

# RelativityOne Legal Hold

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# 1 Legal Hold

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 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 issue legal holds and 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.

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

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**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.

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## 1.1 Starting with the Hold And Collect template

The RelativityOne Hold and Collect template has been specifically designed to provide the optimal environment for using Legal Hold and Collect. You can find an ARM of the template in the Templates section of RelativityOne or on the Community at [RelativityOne Hold and Collect Template](#).

Communication templates are sorted by communication type and additional templates can be added. Communication templates include:

- Alert Notice
- Legal Hold Notice
- Email Acknowledgement
- Legal Hold Release

## 1.2 Preparing to use Legal Hold

Before installing and using Legal Hold, the Hold Admin needs to gather some information. This information will be used when setting up Legal Hold, email, and preservation holds. See the pre-requisite links below.

- [Collecting required email settings information](#)
- [Collecting required preservation information](#) Data sources on page 203

## 1.3 Legal Hold technical requirements

To have full use of Legal Hold, the Hold Admin needs to install the application and configure access, as well as set up email, the custodian portal, and preservation hold settings. Without this setup, a legal hold project cannot be completed.

Follow the setup in the order below.

1. Install Legal Hold from the application library. [Installing Legal Hold on page 18](#). (Required)
2. Configure access and security for Legal Hold. [Securing a legal hold project on page 44](#). (Optional)
3. Complete email settings on the Legal Hold Settings tab. [Adding Outgoing Email settings on page 64](#) and [Adding Incoming Email settings on page 69](#). (Required)
4. Complete custodian portal settings. [Updating Custodian Portal settings](#). (Optional)
5. Complete preservation hold settings on the Preservation Hold Setting tab. [Preservations on page 227](#). (Optional)

Setting up Legal Hold may require the assistance of [Relativity Support](#).

## 1.4 Legal Hold considerations

A variety of teams are required to communicate and implement a legal hold. Consider the following as you are getting started with Legal Hold.

- What role will members of the organization have in creating a hold, sending a hold, and implementing pre-preservation management required under the hold.
  - Some roles to consider are:
    - **Project Owners**—the employees who are ultimately responsible for identifying custodians, drafting the notices, and managing the hold process.
    - **Project Administrators**—the employees who will be using Legal Hold for creating the hold and sending it to employees.
    - **Data Stewards**—employees responsible for managing the electronic assets and information systems of the organizations.
    - **Alert Groups**—groups or teams that will be notified if a custodian answers a question in a certain manner.
- Review existing legal hold notices and communications and prepare them as templates in Legal Hold.
  - Communication types to consider
    - **Legal Hold or Preservation Notices**—the notification and instructions that hold participants receive that explains their obligations under the hold
    - **Alert Notices**—the notification to the Alert Group that a custodian has answered a question in a way that requires attention
    - **Release Notices**—the notification that an individual or all the hold participants have been released from their obligations under the hold.
- Determine what the reminder and escalation cadence will be for individual holds.
- Determine whether periodic reminders for individual projects or for all holds will be sent and what the cadence of those reminders will be.

- Review current hold questionnaires for templates and what standard questions might be asked of all hold participants.
- Review procedures for communicating hold notices to data stewards.

## 1.5 Legal Hold documentation based on personas

There are many personas, or roles, within the entirety of a legal hold project. Someone has to setup a Relativity workspace, another has to create a legal hold project, and another has to respond to holds.

Find your documentation based on your role:

- **Instance administrator**
  - [Installing Legal Hold on page 18](#)
- **Workspace administrator**
  - [Securing a legal hold project on page 44](#)
  - [Importing hold data to RelativityOne on page 24](#)
  - [Integrating Azure with Legal Hold on page 92](#)
  - [Adding legal hold settings on page 61](#)
  - [Adding general settings on page 84](#)
  - [Adding custodian portal settings on page 87](#)
  - [Custodian Portal Authentication Provider on page 89](#)
  - [Creating legal hold entities on page 93](#)
  - [Deleting a custodian on page 120](#)
  - [Adding preservation hold settings using Modern Authentication \(Legacy\) on page 244](#)
- **Legal Hold administrator**
  - [Assigning roles to custodians on page 121](#)
  - [Item selectors on page 123](#)
  - [Reports on page 124](#)
  - [Mailbox on page 141](#)
  - [Question responses on page 145](#)
  - [Creating a communication on page 146](#)
  - [Creating a questionnaire on page 159](#)
  - [Question library on page 167](#)
  - [Attachments library on page 168](#)
  - [Task tracking on page 169](#)
  - [Custodian communications tab on page 170](#)
  - [Custodian portal on page 174](#)
- **Legal Hold user**



- **Legal Hold custodians**
  - [Responding to emails on page 274](#)

## 1.6 Training

To supplement the documentation, you should visit [Relativity Learning](#).

## 1.7 Installing Legal Hold

For customers who want to install Legal Hold to a workspace instead of using the template, it is recommended to install the program to one workspace. This allows for the consolidation of reporting and monitoring custodian interactions across all the organization's legal holds.

If you are installing Legal Hold to take advantage of the communications and acknowledgments feature, it is recommended to put this in a workspace separate from your legal hold workspace. If you offer Legal Hold as a service for you clients, it is recommended to separate the workspaces per client.

## 2 Installing Legal Hold

To use Legal Hold, you need to install the Legal Hold application to one or more workspaces.

For more information on prerequisites, technical requirements, and other considerations, see the links below.

- [SMTP email settings requirements on page 63](#)
- [Data sources on page 203](#)
- [Legal Hold on page 14](#)

For customers who are using Legal Hold to manage their own legal holds, it is recommended to install the program to one workspace. This allows for the consolidation of reporting and monitoring custodian interactions across all the organization's legal holds.

If you are installing Legal Hold to take advantage of the communications and acknowledgments feature, it is recommended to put this in a workspace separate from your legal hold workspace.

If you offer Legal Hold as a service for you clients, it is recommended to separate the workspaces per client.

Use the following procedures to install Legal Hold:

1. Install the RelativityOne Hold and Collect template. See [RelativityOne Hold and Collect template below](#). You can also install the Relativity Legal Hold application from either the Application Library or an external file. See [Install Legal Hold from the Application Library below](#).
2. Add the Legal Hold Agent. See [Installing Legal Hold above](#).
3. Configure Legal Hold. See [Installing Legal Hold above](#).

### 2.1 Installing Legal Hold

You have the option to install the RelativityOne Hold and Collect template or install the application from the Application Library.

#### 2.1.1 RelativityOne Hold and Collect template

We recommend using the *RelativityOne Hold and Collect Template*. The template has both applications installed and it has been optimized for Legal Hold and Collect users. For more information, see the RelativityOne Hold and Collect workspace template topic on the RelativityOne documentation site.


You also have the option of using the Relativity Base Template, since the following features are not required:

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

#### 2.1.2 Install Legal Hold from the Application Library

Since Legal Hold uses the ADS framework, you have the option of adding the Legal Hold application to the Application Library, after which you can install it to the current workspace from the library. The templates referred to above are recommended over using the application library method.

See Relativity Applications in the Admin guide.

1. Navigate to the workspace where you want to install the application.
2. Navigate to the **Relativity Applications** 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 the Installing applications topic.
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.
  - **Map Fields**—there are no fields available in Relativity Legal Hold for mapping.
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.

## 2.2 Configuring Legal Hold

Before configuring Legal Hold, gather your email settings information. For more information, see the Adding email settings topic.

To configure Legal Hold, access the Legal Hold Settings tab. For more information, see [Adding legal hold settings on page 61](#).

## 2.3 Post-installation verification test

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

## 3 Managing Legal Hold workspace security

To use Relativity Legal Hold, you need to configure the workspace security.

