For the most recent version of this document, visit our documentation website.
# Table of Contents

1 Relativity Legal Hold ........................................................................................................... 6

1.1 Installing Legal Hold ......................................................................................................... 7

1.1.1 Installing Legal Hold .................................................................................................... 8

1.1.2 Adding the Legal Hold agent ........................................................................................ 9

1.1.3 Accessing and configuring Legal Hold ......................................................................... 9

1.1.4 Post-installation verification test .................................................................................... 10

1.1.5 System requirements ..................................................................................................... 11

1.1.6 Upgrading Legal Hold .................................................................................................. 12

1.2 Legal Hold workspace security .......................................................................................... 13

1.2.1 Managing workspace security ..................................................................................... 13

1.3 Migrating legacy hold information .................................................................................... 16

1.3.1 Prerequisites ................................................................................................................ 16

1.3.2 Importing the legacy data ............................................................................................ 17

1.3.3 ARM ............................................................................................................................ 23

1.4 Custodians tab .................................................................................................................. 23

1.4.1 Creating and editing a custodian .................................................................................... 23

1.4.2 Adding custodians via the Relativity Desktop Client .................................................... 30

1.4.3 Custodian detail layout fields ....................................................................................... 30

1.4.4 Custodian details .......................................................................................................... 32

1.4.5 Deleting a custodian ..................................................................................................... 34

1.5 Projects tab .................................................................................................................... 34

1.5.1 Understanding Legal Hold projects ............................................................................. 35

1.5.2 Creating and editing a project ....................................................................................... 35

1.5.3 Securing a project ........................................................................................................ 43

1.5.4 Project Details .............................................................................................................. 47

1.5.5 Closing a project .......................................................................................................... 53

1.5.6 Deleting a project ........................................................................................................ 54

1.6 Communications tab ......................................................................................................... 54

1.6.1 Creating a communication .......................................................................................... 55
1 Relativity Legal Hold

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

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

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

Legal Hold 10.1 is available in the application library and is upgraded with each Relativity upgrade. Install Relativity Legal Hold to your workspace from the application library. For more information see Installing applications.

Legal Hold 9.6 is available in the application library and is upgraded with each Relativity 9.6 upgrade. Install Relativity Legal Hold to your workspace from the application library. For more information see Installing applications.

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

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

See these related topics:

- Installing Legal Hold
- Hold Admin
- Custodians
- Projects
- Communications
Using Legal Hold 9.6

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 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 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 a report 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 reminder 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.

Access the appropriate application version documentation using the following links:

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

1.1 Installing Legal Hold

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

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

Use the following procedures to install Legal Hold:
1. Install Legal Hold and the Portal applications from either the Application Library or an external file. See Installing Legal Hold below.

2. Add the Legal Hold Agent. See Adding the Legal Hold agent on the next page.

3. Configure Legal Hold. See Accessing and configuring Legal Hold on the next page.

1.1.1 Installing Legal Hold

Relativity Legal Hold 9.6 is only compatible with Relativity 9.6. See the Relativity 9.6 Pre-installation overview for requirements. Note that for a Legal Hold only installation, you do not need the following 9.6 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.

1.1.1.1 Install Legal Hold from the Application Library

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

1. Navigate to a workspace where you want to install the application.

2. Click the Application Admin tab.

3. Click New Relativity Application to display an application form.

4. Click the Select from Application Library radio button in the Application Type section.

5. Click in the Choose from Application Library field.

6. Select Relativity Legal Hold on the Select Library Application dialog. This dialog only displays applications added to the Application Library. If Relativity Legal Hold is not included in the list, see Installing Applications to the Application Library.

7. Click Ok to display the application in the Choose from Application Library field. The application form also displays the following fields:

   - **Version** - displays the version of the application that you are installing.
   - **User-friendly URL** - displays a user-friendly version of the application’s URL. This field may be blank.
   - **Application Artifacts** - displays object types and other application components.

8. Click Import to install Legal Hold into the workspace.
9. Review the import status of the application. Verify that the install was successful or resolve errors. See Viewing import status and Troubleshooting application installation errors.

1.1.2 Adding the Legal Hold agent

After you install Legal Hold, add the Relativity Legal Hold Agent by going to the Agents tab in the Admin level and clicking New Agent. Add at least one 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. See Relevant Relativity documentation.

<table>
<thead>
<tr>
<th>Agent name</th>
<th>Requirement information</th>
<th>Function</th>
<th>Agent type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relativity Legal Hold Agent</td>
<td>At least one per environment. <strong>Note:</strong> You can add more agents to allow simultaneous jobs to run. You may also need more agents if you frequently multitask several Legal Hold actions at once (project deletions, send emails).</td>
<td>Sends emails (including reminder and escalation), pulls emails in from custodian responses and purges custodians from a project.</td>
<td>Multiple-installation</td>
</tr>
</tbody>
</table>

1.1.3 Accessing and configuring Legal Hold

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

**Note:** Legal Hold 9.6 includes all tabs available with a base Relativity install.

- Custodians
- Legal Hold
  - Projects
  - Communications
  - Reports
  - Question Responses
  - Mailbox
- Libraries
  - Questionnaires
  - Questions
1.1.3.1 Legal Hold template

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

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

- **Project details** - this includes all of the Projects tab on page 34 fields.
- **Associated communications with details** - the template includes the following communications:
  - **Acknowledge Email Template** - an example communication that includes an acknowledge email merge field inside the body of the text for a custodian to acknowledge the legal hold without further navigation.
  - **Alert Notice Template** - an example communication that notifies anyone in the Alert Group that a custodian might have potential involvement in a legal hold or matter.
  - **Legal Hold Notice Template** - an example communication that notifies custodians of an anticipated (or actual) legal hold and contains a link to the custodian portal where the custodian can acknowledge their participation in the hold or that they’ve received the notice.
  - **Legal Hold Release Notice** - an example communication that notifies on-hold custodians that they have been released from the hold or project.
- **Associated questionnaires** - the Legal Hold Notice Template communication contains the Legal Hold Questionnaire Template questionnaire that ships with the template. This questionnaire contains typical questions that a company might want to collect information from a custodian, such as whether they had prior knowledge of the hold, or if they have access to electronic documents that may pertain to the hold.

