Project Details page, click **Assign** from the Project console. See [Project console on page 31](#).
2. From the Assign Custodians to Project picker, use the column filters to locate custodian(s).
3. From the Unselected window, choose:
   - **Select From List** - pick from a list of custodians in Legal Hold.
   - **Paste Email Addresses** - add a list of email addresses, separated by a comma or new line.
4. Assign a role when adding a person using the Assign Role drop-down menu. See [Roles on page 19](#).
5. (Optional) 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 in this litigation, and we should plan to collect all her Word documents and emails.”
   - **Access to Sensitive Material** - (Optional) select Yes or No to denote whether the custodian has access to sensitive material that may be involved in the litigation.

   **Note:** You can view the Advanced custodian information from Project Details > Custodians tab. See Project Details on page 31.

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

0.6.2.3 **Projects landing page**
The Projects landing page contains all of the projects in your workspace.

0.6.2.4 **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
- Project Status
- Projects
- Subject Matter End Date
- Subject Matter Start Date
- Template::Project Status
### Securing a project
You can secure a project (or any other Legal Hold object) by clicking to lock a project.

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

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

To secure these custom permissions:

1. Navigate to the **Workspace Admin > Workspace Details** sub-tab.
2. From the Relativity Utilities console, click **Manage Workspace Permissions**.
3. Determine the group you want to apply these custom permissions to, then click **Edit Permissions** on that group.

4. Scroll down to the **Legal Hold Application Permissions**.

5. From here, select the checkbox next to the permission(s) that you want to grant the users in the specified workspace group. You will also need to ensure that a corresponding object level permission is also set to Add or Edit.

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

**Legal Hold Application Permissions**

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

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

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

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

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

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

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

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

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

- **Act on Behalf Of** - Acknowledge on Behalf button on the Communication console. Controls the ability to acknowledge or respond on behalf of another custodian.
  - **Act on Behalf Of Custodian** - select this checkbox.

- **Respond to Message** - Reply to Message button on the Reply console appears when:
  - **Respond to Message** - select this checkbox.
  - **Object level permission: Message** - Add and Edit

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

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

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

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

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

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

- **Create Communication** button - this button appears when:
  - **Communication** - Add, Edit
  - **Questionnaire** - Add
  - **QuestionnaireQuestion** - Add, Edit

- **Schedule Report** button - this button appears when:
  - **Scheduled Report** - Add, Edit
  - **Job Schedule** - Add

- **Add** link - this link appears on the Communication layout Portal Content tab when:
  - **Object level permission: Field** - Add, Edit
  - **Add Field Choice By Link** - select this checkbox.
System admins must ensure that the following permissions are enabled in order for specified users to run reports from the Project and Communication consoles.

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

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

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

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

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

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

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

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

6. Click **Save**.

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

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

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

**0.6.3 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 Projects landing page.
From here, you can view all details related to that project.

- **Project Details** - see Project Details layout fields on page 25.
- **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 34.
- **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 50.

**0.6.3.1 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 or may not appear at all, depending on your permissions. See Securing a project on page 27.

**Manage Custodians**

- **Assign** - assign a custodian to a project. See Assigning custodians to a project on page 25.
- **Change Role** - change a custodian’s role on that project. See Changing a custodian’s role on the next page.
- **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 on the next page.
- **Remove** - removes this custodian and all record of their details from a specified project. See Removing a custodian from the project console on page 33.
Create Communication - create a communication. See Creating a communication on page 34.

Close Project - close a project. See Closing a project on the next page.

Reports - run a project-specific report from this section. The report appears inline. See Report types on page 53 for more information about each report. Note that you may not be able to view all reports depending on your permissions.

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

Changing a custodian's role
You can change a custodian's role on a project at any time.

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

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 custodian from a project:

- They've already received a communication from Legal Hold. This does not apply to Silent Custodians. See Roles on page 19.
- A release notice exists.