See these related topics:

- [Adding general settings on page 84](#)
- [Managing a legal hold project on page 189](#)
- [Preservation in-place on page 200](#)

### 3.1 Accessing and configuring Legal Hold

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

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

---

- Entities
- Legal Hold
  - Projects
  - Communications
  - Reports
  - Question Responses
  - Mailbox
  - Project Reminder
  - Custodian Status Dashboard
  - Tasks
- Libraries
  - Questionnaires
  - Questions
  - Attachments
  - Scheduled Reports
- Legal Hold Admin (Relativity tab)
  - Legal Hold Settings
  - Global Reminder
  - Roles
  - Custodian Portal Authentication Provider
  - Item Selectors

### 3.1.1 Legal Hold template

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

---

**Note:** To create a project from a template you must have edit rights on the project object.

---

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

- **Project details**—this includes all of the [Project response level on page 181](#) 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 communications and questionnaires. See [Managing workspace security below](#).

---

## 3.2 Managing workspace security

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**Note:** The Legal Hold custom permissions are independent from the System Admin group and aren't automatically assigned to the group. For Relativity System Administrators or Workspace Admin Group members to have access to the functions controlled by the Legal Hold Application, you must add these users to another security group or add a new group with access to the Legal Hold Application. When Legal Hold is installed to a workspace Relativity creates a Legal Hold Security Admins group where you can add users.

---

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

We recommend configuring the security permissions on your Legal Hold workspace as soon as you install Relativity Legal Hold. See [Securing a project on page 198](#) for more information.

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 198](#).

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.

Object Security	Tab Visibility	Other Settings
<ul style="list-style-type: none"> <li>• <b>Attachments</b> – View, Edit, Add</li> <li>• <b>Communication</b> – View, Edit, Delete, Add</li> <li>• <b>Custodian Portal Authentication Provider</b> -</li> <li>• <b>Custodian Role</b> – View, Edit, Delete, Add</li> <li>• <b>Custodian Status</b> – View, Edit, Delete, Add</li> <li>• <b>Entity</b> – View, Add</li> <li>• <b>Field</b> – View, Add <ul style="list-style-type: none"> <li>• Add Field Choice By Link</li> </ul> </li> <li>• <b>Global Reminder</b> – View, Add</li> <li>• <b>Job Schedule</b> - View, Edit, Delete, Add</li> <li>• <b>Legal Hold Application Permissions</b> – View <ul style="list-style-type: none"> <li>• Select all check boxes</li> </ul> </li> <li>• <b>Legal Hold Selector Configurations</b> - View, Edit, Delete, Add</li> <li>• <b>Legal Hold Selectors</b> - View <ul style="list-style-type: none"> <li>• Select all check boxes</li> </ul> </li> <li>• <b>Legal Hold Task</b> - View, Edit, Delete, Add</li> <li>• <b>Preservation Case</b> – View, Edit, Add</li> <li>• <b>Preservation Case Source</b> – View, Edit, Delete, Add</li> <li>• <b>Preservation Custodian Hold</b> – View, Edit, Delete, Add</li> <li>• <b>Preservation Custodian Status</b> – View, Edit, Delete, Add</li> <li>• <b>Preservation Custodian Target</b> - View, Edit, Delete, Add</li> <li>• <b>Preservation Hold Settings</b> – View, Edit, Delete, Add</li> <li>• <b>Preservation Source</b> – View, Edit, Delete, Add</li> <li>• <b>Preservation Target Discovery Status</b> - View, Edit, Delete, Add</li> <li>• <b>Preservation Target Filter</b> - View, Edit, Delete, Add</li> <li>• <b>Preserve Product</b> – View, Edit, Delete, Add</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Entities</b></li> <li>• <b>Legal Hold</b> <ul style="list-style-type: none"> <li>• Projects</li> <li>• Communications</li> <li>• Reports</li> <li>• Question Responses</li> <li>• Mailbox</li> <li>• Project Reminder</li> <li>• Custodian Status Dashboard</li> <li>• Tasks</li> </ul> </li> <li>• <b>Legal Hold Libraries</b> <ul style="list-style-type: none"> <li>• Questionnaires</li> <li>• Questions</li> <li>• Attachments</li> <li>• Scheduled Reports</li> </ul> </li> <li>• <b>Legal Hold Admin</b> <ul style="list-style-type: none"> <li>• Legal Hold Settings</li> <li>• Global Reminder</li> <li>• Preservation Hold Settings</li> <li>• Roles</li> <li>• Custodian Portal Authentication Provider</li> <li>• Item Selectors</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Admin Operations</b> <ul style="list-style-type: none"> <li>• View All Audits</li> <li>• Manage Object Types*</li> <li>• Use Pivot/Chart**</li> </ul> </li> </ul>

Object Security	Tab Visibility	Other Settings
<ul style="list-style-type: none"> <li>• <b>Preserve Product Source</b> – View, Edit, Delete, Add</li> <li>• <b>Project</b> – View, Edit, Delete, Add</li> <li>• <b>Project Health</b> - View, Edit, Delete, Add</li> <li>• <b>Project Questionnaires</b> - View, Edit, Delete, Add</li> <li>• <b>Project Questionnaires Report Sub View</b> - View</li> <li>• <b>Project Reminder</b> - View, Edit, Delete, Edit</li> <li>• <b>Question</b> – View, Edit, Delete, Add</li> <li>• <b>Questionnaire</b> – View, Edit, Delete, Add</li> <li>• <b>Questionnaire Question</b> – View, Edit, Delete, Add</li> <li>• <b>Questionnaire Response</b> – View, Edit, Delete, Add</li> <li>• <b>Questionnaire Response Answer</b> – View</li> <li>• <b>Report</b> – View, Edit, Delete, Add</li> <li>• <b>Roles</b> - View, Edit, Delete, Add</li> <li>• <b>Scheduled Communication</b> - View, Edit, Delete, Add</li> <li>• <b>Schedule Report</b> – View, Add</li> </ul>		

\*If you are installing the Legal Hold application without Processing and Analytics, you will also need the **Admin Operations - Manage Object Types** permission enabled to use the project wizard.

\*\* Add to allow a group to see dashboards.

## 4 Importing hold data to RelativityOne

After installing Legal Hold, you can use Import/Export to migrate hold information from a legacy system into RelativityOne. See the Import/Export guide.

For more information the load files you can import, see the following topics:

- [Required load files on page 28](#)—you must import the required load files in a specific order. To learn more about the required load files and the order of import, see [Import order on page 28](#).
- [Optional load files on page 36](#)—optionally, you can import questionnaire and tasks data after importing the required load files. For more information on optional load files, see [Optional load files on page 36](#).

### 4.1 Considerations

Consider the following before importing, or migrating, data:

- Migrating data to Legal Hold should be performed by someone who is experienced with migrating structured data.
  - This person should be able to prepare data load files with precision.
  - This person must understand how to troubleshoot errors and correct data errors identified by Import/Export.
  - If you do not possess this skill set, please reach out to a service provider or experienced colleague at your organization.
- You can ARM the workspace when migrating data from Relativity Server to RelativityOne. For more information, see the ARM documentation.

### 4.2 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 do not need to populate non-applicable fields, with the exception of required values, such as **Name**.

---

#### 4.2.1 Load file types

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

This migration does not cover:



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

The following items must all be unique:

- Project names
- Communication names
- Custodian full names

## 4.3 Importing the legacy data

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

---

**Note:** The Entity field must have the email field populated for the Legal Hold system to work correctly. If the data is not imported correctly, you will need to restart the process.

---

### 4.3.1 Load file order

When using Import/Export to import legal hold data, you are required to import the load files a specific order.