**Note:** Legal Hold preserves item-level security on the above items for the new project, including communication(s) and questionnaire(s). See Installing Legal Hold on page 7.

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

1.1.4 Post-installation verification test

As a best practice, you should confirm that your Legal Hold 9.6 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 9.6 Post-Installation Verification Test document from the documentation site.

### 1.1.5 System requirements

For new Legal Hold 9.5+ only instances, the below single-server specifications apply. These requirements support a base installation of the Relativity 9.5 product update to run the Legal Hold application.

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

#### 1.1.5.1 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

#### 1.1.5.2 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 4.6.2 (required in 9.5.196.102 and above)</td>
</tr>
<tr>
<td></td>
<td>- .NET 4.6.1 is required in 9.5.89.76 - 9.5.162.111</td>
</tr>
<tr>
<td></td>
<td>- .NET Version 4.5.1 (replaced by .NET 4.6.1 in 9.5.89.76)</td>
</tr>
<tr>
<td></td>
<td>- IIS 7.5, 8.0, or 8.5</td>
</tr>
</tbody>
</table>

#### 1.1.5.3 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

#### 1.1.5.4 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 10</td>
</tr>
<tr>
<td></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>

1.1.5.5 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.

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

▪ **Relativity Legal Hold** - install this application to one or multiple workspaces.

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

Use the following procedures to upgrade Legal Hold:

1. Install Legal Hold and the Portal applications from either the Application Library or an external file. See [Upgrading Legal Hold above](#).

2. Add the Legal Hold Agent. See [Upgrading Legal Hold above](#).

3. Configure Legal Hold. See [Upgrading Legal Hold above](#).
1.1.6.1 Upgrading Legal Hold
Relativity Legal Hold is tied to your Relativity instance and located in the Application Library. When you upgrade your Relativity instance, Legal Hold also upgrades. No additional steps are needed.
After upgrading Relativity, clear your browser cache to ensure that all application changes are reflected.

1.1.6.2 Upgrade considerations
The key consideration before deciding to upgrade Legal Hold, is to upgrade Relativity. Relativity Legal Hold is updated automatically when Relativity is upgraded. When taking this into consideration, find more information with the Upgrade considerations document and the Relativity upgrade overview document.

1.2 Legal Hold workspace security
To use Relativity Legal Hold, you need to properly configure your workspace's security, you need to set Legal Hold specific permissions.

1.2.1 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 43 for more information.
For a Relativity Legal Hold user to run and complete a project, certain permissions need to be set. See the table below for the security permissions to run a Legal Hold project.
<table>
<thead>
<tr>
<th>Object Security</th>
<th>Tab Visibility</th>
<th>Other Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachments – View, Edit, Add</td>
<td>Custodians</td>
<td>Admin Operations</td>
</tr>
<tr>
<td>Communication – View, Edit, Delete, Add</td>
<td>Legal Hold</td>
<td>○ View All Audits</td>
</tr>
<tr>
<td>Custodian – View, Add</td>
<td>○ Projects</td>
<td></td>
</tr>
<tr>
<td>Custodian Role – View, Edit, Delete, Add</td>
<td>○ Communications</td>
<td></td>
</tr>
<tr>
<td>Custodian Status – View, Edit, Add</td>
<td>○ Reports</td>
<td></td>
</tr>
<tr>
<td>Field – View, Add</td>
<td>○ Question Responses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Mailbox</td>
<td></td>
</tr>
<tr>
<td>Global Reminder – View, Add</td>
<td>Libraries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Questionnaires</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Questions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Attachments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Scheduled Reports</td>
<td></td>
</tr>
<tr>
<td>Legal Hold Application Permissions – View</td>
<td>○ Custodian Settings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Global Reminder</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Preservation Hold Settings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Roles</td>
<td></td>
</tr>
<tr>
<td>Preservation Case – View, Add</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preservation Case Source – View, Edit, Delete, Add</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preservation Custodian Hold – View, Edit, Delete, Add</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preservation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Object Security</td>
<td>Tab Visibility</td>
<td>Other Settings</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Custodian Status</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Preservation Hold Settings</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Preservation Source</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Preserve Product</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Preserve Product Source</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Project</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Questionnaire</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Questionnaire Question</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Questionnaire Response</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Questionnaire Response Answer</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>Report</td>
<td>View, Edit, Delete, Add</td>
<td></td>
</tr>
<tr>
<td>Schedule</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
When you install Legal Hold into a workspace, Relativity creates a Legal Hold Security Admins group. This group will have all Legal Hold permissions enabled by default. You can add users into this group. You will also be able to create new groups, or give existing groups, Legal Hold permissions by selecting the custom Legal Hold permissions. For more information on the Legal Hold permissions, see "Securing a project on page 43."

1.2.1.1 Configuring Legal Hold
To configure Legal Hold, access the Settings tab. See "Hold Admin tab on page 88" for more information.

1.3 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.

1.3.1 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.

1.3.1.1 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:
1.3.2 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.
- **Zip/Postal Code** - the custodian's home address zip/postal code.
- **Country** - the custodian’s home address country.
- **Location** - An optional field used to denote a specific building/office or to provide a friendly name for different business unites.
- **Notes** - use this field to add any applicable notes regarding the custodian.
- **Unique ID** - use this field when, for example, performing Active Directory data imports using [Relativity Integration Points](#). Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

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

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

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

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

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

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

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

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

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

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

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

3. Import the Communications load file.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Import the Custodian Role load file. These values link a custodian to a specific project and, if they are a custodian, specifies if they have been released. A custodian requires one Custodian Role value for each project.
   - **(Required) Name** - this value must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file. The end user never sees this value.
   - **(Required) Project** - this is the specific project name that the communication belongs to. In the RDC, select this as the Parent RDO.
   - **(Required) Communications** - this is the specific communication name from above that was sent to the custodian. Separate multiple communications with a semi-colon and no space.