To release a custodian:
1. From the Project console, click Release.
2. Select one of the following options:
   - Release: with Communication - if there are multiple release notices on the project, select a release notice from the drop-down list.
   - Release: Silently - release a custodian silently. This means that the custodian won't receive a release notice. You can silently release a custodian even if they aren't a Silent Custodian. See Roles on page 19.
3. Click Release.
4. From the Item picker, select a custodian(s).
5. Click Select.
6. Click **Release**. If you're not releasing a custodian silently, Legal Hold sends the release notice and releases the custodian from the project. If the custodian is a Silent Custodian or if you’ve just released a custodian silently, that custodian won't receive a release notice from Legal Hold notifying that they were released from the project. See Roles on page 19.

### 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.

### 0.6.4 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.

### 0.6.5 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 31.
- 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 26.
0.6.6 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 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.
Blank Communication - create a new communication from scratch.

3. Click Create.


5. Click Save. The Communication details appears. See Communication details on page 47.

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.

0.6.6.1 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: See
  - 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 37.

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 58](#).

- **Questionnaire** - click to select an existing questionnaire from the Questionnaire Library. See [Question types on page 56](#). Click Add to create a new questionnaire. See [Creating a questionnaire on page 55](#).

- **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.

**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.

**Email merge fields**

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

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

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

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

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

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

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

**Email merge fields list**

View merge fields

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

<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>[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>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.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>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastAcknowledgeDate]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastSentDate]</td>
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<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldCommunicationLastViewedDate]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LegalHoldReminderLastSentDate]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.LeaveDate]</td>
<td>Custodian</td>
<td>Employment End Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Location]</td>
<td>Custodian</td>
<td>Location</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.MiddleName]</td>
<td>Custodian</td>
<td>Middle Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.Name]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.Notes]</td>
<td>Custodian</td>
<td>Notes</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>[Custodian.PastDepartment]</td>
<td>Custodian</td>
<td>Past Department</td>
<td>Only on Custom Custodian layouts</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.PastManager]</td>
<td>Custodian</td>
<td>Past Manager</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Custodian.PastTitle]</td>
<td>Custodian</td>
<td>Past Title</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Custodian.PhoneNumber]</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>[Custodian.Projects]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.QuestionnaireLastCompletedDate]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.SecondaryEmail]</td>
<td>Custodian</td>
<td>Secondary Email</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>[Custodian.StartDate]</td>
<td>Custodian</td>
<td>Employment Start Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.State/Province]</td>
<td>Custodian</td>
<td>State/Province</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderCount]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.UnacknowledgedReminderLastSentDate]</td>
<td>Custodian</td>
<td>-</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Custodian.UniqueId]</td>
<td>Custodian</td>
<td>Unique ID</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>[Custodian.Username]</td>
<td>Custodian</td>
<td>Username</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.Zip/PostalCode]</td>
<td>Custodian</td>
<td>Zip/Postal Code</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<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>
</tbody>
</table>
Manager
Manager email merge fields return information relevant to the custodian’s manager.

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Manager.Address1]</td>
<td>Custodian</td>
<td>Address 1</td>
<td>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>
<td>Custodian</td>
<td>Company</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Country]</td>
<td>Custodian</td>
<td>Country</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Email]</td>
<td>Custodian</td>
<td>Email</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.EmployeeNumber]</td>
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<td>Employee Number</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
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<td>Custodian details &gt; Company tab</td>
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<tr>
<td>[Manager.FirstName]</td>
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<td>First Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.JobTitle]</td>
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<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.LastName]</td>
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<td>Last Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.LeaveDate]</td>
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<td>Employment Leave Date</td>
<td>Custodian details&gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Location]</td>
<td>Custodian</td>
<td>Location</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.MiddleName]</td>
<td>Custodian</td>
<td>Middle Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Manager.Name]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Manager.Notes]</td>
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<td>Notes</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>[Manager.PastDepartment]</td>
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<td>Past Department</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Manager.PastManager]</td>
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<td>Past Manager</td>
<td>Only on Custom Custodian layouts</td>
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<tr>
<td>[Manager.PastTitle]</td>
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<td>Phone Number</td>
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</tr>
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<td>Secondary Email</td>
<td>Custodian layout &gt; Other tab</td>
</tr>
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<td>[Manager.StartDate]</td>
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<td>Employment Start Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.State/Province]</td>
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<td>State/Province</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Manager.UniqueId]</td>
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<td>Unique ID</td>
<td>Custodian details &gt; Other tab</td>
</tr>
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<td>[Manager.UserName]</td>
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<td>Username</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Manager.Zip/PostalCode]</td>
<td>Custodian</td>
<td>Zip/Postal Code</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
</tbody>
</table>