Import the load files in the following order:

1. [Entity](#)
2. [Projects](#)
3. [Communications](#)
4. [Attachments](#)
5. [Custodian Role](#)
6. [Custodian Status](#)
7. [Message](#)

For more information on the required load files, see [Required load files on page 28](#).

After importing the data, you can also import optional data. Optional data includes tasks and questionnaire data. For more information, see [Optional load files](#).

### 4.3.2 Import/Export

Use Import/Export to import legal hold data into Relativity. This section covers the basic process to import a Relativity Dynamic Object (RDO). For more information, see Import RDO data in the Import/Export guide.

To import RDO data:

1. Navigate to the **Import/Export Job** page.
2. Click the **New Import/Export Job** button.
3. On the *Choose Workflow* dialog, select the **Import** button.  
Import should be selected by default.
4. Click the **Structured (Processed) Data** workflow box.
5. On the *Choose the Load File Type* dialog, click the **RDO** box.

6. On the *Choose Load File and Location* dialog, complete the fields, and then click **Continue**.
7. On the *Load File Settings* dialog, select the delimiters and encoding values of the load file, and then click **Continue**.  
The File Column Headers Preview pane will help you to choose the proper settings.
8. On the Fields Mapping dialog, select the load file fields to import and map them to the workspace fields, then click **Continue**. Click **Auto Map Fields** to automatically map fields. Relativity then maps the fields from the load file to existing fields in the workspace of the same name.

---

**Note:** Any fields without a match will display *Choose...* in the Workspace Fields column. You must select one from the drop-down list.

---

9. On the Import Settings dialog, configure your import job by selecting from which line number you want the load file to begin importing and how you want the records to be imported.
  - **Start Line**—select the line number in the load file where you want the import process to begin. The default value is set to 0, which results in loading the entire load file.
  - **Import Mode**—select how you want the records to be imported:
    - **Append Only**—loads only new records.
    - **Append/Overlay**—adds new records and overlays data on existing records. If selected, then you must assign a unique identifier in the Overlay Identifier field to use to overlay data in the workspace.  
The *Overlay Identifier* field acts as a link indicating to RelativityOne where to import the data. For Append/Overlay, if a blank metadata field exists in the load file (.dat, .csv), the blank value will overlay (remove) any existing value that may reside in the corresponding mapped field.
    - **Overlay Only**—updates existing records only. If selected, then you must include an Overlay Identifier next.  
For Overlay Only, if a blank metadata field exists in the load file (.dat, .csv), the blank value will overlay (remove) any existing value that may reside in the corresponding mapped field.
    - **Overlay Identifier**—if *Overlay Only* or *Append/Overlay* mode is selected, then assign the unique identifier that will be used to overlay data in the workspace. This field acts as a link indicating to RelativityOne where to import the data.

---

**Note:** Each load file will have a unique identifier listed in the load file specifications.

---

10. Click the **Import** button to start the importing process.
11. Click **Close** when the importing process is complete.

---

**Caution:** If you used Import/Export in web only mode, meaning Express Transfer was not active, do not close the Importing dialog until after the Uploading step has successfully completed. Closing the dialog prior to the Uploading step completing will terminate the import process.

---

12. Click **Finish** to close the dialog.

Repeat these steps for each load file. For more information about load files, see [Load files](#).

## 4.4 Migrating with ARM

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

permissions, and considerations, see the ARM overview in the Relativity documentation site.

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

When restoring Legal Hold data, the Portal URL field in Legal Hold should be re-entered immediately after performing a restore. When restoring a Legal Hold workspace, Relativity automatically removes the link to the Portal URL. The removal of the Portal URL prevents any further communication from being sent. Repopulate the Portal URL field to use Communications again.

To update the Portal URL after the restore, follow the steps below:

1. Navigate to the restored workspace.
2. Navigate to the **Hold Admin** tab.
3. Click **Edit**.
4. Re-enter the Portal URL into the field.
5. Click **Save**.

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](#).

## 4.5 Importing custodian data using Microsoft Entra ID

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

Add the Azure AD Provider source by creating an Azure AD application and credentials in your Azure Portal. During this you will create the application, select the Graph API, grant permissions, and find Azure credentials. For more information, see Integration Points documentation and Microsoft's documentation.

---

**Note:** You may not be able to import custom attributes from Azure into ReativityOne using the Graph API. For example, the hyphen (-) character is not allowed. Certain Microsoft integrations such as Workday rely on this character. We do not support a direct connector from Workday for syncing entities.

---

The Integration Points Azure AD Provider is a separate application that is not in the Relativity Application Library. Contact [Customer Support](#) to add Azure AD provider as a source to Integration Points. Completing this adds Azure AD as a source within Integration Points.

## 5 Required load files

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

---

**Note:** Migrating data to Legal Hold should be performed by someone who is experienced with migrating structured data. If you do not possess this skill set, please reach out to a service provider or experienced colleague at your organization. For more information, see [Required load files above](#).

---

### 5.1 Import order

Importing legacy data into Legal Hold requires separate imports through Import/Export for each object type. For example, import the custodians load file into the Entity object. Each import needs to happen in a specific order for data to work in RelativityOne.

Import the load files in the following order:

1. [Entity](#)
2. [Projects](#)
3. [Communications](#)
4. [Attachments](#)
5. [Custodian Role](#)
6. [Custodian Status](#)
7. [Message](#)

After importing the data, you can also import optional data. For example, questionnaire data. Optional data includes tasks and questionnaire data. For more information, see [Optional load files](#).

### 5.2 Entity load file

Begin the process by importing the Entity load file.

---

**Note:** The Entity object must have the email field populated for the Legal Hold system to work correctly. If the data is not imported correctly, you will need to restart the process.

---

#### 5.2.1 Required fields

You must complete these fields when importing legal hold entity data.

- **(Required) Email**—the custodian's email address.
  - 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.
  - In the spreadsheet, each row of a .csv file must have a unique pairing of Full Name and Email.
    - If any row contains a duplicate full name and email pair, you will receive an error upon trying to import this file into Relativity through.

- Resolve this issue by either consolidating those two entries down to one row, ideally the one with the more recent date and accurate acknowledgement info, or change the full name or email so each pairing is unique, like adding a "2" after the information.
- **(Required) First Name**—the custodian's first name.
- **(Required) Full Name**—this field must be in last name, first name order. Last name, comma, space, then first name. For example, *Discovery, Edward*. It must match the full name of that custodian exactly.
- **(Required) Last Name**—the custodian's last name.

## 5.2.2 Optional fields

These fields are optional when importing legal hold entity data.

- **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.
- **Company**—the custodian's company.
- **Country**—the custodian's home address country.
- **Department**—the custodian's department within the organization. This value is available for filtering and searching when selecting custodians.
- **Employee Number**—the custodian's employee number.
- **Employment Status**—the custodian's current employment status.
- **Employment Start Date**—the date the custodian's position started.
- **Employment End Date**—the date the custodian's position ended.
- **Current Title**—the custodian's job title.
- **Location**—an optional field used to denote a specific building or office, or to provide a friendly name for different business units.
- **Manager**—the custodian's manager. This value should also exist as a separate custodian in the load file.
  - This field must be in last name, first name order. Last name, comma, space, then first name. For example, *Discovery, Edward*.
  - It must match the full name of that manager exactly.
- **Middle Name**—the custodian's middle name.
- **Notes**—use this field to add any applicable notes regarding the custodian.
- **Phone Number**—the custodian's phone number.
- **Secondary Email**—the custodian's secondary email.
- **State/Province**—the custodian's home address state or province.
- **Unique ID**—use this field when, for example, performing Active Directory data imports using 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.
- **Username**—the custodian's employee username at the company.
- **Zip/Postal Code**—the custodian's home address zip code and postal code.

## 5.3 Projects load file

Import the Projects load file.