   **Note:** Use the field settings when merging data.

   - **(Required) Custodian** - this is the custodian (full name) who received the communication.
   - **(Required) Role** - you can generate any number of custom roles, but we recommend importing with the default: **Custodian**.
   - **(Required if the custodian is released) Release Date** - populate this with the release date if the custodian was released from the Project.
   - **Access to Sensitive Material** - This value is either True or False to indicate if the custodian on this project has access to sensitive material.
   - **Notes** - An optional area to store specific notes about this custodian’s involvement on this specific project. For example, **ESI Tier**.

6. Import the Custodian Status load file. These values link specifics regarding when custodians receive and respond to notices.
   - **(Required) Name** - the end users never sees this value but it must be unique. We recommend generating a unique value using the fill feature in Excel when preparing the load file.
   - **(Required) Communication** - this is the specific communication name from above that Legal Hold sent to the custodian.
- **Communication View Date** - if known, this is the date that the custodian actually viewed the communication.

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

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

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

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

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

- **Reminders Last Sent Date** - this is the last time that Legal Hold sent a reminder to the custodian.

- **Reminders Sent** - this is the total number of reminders that Legal Hold has sent to the custodian for the communication.

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

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

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

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

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

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

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

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

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

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

8. Re-save communications.

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

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

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

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

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

1.4 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 37.

1.4.1 Creating and editing a custodian

Adding custodians to Legal Hold can be done with different methods and at different times. If a custodian does not exist and needs to be added, you can manually add custodians to Legal Hold from the Custodians tab.

![Relativity Legal Hold](image)

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

1. From the Custodians tab, click **New Custodian**.
2. Complete the fields in the Custodian detail layout. See the Custodian detail layout fields on page 30.
3. Click **Save**. The newly created Custodian detail page appears. See Custodian details on page 32.
The Custodians landing page contains a sortable list of all custodians in the workspace.

1.4.1.1 Editing a Custodian on a Preservation Hold

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

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

In Relativity:

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

In Microsoft Office 365 Security and Compliance Center:

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

The new email address is now the primary email address of the account on the preservation hold and the old email address is the secondary email address.
Removing errors from a Preservation Hold
Editing a custodian’s email address in one platform and not the other, causes a disconnect between Relativity Legal Hold and Office 365. When the communication between the two platforms break, an error occurs and the Preservation Hold status changes. Reconnect Relativity Legal Hold and Office 365 in order to continue the custodian’s preservation hold.

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

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

If the email address is saved while the hold status is On Hold, the preservation hold will remain On Hold. If the previous status is Externally Removed when the email address is saved, the custodian will need to have their role changed to a non-preservation hold role and then back to a preservation hold role. For more information updating roles, see Hold Admin tab on page 88. Once roles have been updated, monitoring will use the new email address to detect the hold in Office 365.

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

1. On the Project Details page, click the Change Role button in the Project console.
2. Click the check box next to the name of the custodian.
3. Click the Select button.
4. Assign a new role in the Assign Role drop down menu. For more information on the types of roles, see Hold Admin tab on page 88.
5. Click the Change Role button.

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

1. Click on the .
2. In the left navigation, click Search & Investigation.
3. Click eDiscovery.
4. Locate the case name that the custodian belongs to and click **Open**.

5. Click the **Hold** tab to view the amount of data.

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

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

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

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

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

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

For more information, see the [Custodian detail layout fields on the next page](#).
1.4.2 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.

1.4.3 Custodian detail layout fields

The Custodian detail layout contains the following fields:

![Basic Contact](image)

**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, "Relativity.corp".
- **Phone Number** - (Optional) the custodian's phone number.

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

**Other**
- **Secondary Email** - (Optional) the custodian’s secondary email address.
- **Notes** - (Optional) use this field to add any applicable notes regarding the custodian.
- **Unique ID** - (Optional) use this field when, for example, performing Active Directory data imports using [Relativity Integration Points](https://relativity.com). Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.

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

**Note:** If a custodian is selected to receive redirected communications, they then cannot be removed from Legal Hold nor set to None. For more information, see [Custodian Interaction level on page 27](#).

### 1.4.4 Custodian details

The Custodian details page appears once you create a custodian in Legal Hold. From here, you can view all details related to that custodian across multiple projects.
1.4.4.1 Custodian console

Use the Custodian console to take an action related to that custodian and run reports specific to that custodian across multiple projects. Buttons are shaded gray when the action is unavailable or may not appear if you don't have the correct permissions. See Securing a project on page 43.

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 homepage. Custodians can enter their email address to access the portal.

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

Reports - run a project-specific report from this section. The report appears inline. See Report types on page 77 for more information about each report. Note that you may not be able to view all reports depending on your permissions.

1.4.5 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. A custodian cannot be deleted if they have communications redirected to them. For more information, see Custodian Interaction level on page 27

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 53.

1.4.5.1 Deleting a custodian on a preservation hold

To delete a custodian on a preservation hold, the custodian needs to be removed from all preservation holds in all projects. To remove a custodian from a preservation hold in a project, change the custodian’s role to a non-preservation hold role. For a list of roles and how to change a custodian’s role, see Hold Admin tab on page 88.

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

To locate projects the custodian has a preservation hold on, navigate to the Project console and run the Active Preservation Holds report. For more information on running the Active Preservation Holds report, see the Active Preservation Holds Report on page 77. Once the projects are returned, consult with others to verify their ability for the preservation hold to be removed in the specific project. For more information on deleting a custodian, see Deleting a custodian above.

1.5 Projects tab

The Projects tab contains all information related to a Legal Hold project. From here, you can do the following:
- Manage projects
- Start a preservation hold
- Create and send questionnaires

1.5.1 Understanding Legal Hold projects
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.

1.5.1.1 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 Projects tab on the previous page

1.5.2 Creating and editing a project
To create a project:

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

   ![Create New Project dialog](image)

   The Create New Project dialog appears.

2. Select one of the following options:

   - **Create from Template** - create a new project using a existing template. See Legal Hold template on page 10 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 page 40.
6. (Optional) From the Project Details page Project console, you can:
   - Assign custodians to a project. See Assigning custodians to a project on the next page.
   - Close a project. Closing a project on page 53.

1.5.2.1 Project Details layout fields
The Set Project Details layout contains the following fields:

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

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

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

### 1.5.2.2 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 50](#).
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.
- **Select All** - select all custodians in the Legal Hold project even when the number of custodians exceeds 1,000.