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

Project

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

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

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Questionnaire.Name]</td>
<td>Questionnaire</td>
<td>Name</td>
<td>Libraries::Questionnaire &gt; Name</td>
</tr>
</tbody>
</table>
### Respondent

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

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Questionnaire.Name]</td>
<td>Questionnaire</td>
<td>Name</td>
<td>Libraries::Questionnaire &gt; Name</td>
</tr>
<tr>
<td>[Respondent.Address1]</td>
<td>Custodian</td>
<td>Address 1</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[Respondent.Address2]</td>
<td>Custodian</td>
<td>Address 2</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[Respondent.Answers]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.City]</td>
<td>Custodian</td>
<td>City</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Respondent.Company]</td>
<td>Custodian</td>
<td>Company</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.Country]</td>
<td>Custodian</td>
<td>Country</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[Respondent.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.Email]</td>
<td>Custodian</td>
<td>Email</td>
<td>Custodian layout &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.EmploymentStatus]</td>
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<td>Employment</td>
<td>Custodian</td>
</tr>
<tr>
<td>Merge field</td>
<td>Object</td>
<td>Field</td>
<td>UI Location</td>
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</tr>
<tr>
<td></td>
<td>Status</td>
<td></td>
<td>details &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.JobTitle]</td>
<td>Custodian</td>
<td>Current Title</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.LastName]</td>
<td>Custodian</td>
<td>Last Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.LeaveDate]</td>
<td>Custodian</td>
<td>Employment End Date</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastAcknowledgeDate]</td>
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<tr>
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</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastViewedDate]</td>
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<tr>
<td>[Respondent.Location]</td>
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<td>Location</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[Respondent.MiddleName]</td>
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<td>Middle Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.Name]</td>
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<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.Notes]</td>
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<td>Notes</td>
<td>Custodian layout &gt; Other tab</td>
</tr>
<tr>
<td>Merge field</td>
<td>Object</td>
<td>Field</td>
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</tr>
<tr>
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<td>--------</td>
<td>-------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>[Respondent.PastDepartment]</td>
<td>Custodian</td>
<td>Past Department</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Respondent.PastManager]</td>
<td>Custodian</td>
<td>Past Manager</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Respondent.PastTitle]</td>
<td>Custodian</td>
<td>Past Title</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[Respondent.PhoneNumber]</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.Projects]</td>
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<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
</tbody>
</table>