### 5.3.1 Required fields

You must complete these fields when importing legal hold projects data.

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

### 5.3.2 Optional fields

These fields are optional when importing legal hold projects data.

- **Project Close Date**—the date that the project was closed, corresponding to the **Project Status** value mentioned above.
- **Project Description**—a description to help you classify and organize projects.
- **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.
- **Project Start Date**—the date that the project was created.
- **Subject Matter End Date**—the date the project's subject matter concluded, and is useful for referencing a time period for which documents should be preserved.
- **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.

## 5.4 Communications load file

Import the Communications load file.

Communications include both individual notices and the entire set of related messages that are connected to those notices. This includes reminders, escalations, and blind carbon copy (BCC) messages.

---

**Note:** The Communication load file should include the name of the questionnaire that is associated to the questionnaire. A communication can only have one questionnaire associated to it.

---

### 5.4.1 Required fields

You must complete these fields when importing legal hold communications data.

---

**Note:** Reminders do not work with migrated communications and projects. Relativity cannot send reminders for emails that were originally sent outside of Relativity.

---

- **(Required) Communication Type**—the listed type of hold communication. There are three main communication types listed.
  - Creating a communication type other than these types will contain the properties of the **General Hold Notice** communication type.
  - The three communication type choices are:
    - **General Hold Notice**—the standard communication sent to custodians who must review or accept specific language 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) DisplayInPortal**—this value is either **Yes** or **No** to show the custodian the legal hold in their Custodian Portal. A **Yes** value means the Global Reminder is enabled.
- **(Required) Email Body**—the email body for the communication. The body should already contain the [PortalLink] merge field if the communication requires acknowledgement.
- **(Required) Email Subject**—the email subject for the communication.
- **(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.

---

**Note:** Each row of a .csv file must have a unique pairing of Custodian Name and Communication Name. If any row has a duplicate custodian name and communication name pair, you will receive an error upon trying to import this file into Relativity via Import/Export. Resolve this issue by either consolidating those two entries down to one row, ideally the one with the more recent date/accurate acknowledgement info, or change the communication name or names so each pairing is unique, like adding a "2" after the communication name.

---

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

#### 5.4.1.1 Required when *Legal Hold* is the communication type

You must complete these fields when importing legal hold communications data when the communication type is Legal Hold.

- **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.
- **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.

- **Enable Automatic Escalation**—this value is either **True** or **False** to configure if Legal Hold sends an escalation to the custodian's manager after all automatic reminders are sent.
- **Portal Detail**—this is what custodians see and requires their acknowledgement in the Custodian Portal.

#### 5.4.1.2 Required when enabling reminders

You must complete these fields when importing legal hold communications data when reminders are enabled.

- **Reminder Interval**—this value determines how many days apart Legal Hold sends the reminders when Enable Reminders is set to **True**. For example, a value of "7" means that Legal Hold sends reminders every 7 days until the custodian responds.
- **Allotted Reminders**—this value determines how many total reminders get sent when Enable Reminders is set to **True**.
- **Reminder Subject**—this field has the subject of the reminder email when Enable Reminders is set to **True**.
- **Reminder Body**—this has the email body of the reminder email when Enable Reminders is set to **True**. The body should contain the [PortalLink] merge field if the communication requires acknowledgement.
- **Escalation Detail**—this has the email body that will get sent to the custodian's manager when Enable Automatic Escalation is set to **True**.

#### 5.4.1.3 Required when importing questionnaire data

You must complete the following fields in the communications load file before importing questionnaire data.

- **Communication Name**—enter the name of the communication the questionnaire was attached to.

### 5.4.2 Optional fields

These fields are optional when importing legal hold communications data.

- **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.
- **Communication Description**—the description of the communication. You can add any details regarding the communication's purpose or content.
- **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**—the subject of the BCC email that Legal Hold sends to the BCC People above.
- **BCC Body**—the body of the BCC email that Legal Hold sends to the BCC People above.

## 5.5 Attachments load file

Import the Attachments load file. This is 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 attachments field you want to import.
- **(Required if you are linking attachments) Communication Name**—this should contain a link to the communication attachment. You must specify the exact communication name to correctly associate the attachment to the communication.



- **System Generated**—set to **No** on each attachment entry. This way the attachments show up in the Attachments tab. When set to No, you'll be able to add attachments to new communications.

## 5.6 Custodian Role load file

Import the Custodian Role load file. These values link a custodian to a specific project and, if they are a custodian, specifies whether they have been released. A custodian requires one Custodian Role value for each project.

Each custodian, or entity, must have only one custodian role associated to it for each project. Multiple custodian roles assigned to the same custodian for a single project will cause issues. These issues include assigning custodians, releasing custodians, sending emails, and closing the project.

### 5.6.1 Required fields

You must complete these fields when importing legal hold custodian role data.

- **(Required) Communications**—the specific communication name from above that Legal Hold sent to the custodian.  
Separate multiple communications by entering each communication on separate lines.

---

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

---

- **(Required) Custodian**—the custodian, full name, who received the communication.
- **(Required) Name**—this value must be unique.

---

**Note:** 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**—the specific project name that the communication belongs to.

---

**Note:** For Import/Export, click **Choose** in the *Additional Field Settings* column and select **Parent Object**.

Load File Sample	Load File Fields	Workspace Fields	Additional Field Settings
	Filter	Filter	
837593 - Initech	Project	>>	Choose... + Parent Object ⊕

- 
- **(Required) Role**—you can generate any number of custom roles, but we recommend importing with the default: **Custodian**.
    - You must create custom roles in Relativity before importing a load file that includes custodians with custom roles.
    - If you already created roles in the front end, then Relativity will use any role tags associated with that role.
    - For more information, see [Roles](#).
  - **(Required if the custodian is released) Release Date**—populate this with the release date if the custodian was released from the Project.

### 5.6.2 Optional fields

These fields are optional when importing legal hold custodian role data.

- **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**.

After importing Custodian Role data into RelativityOne, you can view the data on the Custodian Projects tab. For more information, see [Custodian Projects tab on page 171](#).

## 5.7 Custodian Status load file

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

### 5.7.1 Required fields

You must complete these fields when importing legal hold custodian status data.

- **(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**—the specific communication name from above that Legal Hold sent to the custodian.
- **(Required) Custodian**—the custodian's full name that received the communication.
- **(Required) Project**—the specific project name that the communication belongs to.

**Note:** For Import/Export, click **Choose** in the *Additional Field Settings* column and select **Parent Object**.

Load File Sample	Load File Fields	Workspace Fields	Additional Field Settings
837593 - Initech	Filter Project	Filter Choose...	+ Parent Object ⊗

### 5.7.2 Optional fields

These fields are optional when importing legal hold custodian status data.

- **Acknowledgement Date**—the date that the custodian acknowledged the communication. Leave this value blank if the custodian did not acknowledge the communication.
- **Communication View Date**—if known, the date that the custodian actually viewed the communication.
- **Escalation Date**—the date that Legal Hold sent an escalation to this custodian and communication.
- **Notice Last Sent Date**—the last date that Legal Hold sent a communication to the custodian.
- **Reminders Last Sent Date**—the last time that Legal Hold sent a reminder to the custodian.
- **Reminders Sent**—the total number of reminders that Legal Hold has sent to the custodian for the communication.
- **Resolved By User**—the Relativity User artifact ID who acknowledged a communication on behalf of this communication within Relativity.

---

**Note:** The user entered for this field must have a Relativity account. This is meant to indicate that the hold was acknowledged on behalf of someone in the system. You can provide this information when importing Legal Hold data into Relativity.

---

- **Resolved By Custodian**—the custodian who acknowledged a communication on behalf of this communication when the *Custodian Interaction Level* field is set to Redirect. For more information, see [Custodian Interaction Level](#).
- **Resolved By Reason**—for auditing purposes, the reason why someone else acknowledged the communication on behalf of this custodian.