  **Note:** When filtering custodians, the Select All option only selects the custodians within the filtered list.

- **Paste Email Addresses** - add a list of email addresses, separated by a comma or new line.
4. Assign a role when adding a person using the Assign Role drop-down menu. See Hold Admin tab on page 88.

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 **Projects tab on page 34**.

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

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

### 1.5.2.3 Projects landing page

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

![Projects landing page](image)

### 1.5.2.4 Default dashboards

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

![Default dashboards](image)

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
- Project Attachments
- Project Close Date
- Project Owner
- Project Start Date
- Project Status
- Projects
- Subject Matter End Date
- Subject Matter Start Date
- Template::Project Status
- Type
- Use as Template

<table>
<thead>
<tr>
<th>Object</th>
<th>Pivot-enabled field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachments</td>
<td>Communication Attachments::Acknowledgement Required</td>
</tr>
<tr>
<td>Communication</td>
<td>Acknowledgement Required</td>
</tr>
<tr>
<td>Communication</td>
<td>Template::Acknowledgement Required</td>
</tr>
<tr>
<td>Custodian</td>
<td>Company</td>
</tr>
<tr>
<td>Custodian</td>
<td>Department</td>
</tr>
<tr>
<td>Custodian</td>
<td>Employment Start Date</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Communications</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Communications::Acknowledgement Required</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Communications::Communication Type</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Communications::Response Due Date</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Custodian</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Custodian::Department</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Custodian::Email</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Custodian::Office</td>
</tr>
<tr>
<td>Custodian Role</td>
<td>Name</td>
</tr>
</tbody>
</table>
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.

1.5.3 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.

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

System admins must ensure that the following object level permissions are enabled in order for specific buttons or links 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
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.
1.5.4 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 36](#).
- **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 55](#).
- **Custodians tab** - lists all of the custodians assigned to the project. Use the column filters to sort information and click on an item to view its details.
- **Mailbox tab** - lists all of the sent and received emails from communications for this project. Use the column filters to sort information and click on an item to view its details. See [Projects tab on page 34](#).
- **Preservation Hold tab** - lists the custodians in Exchange and OneDrive that are currently on a preservation hold. It also lists the custodian targets in SharePoint that are on hold. Use the column filters to sort information and click on an item to view its details. See [Creating a Preservation Hold on the next page](#).
- **Preservation Targets tab** - lists the status for each discovery of SharePoint targets that each custodian has access to. For more information on the targets, see [Preservation Target status on page 50](#).

1.5.4.1 Creating a Preservation Hold

A Preservation Hold preserves files and emails in a custodian's Microsoft Office 365 account (OneDrive and Exchange) as well as any files in a custodian's Sharepoint. A Preservation Hold ensures that original copies, prior to any edits or deletions, of emails and files are preserved in an Office 365 Preservation Library. The Preservation Library ensures that there is no loss of data through accidental or willful deletion or editing of items under a Preservation Hold. Preservation Holds are transparent to custodians. For more information on the Security and Compliance Center, see Office 365 Security Compliance Center.

### Note:
A custodian can be active in multiple projects and can be on multiple preservation holds. If one preservation hold is removed, another could still be in place. When a preservation hold is removed in Relativity, only that one preservation hold is removed in Security & Compliance Center.

Enable the Preservation Hold Settings security permission in order to create a Preservation Hold Setting. For more information on security permissions, see [Legal Hold Application Permissions on page 44](#).

Before creating a Preservation Hold, add a Preservation Hold Setting. Fill out the information for the Preservation Hold Setting to create a data source in which preservation holds will be created. To learn more about Preservation Hold Settings, see [Hold Admin tab on page 88](#).

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

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

### Adding a Preservation Case
Add a Preservation Case to the project to specify the data sources for the preservation holds.
Name - the name of the Preservation Case.

Preservation Source - the data sources created in Preservation Hold Settings for the Preservation Hold. For more information on Preservation Hold Settings, see Hold Admin tab on page 88.

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

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

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

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

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

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

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

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

- Pending - Relativity is creating the preservation hold in Office 365.
- Pending - Retry - Relativity encountered a problem creating the hold, now retrying.
- Pending - Error - All retries failed and Relativity is unable to create the preservation hold.
- **On Hold** - Relativity successfully placed the custodian data source on a preservation hold.
- **Releasing** - Relativity is in the process of deleting or disabling the hold in Office 365.
- **Releasing - Retry** - Relativity encountered a problem deleting or disabling the hold and is retrying to create the preservation hold.
- **Releasing - Error** - All retries failed and Relativity is unable to delete or disable the preservation hold.
- **Off Hold** - The custodian data source is no longer on a preservation hold.
- **Externally Modified** - A user or some process outside of Relativity altered the filter criteria affecting the case or holds. (e.g. User in Security & Compliance Center).
- **Externally Removed** - A user or some process outside of Relativity deleted or disabled the preservation hold (e.g. User in Security & Compliance Center).

### Preservation Target status

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

- **Scheduled To Be Discovered** - the preservation targets will be discovered after other targets have completed.
- **Discovered** - the preservation targets have been discovered.
- **Error** - the preservation targets have not been discovered due to an error. For information on fixing preservation target errors, click the Discover Targets button in the Project Console. For information, see [Project console below](#).

#### 1.5.4.2 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 43](#).
Manage Custodians

- **Assign** - assign a custodian to a project. See Assigning custodians to a project on page 37.
- **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 53.

Manage Preservation Targets

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

Manage Project
Create Communication - create a communication. See Creating a communication on page 55.

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

Close Project - close a project. See 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 77 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. For information on each roles, see Hold Admin tab on page 88.

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.

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

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

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

- A release notice exists.

To release a custodian:

1. From the Project console, click Release.
2. Select one of the following options:
   - Release: with Communication - if there are multiple release notices on the project, select a release notice from the drop-down list.
- **Release: Silently** - release a custodian silently. This means that the custodian won’t receive a release notice. You can silently release a custodian even if they aren’t a Silent Custodian. See [Hold Admin tab on page 88](#).