**Respondent Manager**

<table>
<thead>
<tr>
<th>Merge field</th>
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<th>Field</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[RespondentManager.Address1]</td>
<td>Custodian</td>
<td>Address 1</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.Address2]</td>
<td>Custodian</td>
<td>Address 2</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.City]</td>
<td>Custodian</td>
<td>City</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.Company]</td>
<td>Custodian</td>
<td>Company</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.Country]</td>
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<td>Country</td>
<td>Custodian details &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.Department]</td>
<td>Custodian</td>
<td>Department</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.Email]</td>
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<td>Email</td>
<td>Custodian layout &gt; Basic Contact</td>
</tr>
<tr>
<td>[RespondentManager.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</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>
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<td>-------------------------------------------------</td>
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<td>-------------------------------------------------</td>
</tr>
<tr>
<td>[RespondentManager.EmploymentStatus]</td>
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<td>Employment Status</td>
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</tr>
<tr>
<td>[RespondentManager.FirstName]</td>
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<td>First Name</td>
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</tr>
<tr>
<td>[RespondentManager.JobTitle]</td>
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</tr>
<tr>
<td>[RespondentManager.LastName]</td>
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<td>Last Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[RespondentManager.LeaveDate]</td>
<td>Custodian</td>
<td>Employment End Date</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.Location]</td>
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<td>Location</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.MiddleName]</td>
<td>Custodian</td>
<td>Middle Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[RespondentManager.Name]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[RespondentManager.Notes]</td>
<td>Custodian</td>
<td>Notes</td>
<td>Custodian layout &gt; Other tab</td>
</tr>
<tr>
<td>[RespondentManager.PastDepartment]</td>
<td>Custodian</td>
<td>Past Department</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[RespondentManager.PastManager]</td>
<td>Custodian</td>
<td>Past Manager</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[RespondentManager.PastTitle]</td>
<td>Custodian</td>
<td>Past Title</td>
<td>Only on Custom Custodian layouts</td>
</tr>
<tr>
<td>[RespondentManager.PhoneNumber]</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.SecondaryEmail]</td>
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<td>Secondary Email</td>
<td>Custodian layout &gt; Other tab</td>
</tr>
<tr>
<td>[RespondentManager.StartDate]</td>
<td>Custodian</td>
<td>Employment Start Date</td>
<td>Custodian layout &gt; Company tab</td>
</tr>
<tr>
<td>[RespondentManager.State/Province]</td>
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<td>State/Province</td>
<td>Custodian layout &gt; Location tab</td>
</tr>
<tr>
<td>[RespondentManager.UniqueId]</td>
<td>Custodian</td>
<td>Unique ID</td>
<td>Custodian layout &gt; Other tab</td>
</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>
0.6.7 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 35.

0.6.7.1 Communication console

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

Send Communication

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

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

Preview

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

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

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

---

**Note:** In order to use the Preview feature, the Communication Portal Content tab must have the following fields populated: Acknowledgement Required, Questionnaire, Portal Detail. See Communication detail layout fields on page 35.

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 the next page.

Acknowledge

- **Acknowledge on Behalf** - acknowledge project participation on behalf of another custodian. See Acknowledging on behalf of a custodian on page 49.
**Reports** - run a project-specific report from this section. The report appears inline. See [Report types on page 53](#) for more information about each report. Note that you may not be able to view all reports depending on your permissions.

### 0.6.8 Sending a communication

To send a communication, use the buttons on the Communication console. See [Communication console on the previous page](#) 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.

#### 0.6.8.1 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 [Hold Admin tab on page 15](#).

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.

**Scheduling an automatic reminder**

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

To schedule an automatic reminder:

1. Navigate to the specified Communication's detail page. See [Communication detail layout fields on page 35](#).
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.

#### 0.6.8.2 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.

**Scheduling an automatic escalation**

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

To schedule an automatic escalation:

1. Navigate to the specified Communication’s detail page. See Communication detail layout fields on page 35.
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**.

**0.6.9 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 **Acknowledgment 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**.

**0.6.10 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 55.

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 48.

   **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.

0.6.10.1 Tracking question responses
Track all questionnaire responses in the Question Responses sub-tab. See Question responses on page 54.

0.6.11 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.

0.6.11.1 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 Hold Admin tab on page 15.

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

0.7.1 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 53.

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:

   - Print - opens a print dialog to select printing options.
   - Export - export the report in the selected file type format (PDF, XLSX, XLS, CSV, RTF, PNG).
   - Close - closes the report modal.

0.7.2 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 58.

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

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


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

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

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

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

0.7.2.1 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.
    - **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.