## 5.8 Message load file

Import the Message load file. These values link specifics regarding messages sent or received in specific holds. You must complete all fields.

- **(Required) Communication**—name of the communication.
- **(Required) Custodian**—custodian name.
- **(Required) Last Sent Date**—the date that the last communication was sent.
- **(Required) Message Status**—enter *Sent* into this field.
- **(Required) Message Type**—enter *General* into this field.
- **(Required) Name**—unique identifier for the row of data.
- **(Required) Project**—name of the project to which the custodian is being added.

---

**Note:** For Import/Export, click **Choose** in the *Additional Field Settings* column and select **Parent Object**.

Load File Sample	Load File Fields	Workspace Fields	Additional Field Settings
837593 - Intech	Filter	Filter	Choose... + Parent Object ⊗

---

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 or escalation job. For communications with scheduled reminders, resave the communication from Legal Hold so that Legal Hold schedules the automatic reminder or escalation job.
- If custodians need to see any portal attachments, you must go into each communication on the front end and add them.

After importing Message data into RelativityOne, you can view the data on the Mailbox tab. For more information, see [Mailbox on page 141](#).

## 6 Optional load files

After importing the required load files, you do have the option to load other hold data. For example, task data and questionnaire data. For more information on importing legal hold data, see [Importing the legacy data on page 25](#).

---

**Note:** Migrating data to Legal Hold should be performed by someone who is experienced with migrating structured data. If you do not possess this skill set, please reach out to a service provider or experienced colleague at your organization. For more information, see [Optional load files above](#).

---

### 6.1 Questionnaire load file

The questionnaire is the object that holds all the questions that a custodian answers as part of the legal hold process. These values link specifics regarding questionnaires and questions creating in specific holds.

Individual questionnaires are linked to communications.

#### 6.1.1 Required fields

You must complete these fields when importing legal hold questionnaire data.

- **(Required) Communication**—the name of the communication that is linked to the questionnaire.
- **(Required) IsLocked**—the value is *True* or *False*. Specifies whether the questionnaire is locked for editing.

---

**Note:** We recommend setting this to *True* for questionnaires that have been sent.

---

- **(Required) Name**—the name of the Questionnaire, which has questions and question responses. The questionnaire name must be unique.

#### 6.1.2 Optional fields

These fields are optional when importing legal hold questionnaire data.

- **HasQuestionnaireQuestions**—enter the number one, 1, for true.
- **Questionnaire Link**—leave blank.

### 6.2 Questionnaire question load file

Questionnaire Questions are objects that store all the information related to questions. This includes information that will control the handling of follow up questions, alert notices, and follow-up communications.

Questions are contained within a questionnaire.

#### 6.2.1 Required fields

You must complete these fields when importing legal hold questionnaire question data.

- **(Required) Answer Criteria**—enter *Contains* as the value for this field.
- **(Required) Answer Type**—must match the Relativity question types: Yes/No, Single choice, Multi-choice, Text, Date.
- **(Required) Available Answers**—the answers that are available for each answer type: Yes/No - format Yes, No. Single choice - Format Choice1, Choice2, Choice3, and so on.

- **(Required) Name**—the unique identifier for the question. This can be created using the fill feature in Excel if is not part of the export from the legacy system.
- **(Required) Order**—the placement of the question on the questionnaire.
- **(Required) Questionnaire**—the name of the questionnaire.
- **(Required) Question Text**—the text of the question. The text can be duplicated.
- **(Required) Response Required**—format is true and false. Enter *True* if a response is required. Enter *False* if a response is not Required.

### 6.2.2 Optional fields

These fields are optional when importing legal hold questionnaire question data.

- **Alert Communications**
  - **Alert Communication**—if a questionnaire will activate an Alert Communication as part of a conditioned response, enter the name of the Alert Communication that will be sent.
  - **Respondents**—the names of the custodians that will receive the Alert Communication.
- **Condition Questions**—only needed if conditional questions are being loaded.
  - **(Required) Parent Question**—if there are conditional questions, this field is populated with the name of the question. This field is only populated on the child question and left blank on the parent question. This field is populated when an Alert Communication and Follow-up Communication are used.
  - **(Required) Follow-up Answer**—the answer that must be entered to trigger a follow up question, alert notice, or communication.
- **Follow-up Communications**
  - **Send Communication**—the name of the communication that must be entered if a Follow-up Communication will be sent to custodians based on their response.
- **Include Not Applicable**—leave blank.
- **Import Question**—the name of the imported question that was placed on the questionnaire.

## 6.3 Questionnaire response answer load file

The Question Responses table stores the text of the answer that are linked to questions.

The answers are a list of available responses that are linked to questions in the questionnaires.

### 6.3.1 Required fields

You must complete these fields when importing legal hold questionnaire response answer data.

- **(Required) Answer text**—the text of the answer.
- **(Required) Name**—the unique identifier for the answer.

### 6.3.2 Optional fields

These fields are optional when importing legal hold questionnaire answer data.

- **Answer**—leave blank.

## 6.4 Questionnaire responses load file

The Questionnaire Question Responses table is where all of the other objects are linked together. This load file will link a custodian's answers to a question on a questionnaire to a communication and the project.

Responses that custodians have made to the questionnaire.

---

**Note:** We recommend adding the *Name* field to your file and generating a unique value using the fill feature in Excel when preparing the load file. The end user never sees this value.

---

All fields are required.

- **(Required) Answer**—the name of the answer, from Questionnaire Response Answer.
- **(Required) Answer Status**—format Submitted/Draft The status of the answer.
- **(Required) Communication**—the name of the communication that links to the questionnaire.
- **(Required) Custodian**—the full name of the custodian who responded to the questionnaire.
- **(Required) Name**—this value must be unique.

---

**Note:** 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**—the name of the project. Relativity adds this information into the Parent Info section of Integration Points.
- **(Required) Question Text**—the text of the asked question.
- **(Required) Questionnaire**—the name of the questionnaire. This must be the parent object.
- **(Required) Questionnaire Question**—the name of the question on the questionnaire, from Questionnaire Question. The information entered here must match exactly.

## 6.5 Task load files

Import the Tasks load file. These values link specifics regarding tasks created in specific holds.

### 6.5.1 Required fields

You must complete these fields when importing legal hold tasks data.

- **(Required) Name**—name of the task you're uploading.
- **(Required) Project**—name of the project to which the task is being added.
- **(Required) Status**—the value given to the task, open or closed.
- **(Required) Type**—the type of task you're uploading.

### 6.5.2 Optional fields

These fields are optional when importing legal hold task data.

- **Assigned To**—the custodian the task is assigned to.
- **Date Completed**—the date the custodian completed the task.

- **Due Date**—the date a custodian must complete the task.
- **Instructions**—the instructions added to the task the custodian must follow.

## 7 Custodian portal (admin)

As an admin, you must understand the requirements to display the Custodian Portal. This is especially important when importing legal hold data. For more information, see [Importing hold data to RelativityOne on page 24](#).

You must also understand what the custodian sees in the Custodian Portal. There are different states, or sections, in the portal. For more information, see [Portal states below](#).

### 7.1 Requirements to display in the Custodian Portal

Relativity will display a project to the user in the portal if all of the following conditions are met:

1. The *Acknowledgement Required* field must be set to **Yes** (Communication).
2. The *Is Legal Hold* field must be set to **Yes** (Communication).
3. The communication with the previous two properties must have been sent to the custodian. This means that a message entry will be created where Sent Date is not null (Message).
4. The associated custodian cannot have been released from the project. This means the Release Date field is null (CustodianRole).
5. The custodian's *Role* field is not set to **Silent** (CustodianRole).
6. The custodian's *Interaction* field is not **None** (Custodian).