3. Click **Release**.

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

5. Click **Select**.

6. Click **Release**. If you're not releasing a custodian silently, Legal Hold sends the release notice and releases the custodian from the project. If the custodian is a Silent Custodian or if you’ve just released a custodian silently, that custodian won’t receive a release notice from Legal Hold notifying that they were released from the project. See [Hold Admin tab on page 88](#). If the Send Releases Notices for Legacy Projects is set to Yes, the custodian does not need any prior communication to be released.

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

### Removing a custodian from the project console

You can remove a custodian from a project at any time. Removing means that this person is longer an active participant in the project and won’t appear in any reports. A custodian cannot be removed if they have Custodian Interactions redirected to them from another custodian that has their Custodian Interaction level set to Redirect. For more information on redirecting communications, see [Custodian Interaction level on page 27](#).

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

To remove a custodian:

1. From the Custodian console, click **Remove**.

2. Select a custodian(s).

3. Click **Select (#)**.

4. Click **Remove**.

5. Verify that you want to remove the custodian from all selected projects or only from projects where they are already released.

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

### 1.5.5 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.

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

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

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

1.5.6 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 Projects tab on page 34.
- 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 40.

**Note:** A project cannot be deleted when a custodian is on a preservation hold. To remove a custodian from a preservation hold, change the role to a non-preservation role. For more information on custodian roles in Legal Hold, see Hold Admin tab on page 88.

1.6 Communications tab

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

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

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

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

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

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

To create a communication:

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

   - **Communication Type** - select a communication type. See Communication detail layout fields on the next page.
   - **Create From**:
     - **Template** - create a new communication using an existing template. Legal Hold only displays templates with the same type as the selected Communication Type. When creating a communication from a template, the following items carry over with the following pre-populated field information.
- Name
- Type
- Description
- Acknowledgment Required
- Attachments
- Questionnaire
- Portal Content
- Email Send As
- Email Subject
- Email Body
- Automatic Reminders
- Email Reminder Subject
- Email Reminder Body
- Automatic Escalations
- Email Escalation Body
- BCC Email Subject

**Note:** Legal Hold respects secured template items, so not all template items may carry over, depending on the item-level permissions.

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

3. Click **Create**.


5. Click **Save**. The Communication details appears. See Communication details on page 67.

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.

### 1.6.1.1 Communication detail layout fields
The Create communication layout contains the following fields:
**New Communication**

**Name:** Initial Communication

**Type:**
- Alert Group
- General Hold Notice
- Release Notice

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

See [Using the editor window on page 59](#).

**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 105.

- **Questionnaire** - click to select an existing questionnaire from the Questionnaire Library. See Question types on page 104. Click Add to create a new questionnaire. See Creating a questionnaire on page 100.

- **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.
  - **CC Recipients** - sends an escalation to custodians that need to be included in addition to the custodian manager. Click the ellipsis button next to CC Recipients to send the escalation to multiple custodians.
  - **Escalation Body** - the message that appears in the email. See Using the editor window on the next page.

**Summary BCC tab**

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

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

- **BCC Recipients** - the custodian that you want to send the BCC email to. See Custodians tab on page 23.
- **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](#).

![Editor Window Screenshot](#)

**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>-</td>
<td>-</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</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.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.CurrentTitle]</td>
<td>Custodian</td>
<td>Current Title</td>
<td>Custodian details &gt; Company 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.EmploymentEndDate]</td>
<td>Custodian</td>
<td>Employment End Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmployeeNumber]</td>
<td>Custodian</td>
<td>Employee Number</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmploymentEndDate]</td>
<td>Custodian</td>
<td>Employment Start Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.EmploymentStatus]</td>
<td>Custodian</td>
<td>Employment Status</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Custodian.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Custodian.LastName]</td>
<td>Custodian</td>
<td>Last Name</td>
<td>Custodian details &gt;</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.LegalHoldCommunicationLastAcknowledgeDate</td>
<td>Custodian</td>
<td>-</td>
<td>Basic Contact (Calculated)</td>
</tr>
<tr>
<td>Custodian.LegalHoldCommunicationLastSentDate</td>
<td>Custodian</td>
<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.Notes</td>
<td>Custodian</td>
<td>Notes</td>
<td>Custodian details &gt; Other tab</td>
</tr>
<tr>
<td>Custodian.Phone</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Custodian details &gt; Company 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>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>
</tbody>
</table>

1The Custodian.Projects merge field returns all projects that the Custodian is linked: Open, Closed, and other projects from which they have been released.
### Acknowledge Email

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

<table>
<thead>
<tr>
<th>Merge field</th>
<th>Object</th>
<th>Field</th>
<th>UI location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[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>
</tbody>
</table>

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

### Manager

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

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

### 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>
<td>(Calculated)</td>
<td>Portal URL</td>
<td>Hold Admin &gt; Custodian Settings tab &gt; Custodian Portal</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>-</td>
</tr>
<tr>
<td>[Project.CloseDate]</td>
<td>Project</td>
<td>Close Date</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Project.Company]</td>
<td>Project</td>
<td>Company</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Project.Custodians]</td>
<td>Project</td>
<td>All of the people on a specific project.</td>
<td>(Calculated)</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 Details</td>
</tr>
<tr>
<td>[Project.Id]</td>
<td>Project</td>
<td>Artifact ID</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Project.GeneralCounsel]</td>
<td>Project</td>
<td>General Counsel</td>
<td>Project Details</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 Name</td>
<td>Project Details</td>
</tr>
</tbody>
</table>
### Merger Field

<table>
<thead>
<tr>
<th>Field</th>
<th>Object</th>
<th>Field Description</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Project.ScopeRationale]</td>
<td>Project</td>
<td>Scope Rationale</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Project.StartDate]</td>
<td>Project</td>
<td>Start Date</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Project.Status]</td>
<td>Project</td>
<td>Hold Status</td>
<td>(Calculated)</td>
</tr>
<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>