### 0.7.2.2 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.

### 0.7.3 Report types

Run the following reports in Legal Hold:

- [Communication Summary report](#)
- [Custodian Change report](#)
- [Custodians report on the next page](#)
- [Global Summary report on the next page](#)
- [Open Tasks report on the next page](#)

**Note:** The Print and Export report options appear at the bottom of the report modal in Legal Hold 4.1.466.5 and beyond.

#### 0.7.3.1 Communication Summary report

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

**Note:** A custodian with the role tag Do Not Notify won't appear on this report. See Roles on page 19.

#### 0.7.3.2 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 to get updates that could potentially affect your preservation strategies.
**Note:** If the user running the report doesn't have permission to view the Manager field, and data changed in the Manager role for that custodian, the row won't display on the report.

### 0.7.3.3 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.

**Note:** If the user running the report doesn't have permission to view Role field, then the value in the Role column won't display on the report.

### 0.7.3.4 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.

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

**Note:** A custodian with the role tag Do Not Notify won't appear on this report. See Roles on page 19.

### 0.7.4 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.

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

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

**0.8 Libraries tab**

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

**0.8.1 Creating a questionnaire**

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

To create a questionnaire:

1. From the Libraries tab > Questionnaires sub-tab, click **New Questionnaire**.
2. Enter information in the following fields:
   - **Question** - enter the question in the Question field.
   - **Type** - select a Question Type from the Type drop-down menu. See [Question types on the next page](#).
   - **Answer Required** - select Yes to make this a required question. Select No to not make the question required.
   - **Save Question to Library?** - select Yes to include the new question in the Question Library. Select No to not add the new question to the Question Library.
   - **Question Library** - if you include the question in the library, select a Question Category from the drop-down. See [Question categories on page 57](#).
   - Click **Save**. Legal Hold adds the question to your questionnaire.
3. If adding questions from the Question library, click **Cancel**, then click **Import Questions**.
   - Select the questions you want to add, click **Assign**, then **Save**. Legal Hold adds the imported questions to your questionnaire.
4. (Optional) You can add conditional logic to questions. Add conditions to Legal Hold to supply another question or send another communication only if the user responds to that question in a particular manner that you specify. See [Adding conditions on the next page](#).
5. (Optional) Re-order questions by clicking on each question and dragging the question up or down to the desired order.
6. When finished, click **Done**. See [Sending a questionnaire on page 49](#).

Edit the questionnaire name by clicking next to the questionnaire Name in edit mode.
0.8.1.1 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**.

0.8.1.2 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.

### 0.8.1.3 Question categories

Use Question categories 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.

### 0.8.2 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 55](#).

#### 0.8.2.1 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 56](#).
   - **Available Answers** - the possible answers that the custodian can pick from a single choice and multiple choice question.
   - **Category** - select a category to organize your questions and easily sort through questions in the Library. See [Question categories on the previous page](#).
3. Click **Save**. Legal Hold adds the question to the Library.

### 0.8.3 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 [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**.

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

Click **Delete** to delete the attachment.

### 0.8.4 Scheduled Reports

**Note:** You can also run scheduled reports from the Reports tab. See [Creating a scheduled report on page 51](#) for more information.

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

#### 0.9.1 Custodian portal compatibility
Access the Custodian portal from the following browsers through Mac or Windows operating systems:
To access the portal:

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

   **Note:** Use the email merge field, PORTALLINK, to include the portal URL in the communication. See Email merge fields on page 37.

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

   The Active Holds grid only shows projects containing a communication that Legal Hold sent to the custodian with the Is Legal Hold flag set to Yes. See Is Legal Hold in the Communication Detail layout fields. This differentiates between FYI communications that Legal Hold sends to employees that shouldn't be treated as litigation holds.

   **Note:** The Custodian Portal won't display any projects in which a custodian's role in that project includes the Do Not Notify role tag.

3. Click the links to open each outstanding item.

4. Once you've acknowledged participation in a project or answered a questionnaire, Legal Hold sends an acknowledgment notification to the 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 Installing Legal Hold on page 4.
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