The associated object which contains the property is mentioned after each condition.

### 7.2 Portal states

Conditions need to be met before a Legal Hold project will display in the different portal states, or sections. The following are the sections of the custodian portal:

- [Active holds below](#)
- [Tasks requiring attention on the next page](#)
- [Completed tasks on page 42](#)

For each state, Relativity will display a project to the user in the portal if all the conditions are met.

#### 7.2.1 Active holds

In the Active Holds section, you can view the following fields:

- **Hold Name**—this is the name of the project.
- **Communication**—this is the name of the communication sent with the hold.
- **Received**—this is the date that the hold was sent.

You can find Active Holds where the Acknowledgement Required field is set to Yes in this section.

For holds to appear in the Active Holds section, the projects must meet the following criteria:

Field	Setting	Description	More information
Acknowledgement Required	Yes	This section only shows active holds where the <i>Acknowledgement Required</i> field, in the Portal Content section, is set	<a href="#">Portal Content on page 146</a>



Field	Setting	Description	More information
		to <b>Yes</b> .	
<b>Is Legal Hold</b>	Yes	In the default template this is preset to Yes.	<a href="#">Portal Content on page 146</a>
<b>Message Status</b>	Sent	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Message Sent Date</b>	Populated with date	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Project Status</b>	Active	In the default template this is preset to <i>Active</i> . If a new template is created or if not using a template, then this needs to be set to “Active” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included	<a href="#">Projects on page 178</a>
<b>Portal Detail</b>	Must contain the text to display in the portal	If you click on a hold that does not have this populated, it will be blank.	<a href="#">Portal Content on page 146</a>
<b>Message Type</b>	General	In the default template this is preset to <i>General</i> . If a new template is created or if not using a template, then this needs to be set to “General” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Creating a communication on page 146</a>
<b>Custodian Role</b>	Any role without the <i>Do Not Notify</i> tag	If this is set with the <i>Do Not Notify</i> tag, records are not displayed in the portal.	<a href="#">Assigning roles to custodians on page 121</a>

**Note:** You need to require an acknowledgement. Active projects meeting the above criteria will not be displayed here if an acknowledgement is not required.

## 7.2.2 Tasks requiring attention

In the Tasks Requiring Attention section, you can view the following fields:

- **Name**—this is the name of the communication.
- **Project Hold**—this is the name of the project.
- **Received**—this is the date that the hold was sent.
- **Type**—this indicates whether the task was a communication, a questionnaire, or questionnaire response.

Holds must meet the following criteria in this section of the portal:

Field	Setting	Description	More information
<b>Acknowledgement Required</b>	Yes	This section only shows active holds where the <i>Acknowledgement Required</i> field, in the Portal Content section, is set	<a href="#">Portal Content on page 146</a>

Field	Setting	Description	More information
		to <b>Yes</b> .	
<b>Display in Portal</b>	Yes	In the default template this is preset to <b>Yes</b> . If a new template is created or if not using a template, then this needs to be set to <b>General</b> for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Portal Content on page 146</a>
<b>Message Status</b>	Sent	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Message Sent Date</b>	Populated with date	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Project Status</b>	Active	In the default template this is preset to <i>Active</i> . If a new template is created or if not using a template, then this needs to be set to “Active” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Projects on page 178</a>
<b>Portal Detail</b>	Must contain the text to display in the portal	If you click on a hold that does not have this populated, it will be blank.	<a href="#">Portal Content on page 146</a>
<b>Message Type</b>	General	In the default template this is preset to <i>General</i> . If a new template is created or if not using a template, then this needs to be set to “General” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Creating a communication on page 146</a>
<b>Custodian Role</b>	Any role without the <i>Do Not Notify</i> tag	If this is set with the <i>Do Not Notify</i> tag, records are not displayed in the portal.	<a href="#">Assigning roles to custodians on page 121</a>
<b>Is Read by Hold Owner</b>	No	This is a system generated field that is defaulted to <i>No</i> .	

### 7.2.3 Completed tasks

The associated object which contains the property is mentioned after each condition.

In the Completed Tasks section, you can view the following fields:

- **Name**—this is the name of the communication.
- **Project Hold**—this is the name of the project.
- **Received**—this is the date that the hold was sent.
- **Type**—this indicates whether the task was a communication, a questionnaire, or response.

This section contains all active holds regardless of whether an acknowledgement is required or not. It contains holds where the required action is completed and holds where no action or acknowledgement is required.

Field	Setting	Description	More information
<b>Display in Portal</b>	Yes	In the default template this is preset to <i>Yes</i> . If a new template is created or if not using a template, then this needs to be set to <i>General</i> for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Portal Content on page 146</a>
<b>Message Status</b>	Sent	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Message Sent Date</b>	Populated with date	This is a system field that is auto-populated when the holds are sent.	<a href="#">Mailbox on page 141</a>
<b>Project Status</b>	Active	In the default template this is preset to <i>Active</i> . If a new template is created or if not using a template, then this needs to be set to “Active” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included	<a href="#">Projects on page 178</a>
<b>Portal Detail</b>	Must contain the text to display in the portal	If you click on a hold that does not have this populated, it will be blank.	<a href="#">Portal Content on page 146</a>
<b>Message Type</b>	General	In the default template this is preset to <i>General</i> . If a new template is created or if not using a template, then this needs to be set to “General” for all communications that you want to view in the template. Need to be careful if using a custom layout that this field is included.	<a href="#">Creating a communication on page 146</a>
<b>Custodian Role</b>	Any role without the <i>Do Not Notify</i> tag	If this is set with the <i>Do Not Notify</i> tag, records are not displayed in the portal.	<a href="#">Assigning roles to custodians on page 121</a>
<b>Is Read By Hold Owner</b>	Yes	This is a system generated field that is auto-populated when the custodian acknowledges that they have read the hold order.	

## 8 Securing a legal hold project

To use Relativity Legal Hold, you need to configure the workspace security and secure a legal hold project for each user group.

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**Note:** As of February 2025, the new Feature Permissions redefines Relativity's security management by shifting the focus from Object Types and Tab Visibility to feature-based permissions. This new method is simply another option; any feature-specific permissions information already in this topic is still applicable. This new interface enables administrators to manage permissions at the feature level, offering a more intuitive experience. By viewing granular permissions associated with each feature, administrators can ensure comprehensive control, ultimately reducing complexity and minimizing errors. For details see Instance-level permissions and Workspace-level permissions.