### 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>Field</th>
<th>Object</th>
<th>Field Description</th>
<th>UI Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Respondent.Answers]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.CurrentTitle]</td>
<td>Custodian</td>
<td>Current Title</td>
<td>Custodian details &gt; Company 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 details &gt; Company tab</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.EmploymentEndDate]</td>
<td>Custodian</td>
<td>Employment Leave Date</td>
<td>Custodian details &gt; Company tab</td>
</tr>
<tr>
<td>[Respondent.EmploymentStartDate]</td>
<td>Custodian</td>
<td>Employment Start Date</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>[Respondent.FirstName]</td>
<td>Custodian</td>
<td>First Name</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.Id]</td>
<td>Custodian</td>
<td>ArtifactID</td>
<td></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.LegalHoldCommunicationLastAcknowledgeDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastSentDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.LegalHoldCommunicationLastViewedDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.LegalHoldReminderLastSentDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.PastManager]</td>
<td>Custodian</td>
<td>Past Manager</td>
<td></td>
</tr>
<tr>
<td>[Respondent.Phone]</td>
<td>Custodian</td>
<td>Phone Number</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.Projects]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.Question]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.Questionnaire]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.QuestionnaireLastCompletedDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.SecondaryEmail]</td>
<td>Custodian</td>
<td>Secondary Email</td>
<td>Custodian details &gt; Basic Contact</td>
</tr>
<tr>
<td>[Respondent.UnacknowledgedReminderCount]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
<tr>
<td>[Respondent.UnacknowledgedReminderLastSentDate]</td>
<td>Custodian</td>
<td>(Calculated)</td>
<td>(Calculated)</td>
</tr>
</tbody>
</table>

**Questionnaire**

<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>Library tab &gt; Questionnaire &gt; Name</td>
</tr>
</tbody>
</table>
1.6.2 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 56.

1.6.2.1 Communication console

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

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

- **Select from Unsent** - use 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 56.

**Remind/Escalate**

- **Remind** - sends a reminder communication to the selected custodian(s). See Sending a reminder on the next page.
- **Escalate** - escalates the communication to the selected custodian's manager. See Sending an escalation on page 71.

**Acknowledge**

- **Acknowledge on Behalf** - acknowledge project participation on behalf of another custodian. See Acknowledging on behalf of a custodian on page 71.

**Reports** - run a project-specific report from this section. The report appears inline. See Report types on page 77 for more information about each report. Note that you may not be able to view all reports depending on your permissions.
1.6.3 Sending a communication

To send a communication, use the buttons on the Communication console. See Communication console on page 67 for notification options. To enable email notifications in Legal Hold, specific components are required. For more information, see Email notification specifications on page 11.

**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.

1.6.3.1 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 88.

To send a reminder:

1. Click Remind from the Communication 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 56.
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.

### 1.6.3.2 Sending an escalation

You can send an escalation to a custodian’s designated manager. See [Custodian detail layout fields on page 30](#). Use escalations when a custodian is non-responsive or to have the manager acknowledge participation on a hold or respond to a questionnaire on behalf of the custodian.

To send an escalation:

1. Click **Escalate** from the Communication console.
2. Select 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 56](#).
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**.

### 1.6.4 Acknowledging on behalf of a custodian

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

To acknowledge on behalf of a custodian:

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

### 1.6.5 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 100](#).
5. Click **Save** when finished. The questionnaire is now attached to the communication. Click **Clear** to remove a questionnaire.

![Questionnaire Attachment Example](image)

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

6. You're ready to send the questionnaire. See [Sending a communication on page 70](#).

**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.

### 1.6.5.1 Tracking question responses

Track all questionnaire responses in the Question Responses sub-tab. See [Question responses on page 85](#).
1.7 Reports tab

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

1.7.1 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 77.

2. Select the project(s) you want to report on from the Select Project(s) list.
   - If you're running the Custodian Change report, you will need to have the View All Audits permission set.
   - If you're running the Custodian Change report, enter a Start Date and End Date for the date range.

3. Select one of the following options from the Generate Reports console.
   - **Generate Report** - generate the selected report(s) dynamically.
   - **Schedule Report** - schedule the selected report to run at a set, recurring basis. See Creating a scheduled report on the next page.

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

### 1.7.2 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 106.

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.

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

![Create Scheduled Report layout fields](image)

- **Report Name** - the report name that appears in the scheduled report email and the email subject.
  - **Note:** "Relativity Legal Hold" is prepended to the report name in the email subject.

- **Report Type** - the scheduled report type. See **Report types on page 77**.

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

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

- **Specific Projects** - using the , select individual projects to run the scheduled report on.

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

**Scheduling**

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

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

![Schedule Email Job](image)

- **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.

### 1.7.2.2 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.

### 1.7.3 Report types

Run the following reports in Legal Hold:

- [Active Preservation Holds Report](#)
- [All Preservation Holds Report on the next page](#)
- [Communication Summary report on page 79](#)
- [Custodians report on page 81](#)
- [Custodian Active Projects report on page 81](#)
- [Custodian Change report on page 83](#)
- [Global Summary report on page 83](#)
- [Open Tasks report on page 84](#)

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

### 1.7.3.1 Active Preservation Holds Report

Run this report to quickly identify custodians that are currently on a Preservation Hold. This information appears from each project and is broken down by project.

View [Active Preservation Holds Report](#)
1.7.3.2 All Preservation Holds Report

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

View All Preservation Holds Report
1.7.3.3 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 98.
### Communication: Alert Notice Template

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

### Communication: C-Level Hold Notice

Acknowledgement Status

Not Acknowledged: 40%  Acknowledged: 60%

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

### Communication: Initech Release Notice

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

### Communication: IT Alert Notice

This communication has not yet been sent.

### Communication: Standard Hold Notice
1.7.3.4 Custodians report
Run this report to see a list of all of the people on a project, their role, status, received communications, response dates, and average response times. This report is broken down by project.