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### 8.1 Securing a project

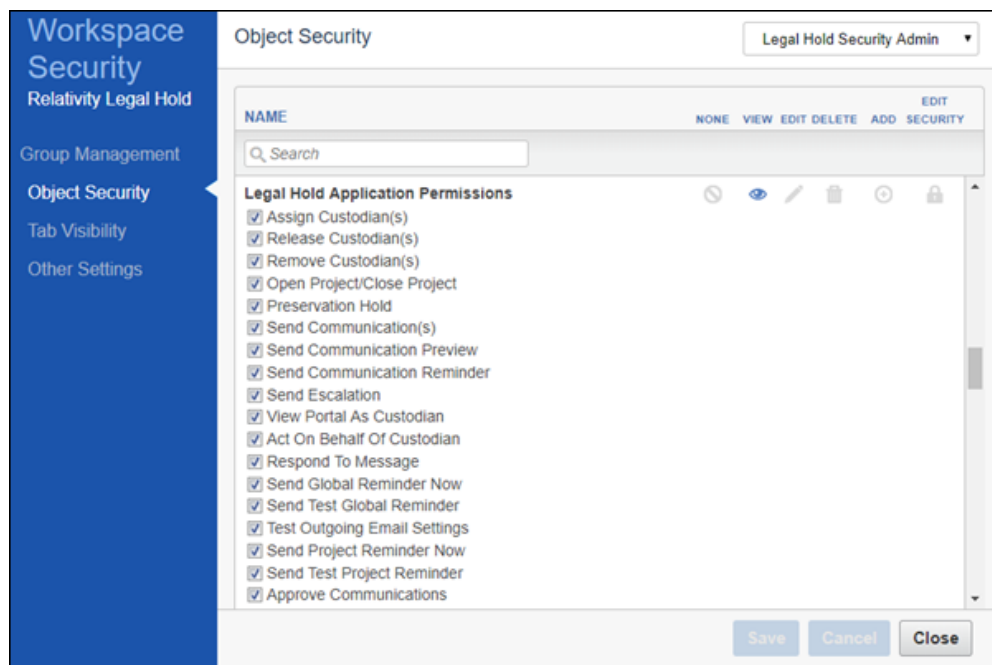
The Legal Hold custom permissions are independent from the System Admin group and aren't automatically assigned to the group. For Relativity System Administrators or Workspace Admin Group members to have access to the functions controlled by the Legal Hold Application, you must add these users to another security group or add a new group with access to the Legal Hold Application. When Legal Hold is installed to a workspace Relativity creates a Legal Hold Security Admins group where you can add users.

To secure these custom permissions:

1. Navigate to the **Workspace Details** tab.
2. From the Relativity Utilities console, click **Manage Workspace Permissions**.
3. Determine the group you want to apply these custom permissions to, then click **Edit Permissions** on that group.
4. Scroll down to the **Legal Hold Application Permissions**.
5. From here, select the checkbox next to the permissions that you want to grant the users in the specified workspace group.

You also need to ensure that a corresponding object level permission is also set to Add or Edit.

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



### Legal Hold Application Permissions

- **Approve Communications**—Approve button on Project console appears when:
  - **Approve Communication** - select this checkbox
- **Assign Custodian**—Assign button on the Project console appears when:
  - **Assign Custodian(s)** - select this checkbox.
  - **Object level permission: Custodian Role** - Add
- **Release Custodian(s)**—Release button on the Project console appears when:
  - **Release Custodian(s)**—select this checkbox.
  - **Object level permission: Custodian Role**—Edit
- **Remove Custodian(s)**—Remove button on the Project console appears when:
  - **Remove Custodian(s)**—select this checkbox.
- **Open Project/Close Project**—Open/Close button on the Project console appears when:
  - **Open Project/Close Project**—select this checkbox.
  - **Object level permissions**
    - **Project**—Edit
    - **Preservation Custodian Status**—Read
    - **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 Custodian**—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 Custodian**—Acknowledge on Behalf button on the Communication console. Controls the ability to acknowledge or respond on behalf of another custodian.
  - **Act on Behalf Of Custodian**—select this checkbox.
- **Respond to Message**—Reply to Message button on the Reply console appears when:
  - **Respond to Message**—select this checkbox.
  - **Object level permission: Message**—Add and Edit
- **Send Global Reminder Now**—Send Global Reminder Now button on the Global Reminder console appears when:
  - **Send Global Reminder Now**—select this checkbox.
- **Send Test Global Reminder**—Send Test Email button on the Global Reminder console appears when:
  - **Send Test Global Reminder** - select this checkbox.
- **Test Outgoing Email Settings**—Test Outgoing Email Settings button on the Settings console appears when:
  - **Test Outgoing Email Settings**—select this checkbox.
- **Send Project Reminder Now**—Send Project Reminder button on the Project Reminder Notify console appears when:
  - **Send Project Reminder Now**—select this checkbox.
- **Send Test Project Reminder**—Send Test Email button on the Project Reminder Notify console appears when:
  - **Send Test Project Reminder**—select this checkbox.
- **Preservation Hold**—Controls the ability to add, edit, or remove Preservation Holds within projects.
  - **Preservation Hold**—select this checkbox.

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

---

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

---

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

- **Create Communication** button—this button appears when:
  - **Communication**—Add, Edit
  - **Questionnaire**—Add
  - **QuestionnaireQuestion**—Add, Edit
- **Schedule Report** button—this button appears when:
  - **Scheduled Report**—Add, Edit
  - **Job Schedule**—Add
- **Add** link—this link appears on the Communication layout Portal Content tab when:
  - **Object level permission: Field**—Add, Edit
  - **Add Field Choice By Link**—select this checkbox.

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

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

---

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

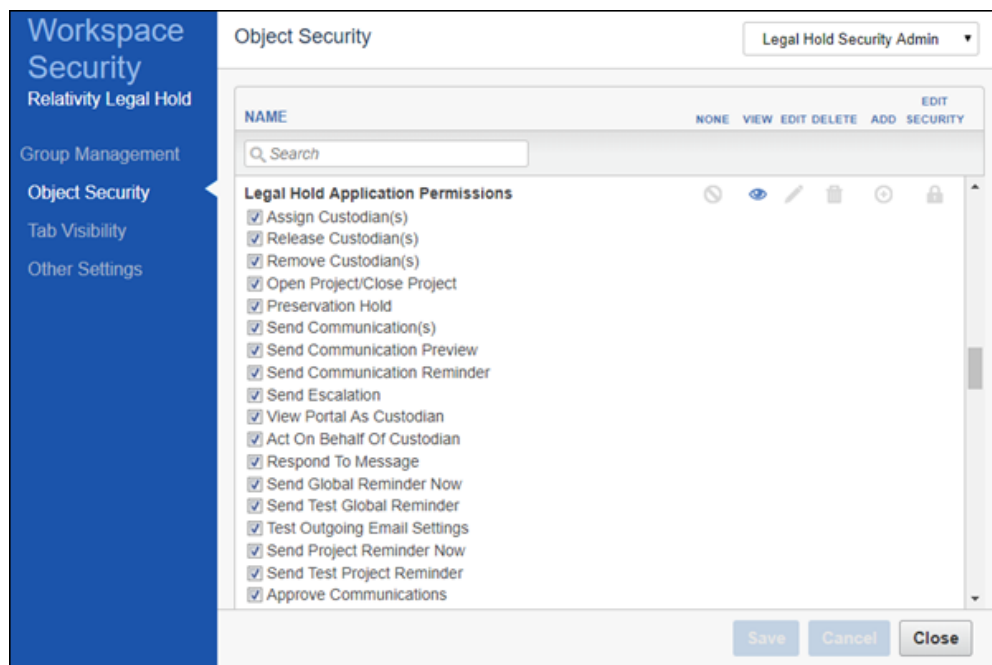
---

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

- The communication contains a questionnaire
- The user has permission to view the Question Responses tab both under the workspace tabs and under the Tab Visibility.
- **Object Security - Question Responses and Questionnaire Response Answer - View**

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

- The user has permission to view the Question Responses tab both under workspace tabs and under the Tab Visibility.
- **Object Security - Question Responses and Questionnaire Response Answer - View**



6. Click **Save**.

---

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

---

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

## 8.2 Instance security

To add a hyperlink when using the rich text editor, you must be in the *Legal Hold admin* group, or a group that has the following permissions:

- **Object Security - InstanceSettings**—View
- **Admin Operations - View Admin Repository**

For more information, see the Admin guide.

For more information on hyperlinks, see [Creating a communication on page 146](#).

## 8.3 Configuring Legal Hold

To configure Legal Hold, access the Settings tab. See [Adding legal hold settings on page 61](#) for more information.



## 9 Integrating Azure with Legal Hold

Integrating Azure with Legal Hold holds three purposes.