![Custodians Report](image)

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

View Custodian Active Projects report
## Custodian Active Projects Report

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

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Owner</th>
<th>Project Owner Email</th>
<th>Open Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890 1234567890 1234567890 1234567890</td>
<td></td>
<td><a href="mailto:relativity.admin@relativity.com">relativity.admin@relativity.com</a></td>
<td>0</td>
</tr>
</tbody>
</table>

**Custodian:** user2, test2  
**Custodian Email:** testuser2@relativitytest.onmicrosoft.com  
**Department:** PP Department 1

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Owner</th>
<th>Project Owner Email</th>
<th>Open Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890 1234567890 1234567890 1234567890</td>
<td></td>
<td><a href="mailto:relativity.admin@relativity.com">relativity.admin@relativity.com</a></td>
<td>0</td>
</tr>
</tbody>
</table>

**Custodian:** user3, test3  
**Custodian Email:** testuser3@relativitytest.onmicrosoft.com  
**Department:** PP Department 2

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Owner</th>
<th>Project Owner Email</th>
<th>Open Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890 1234567890 1234567890 1234567890</td>
<td></td>
<td><a href="mailto:relativity.admin@relativity.com">relativity.admin@relativity.com</a></td>
<td>0</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Owner</th>
<th>Project Owner Email</th>
<th>Open Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890 1234567890 1234567890 1234567890</td>
<td></td>
<td><a href="mailto:relativity.admin@relativity.com">relativity.admin@relativity.com</a></td>
<td>0</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Owner</th>
<th>Project Owner Email</th>
<th>Open Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890 1234567890 1234567890 1234567890</td>
<td></td>
<td><a href="mailto:relativity.admin@relativity.com">relativity.admin@relativity.com</a></td>
<td>0</td>
</tr>
</tbody>
</table>
1.7.3.6 Custodian Change report
Run this report to track changes to custodians’ details, such as title or employment status, for all custodians on an active project to get updates that could potentially affect your preservation strategies. To run a Custodian Change report, you will need the View All Audits permission set. For more information on permissions, see .

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

1.7.3.7 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.
1.7.3.8 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 Hold Admin tab on page 88.
1.7.4 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.
1.7.4.1 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.

### 1.8 Mailbox

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

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

#### 1.8.1 Accessing the mailbox

Access the Mailbox tab via the Mailbox tab in the tab ribbon or within the Projects tab. For more information, see [Projects tab on page 34](#).
1.8.2 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 **Respond to Message**. The Send Reply text editor opens.
3. Enter your response.
4. Click **Send**. Legal Hold inserts "Re:" in the email and appends the previous messages in the reply.

   **Note:** Forward Reply Emails to Project Owner. See **Hold Admin tab below.**

1.9 Hold Admin tab

The Hold Admin tab contains all Legal Hold configuration settings.

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

1.9.1 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 36](#). 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 web page.
  This URL must be:
  - Externally exposed if anyone outside your network needs to access the Portal. See [Custodian portal on page 106](#).
  - A Relativity site using Forms authentication, not Windows authentication.

**Note:** When using the ARM feature to restore a workspace, the Portal URL is cleared in order to not point to the old server, preventing communications from being sent. The Portal URL will need to be updated before resuming sending communications. Locate the updated Portal URL in Custodian Settings. For more information, see [Custodian settings on page 88](#).

- **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:

```
Office of the General Counsel <legaldepartment@companyxyz.com>
Sent: Mon 1/8/2016 9:58 AM
To: Jane Smith
```

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

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

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

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

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

### Incoming Email

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

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

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

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

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

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

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

**Note:** Whatever mailbox is selected for the incoming mailbox setting should be only used for Relativity Legal Hold. The Legal Hold agent checks this mailbox for Legal Hold replies, imports any messages it finds, and then deletes all emails in the mailbox.
1.9.1.1 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.

1.9.1.2 Saving email acknowledgements and general hold notices
This feature preserves copies of all email acknowledgements and general hold notices. The EWS email processor enables this outgoing email storage feature. When it is enable, the user elects to save copies of the sent email, selects a folder for the sent copies to be saved in, and select the option to breakout subfolders based on project. For more information, see Custodian settings on page 88.

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

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

1.10.1 Understanding reminders
Use the Relativity Legal Hold reminder functionality to automatically or manually send periodic reminders to custodians within all of Relativity or within a specific Legal Hold. While the workflow for the two different reminders are similar there are differences.
1.10.1.1 Project reminders
Use the Project Reminder functionality to manually or automatically send periodic reminders to all active, on-hold custodians within in the selected legal hold project. This is accessed from the Project Details page and the Project Reminder tab in the Legal Hold tab. In the Projects Console, click the Send Project Reminder button. See Projects Console for more information.

Note: Only one project reminder per legal hold project.

Navigate to the Project Reminder functionality by clicking the Legal Hold tab in the ribbon.

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

1.10.2 Enabling reminders
Begin to enable a reminder, whether project or global level, by navigating to the proper reminder page. To enable a global reminder, navigate from the Hold Admin tab > Global Reminder tab. To enable a project reminder, navigate to a Project Details page for a specific project. See Project Details on page 47 for more information. Once the reminders are scheduled and sent, the custodians will receive their emails after they are sent.

1.10.2.1 Scheduling a Global Reminder

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

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 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 on the next page.
6. Click Save. The Global Reminder is now scheduled to run.

1.10.2.2 Scheduling a Project Reminder

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

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

5. Click Save. The Project Reminder is now scheduled to run.

1.10.2.3 Schedule Email Job and Email layout fields

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

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

### Schedule Email Job

<table>
<thead>
<tr>
<th>Field</th>
<th>Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>Daily</td>
</tr>
<tr>
<td>Start Date</td>
<td>02/24/2010</td>
</tr>
<tr>
<td>End Date</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Scheduled Time</td>
<td>1:00 PM</td>
</tr>
</tbody>
</table>

#### Scheduling

- **Enable Reccuring Global Reminder**
  - Select Yes to enable the scheduling functionality for the global reminder. See Legal Hold reminders on page 92.
  - Select No to disable the scheduling functionality for the global reminder.

#### Frequency

- the interval at which Legal Hold sends the reminder.

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

  - **Quarterly** - select the quarter of the year that you want Legal Hold to send the reminder.
    - **Send On**
      - **Day _ the month** - select the day of the month that you want Legal Hold to send the reminder.

  • **Yearly** - select the day of the year that you want Legal Hold to send the reminder once every year.
    - **Send On**
      - **Day _ the month** - select the day of the month that you want Legal Hold to send the reminder.

  - **The _ Day of the Week** - select this option for Legal Hold to send the reminder on the chosen day of every month.

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

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

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

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

### Email

- **Send As** - the email address you want to appear when sending a global reminder from Legal Hold. Using this feature, you can send a communication on someone else's behalf. For example, a junior attorney may send the email, but may want the email to appear as coming from the general counsel. If you leave this field blank, Legal Hold uses the default email in the 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 insert a link to the portal, or use the [Custodians.Projects] email merge field to list all active projects in the email. See [Projects tab on page 34](#).

### Status

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

## 1.10.3 Reminder consoles

### 1.10.3.1 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.

### 1.10.3.2 Project Reminder console

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

The Project Reminder console contains the following options:

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

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

### 1.10.4 Disabling reminders

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

In the reminder list:

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

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

1.11.1 Adding Preservation Hold Settings

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

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

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

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

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

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

  **Note:** If this option is not enabled, it is possible that not all targets will be returned during the discovery process. The Account User must have all required permissions to read the site properties. For more information, see Microsoft support.
1.11.2 Deleting a Preservation Hold Setting

To delete a Preservation Hold Setting, delete all projects using the setting first. To learn how to delete projects, see Deleting a project on page 54. Once the projects have been deleted, navigate to the Preservation Hold Setting and click the Delete button. This action deletes the Preservation Hold Setting from Relativity Legal Hold.

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

1.12 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.

1.12.1 Roles

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

You can apply a role and a tag to a person when you assign a custodian to a project. See Assigning custodians to a project on page 37.


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 appears in the Custodians and Custodian Active Projects reports
  - Are people that you don’t want to:
    - Make aware that they’re on a legal hold
    - Disturb with excess hold communications, such as the company CEO

- **Preservation Hold** - indicates that the custodian has a preservation hold on their Microsoft Exchange and One Drive accounts in place. For more information, see [Creating a Preservation Hold on page 48](#).

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

2. To add a new role, click **New Roles**.

3. Enter a new role in the **Name** field.

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

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

### 1.13 Libraries tab

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

<table>
<thead>
<tr>
<th>Custodians</th>
<th>Legal Hold</th>
<th>Libraries</th>
<th>Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaires</td>
<td>Questions</td>
<td>Attachments</td>
<td>Scheduled Reports</td>
</tr>
</tbody>
</table>

#### 1.13.1 Creating a questionnaire

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

To create a questionnaire:

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

   ![Questionnaire Form](image)

   - **Question** - enter the question in the Question field.
   - **Type** - select a Question Type from the Type drop-down menu. See [Question types on page 104](#).
   - **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 104.

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

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

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

5. (Optional) Re-order questions by clicking on each question and dragging the question up or down to the desired order.

6. When finished, click Done. See Projects tab on page 34.

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

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

To add conditional logic to a question:

1. From the question toolbar, click .
2. In the New conditions window, complete the following:

- **Conditions will be active when**
  - Depending on the question type, perform the following to set the condition to active. See [Question types on page 104](#).

![New Condition Window](image)
• **Date** - select the Start and End dates.

• **Multi Choice**
  • From the drop-down menu select **Contains** or **Is**.
    • **Contains** - select this to set conditional logic only if the answer contains any of the answers you indicate.
    • **Is** - select this to set conditional logic only if the answer is exactly the answer(s) you indicate.
  • Select the appropriate answer(s), depending on whether you selected **Contains** or **Is**.

• **Single Choice** - select one answer.

• **Yes/No** - select Yes or No.

**When Activated**

- Upon setting conditional logic, select one or all of the following actions:
  - **Send Follow Up** - sends any communication in Legal Hold that you can select using the item picker.
  - **Send Alert** - sends an alert communication from the Alert Group that you can select using the item picker to a specific individual.
  - **Display Question** - create a new question or import a question from the library. See [Creating a questionnaire on page 100](#).

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

### 1.13.1.2 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.

### 1.13.1.3 Question categories

Use Question categories to organize your questions and easily sort through questions in the Library. See [Question types above](#).

The Question Category drop-down 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.
# 1.13.2 Question library

The Questions library contains all questions with the **Save Question to Library** option checked in any questionnaire. Add questions to this library when you're creating your questionnaire or directly from the Questions tab. See [Creating a questionnaire on page 100](#).

## 1.13.2.1 Creating a question from the Questions tab

To create a question:

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

![New Question](image)

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

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

# 1.13.3 Attachments library

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

To add an attachment to the library:

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

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

<table>
<thead>
<tr>
<th><strong>Attachment Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attachment:</strong> initTechJumpstartInfo.txt</td>
</tr>
<tr>
<td><strong>Communications:</strong> Legal Hold Notice Template</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>File Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attachment File Size (bytes):</strong> 20.0</td>
</tr>
<tr>
<td><strong>System Last Modified By:</strong> Smith, Jane</td>
</tr>
<tr>
<td><strong>System Last Modified On:</strong> 2/9/2016 2:13 PM</td>
</tr>
</tbody>
</table>

Click **Delete** to delete the attachment.

### 1.13.4 Scheduled Reports

**Note:** You can also run scheduled reports from the Reports tab. See [Creating a scheduled report on page 74](#) for more information.

### 1.14 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.

### 1.14.1 Custodian portal browser compatibility
Access the Custodian portal from the following browsers:

<table>
<thead>
<tr>
<th><strong>Browser</strong></th>
<th><strong>Supported Browser Version</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer</td>
<td>9, 10, 11</td>
</tr>
<tr>
<td>Chrome</td>
<td>42+</td>
</tr>
<tr>
<td>Firefox</td>
<td>37+</td>
</tr>
</tbody>
</table>
To access the portal:

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

   **Note:** Use the email merge field, PORTALLINK, to include the portal URL in the communication. See Projects tab on page 34.

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 7**.

### 1.14.2 Customizing the Custodian Portal

System admins can customize the Custodian Portal's for the custodians in Legal Hold projects. To customize the portal, navigate to the Custodian Settings tab. For more information on the Custodian Settings, see **Custodian settings on page 88**. Update the portal title, customize the image, the access, and the link expiration in this tab.

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

The system admin can also set the Portal Custom Image in the Custodian Settings. The portal custom image appears in the top left of the Custodian Portal next to the Portal Title. The size of the image is hard coded to be 130px x 28px.

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