- Custodian portal single-sign on. See [Integrating Azure AD for Custodian Portal SSO on the next page](#).
- Importing entity data. See [Integrating Azure AD for importing custodians on page 55](#).
- Using the Microsoft Graph API for communications. See [Using Microsoft Graph API for sending email communications on page 80](#).

# 10 Integrating Azure AD for Custodian Portal SSO

To complete the set up of SSO authentication using the Azure AD provider, you need:

- Log into your .onmicrosoft.com account.
- Azure user with sufficient access to create, register, and modify Azure applications.
- Entra ID with at least one user.
- A Relativity users with workspace Admin rights.
- Additional people as custodians to assist in verifying Portal SSO access.
- Portal Settings have been populated within Legal Hold Settings.

For more information, see [Custodian Portal Authentication Provider on page 89](#).

---

**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

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## 10.1 Understanding Code flow and Implicit flow

Before registering Relativity as an application and setting up a custodian portal authentication provider, it is best to understand Code flow and Implicit flow. It is best to know what will work for your organization.

Custodian Portal Authentication can use OAuth 2 framework to enable Relativity to authorize users to access to the Custodian Portal. Legal Hold can utilize either *Implicit Flow* or *Code flow* to accomplish this.

- **Implicit flow**—passes an access token directly, not as a URL parameter.
- **Code flow**—passes the access token as a parameter of the HTTP Request when performing authorization.

We recommend consulting your internal security teams to decide which flow to use for Custodian Portal Authentication Provider.

## 10.2 Registering an Azure application and credentials

Portal SSO authentication requires a reference to a dedicated Azure AD application that has the appropriate permission. This needs to be done on the client side by an Entra ID user with sufficient rights.

Register the Relativity application to gain access to Microsoft Entra ID. Access to Entra ID gives Relativity the ability to complete multiple tasks.

Start with registering your application in the Azure portal by following the steps below. For more information on registering an application in the Azure portal, refer to documentation on Microsoft's site.

---

**Note:** These steps must be completed by a Microsoft 365 administrator.

---

1. Open your [Azure Portal](#).
2. Click **Microsoft Entra ID** (formerly known as Azure Active Directory).
3. Click **App registrations**.
4. Click **New Registration** to display the Register an application page.
5. Enter an application name in the **Name** field.

6. Accept the default setting, **Accounts in this organizational directory only**, as the supported account type.
7. Click **Register**.
8. Once the application is registered, make note of the **Application (client) ID** and **Directory (tenant) ID** for use later when configuring the data source in RelativityOne Collect.

## 10.3 Creating a client secret

A client secret from Microsoft Azure AD is needed to integrate Microsoft and Relativity.

To create a client secret:

1. In the left-navigation menu, click **Certificates & secrets**.
2. Navigate to the **Client secrets** tab.
3. Click the **New Client Secret** button.

---

**Note:** Do not navigate away from the page once the client secret is created.

---

4. Populate the **Description** and **Expires** fields. You can leave the default, or recommended, values.
5. Click the **Add** button.  
If the client secret was successfully created, Microsoft will display the Client Secret on the table and the Value field in plain text.
6. Copy the **Value** field and securely store it.

Microsoft hides the Value field if you leave the page and then comeback to get the value. At this point, you cannot copy it.

You can repeat steps 4-5 to generate a new client secret.

## 10.4 Setting API Permissions

Open the application to view the application's homepage. From the application's page, add permissions to the web API.

To add permissions:

1. Click **API permissions**.
2. Click **Add a Permission**.
3. Click **Microsoft Graph**.
4. Select **Delegated Permissions**.
5. Select the **User - User.Read** option from the Delegated Permissions section.
6. Click **Add Permissions**.
7. Click **Grant admin consent for Relativity**.

At this point the Application should be full configured. It can take a few minutes to update

## 10.5 Editing the custodian portal authentication provider

Continue adding the Azure AD application by navigating to the Custodian Portal Authentication Provider tab located within the Hold Admin tab.

The screenshot shows a configuration form titled 'Authentication Provider'. It contains the following fields and controls:

- Name:** A text input field.
- Client ID:** A text input field.
- Authority URL:** A text input field.
- Subject Claim Type:** A text input field.
- Claim ID Verification Field:** A dropdown menu with 'Select...' and a blue button with three dots.
- Enabled:** Radio buttons for 'Yes' and 'No'. The 'No' option is selected.

Do the following on the Custodian Portal Authentication Provider tab:

1. Click **Edit**.
2. Enter the required information in the authentication provider fields. For more information, see [Custodian portal authentication provider fields below](#).
3. Click **Save**.
4. After refreshing the page, the Redirect URL value is populated with the unique link. Copy the *Redirect URL* and use it in the next section. The RedirectURL, a read-only value, is the URL which will be used by SSO Provider to redirect back to Legal Hold Portal after successful custodian authentication.

### 10.5.1 Custodian portal authentication provider fields

Enter the following information in the portal authentication provider fields.

- **Name**—the application name.
- **OAuth2 Flow**—select **Implicit** or **Code**. Selecting the Code option typically requires that a Client Secret be generated and copied into the Client Secret field that displays.

---

**Note:** Custodian portal authentication can use OAuth 2 framework to enable Relativity to authorize users to access to the Custodian Portal. Relativity can utilize Implicit flow or Code flow.

- **Implicit flow**—passes an access token directly, not as a URL parameter.
- **Code flow**—passes the access token as a parameter of the HTTP Request when performing authorization.

For deciding which flow to use for Custodian Portal Authentication Provider, it is recommended that clients consult their internal security teams.

- 
- **Client ID**—the organization's security and compliance identifier. This is the *Application (client) ID* in the App Overview page in the Azure Portal.
  - **Authority URL**—the authenticated URL provided by organization's SSO provider. Relativity redirects to the next Redirect URL, which is the Custodian Portal URL.

- Example of Azure URLs
  - <https://login.microsoftonline.com/mydomain.com>
  - <https://login.microsoftonline.com/tenantid>

---

**Note:** The TenantID is unique identifier (Guid) of your Azure tenant (domain). The Directory (tenant) ID on the App Overview page in the Azure Portal. This information can be provided by your Azure admin.

---

- **Subject Claim Type**—the information the SSO provider verifies the custodian's identity.
  - The values are from the SSO Provider. If unsure about what to enter, type UNKNOWN. Some Azure claim types are:
    - <http://schemas.microsoft.com/identity/claims/objectidentifier> (recommended setup)
    - <http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn> (easiest setup)
- **Claim ID Verification Field**—the value which will be used to match value coming in selected Subject Claim Type. Select Entity field where you expect to have a value which will be used to match value coming in selected Subject Claim Type. If you are not sure at this time, please select UniqueID.

## 10.6 Configuring the redirect URL

You will use the copied Authority Redirect URL from the Custodian Portal Authentication Provider tab in the previous section in this section. Navigate back to the newly created application in Azure Portal window.

In Azure Portal, navigate to the Overview page for the application being used for the integration and follow the steps below.

1. Using the left navigation column, click into the **Authentication** page.
2. Click the **Add a platform** button.
3. Click the **Web** drop-down text.
4. **Paste** over the Redirect URL you generated earlier.
5. Click the **Configure** button.

For more information on adding a redirect URL to Azure, see [Microsoft's documentation](#).

---

**Note:** It can take up to 10 minutes until the Custodian Portal Authentication Provider settings to go into effect. To speed up the update, you will need to create/modify Instance setting with a shorter time rate refresh.

---

## 10.7 Enabling ID tokens for Azure application

Follow the steps below to enable ID tokens for the Azure application for Custodian Portal SSO.

1. In the left-navigation menu, select **Authentication**.
2. Scroll to **Implicit grant and hybrid flows** section.
3. Check the **ID Tokens (used for implicit and hybrid flow)** box.
4. Click **Save**.

## 10.8 Troubleshooting Claims

If unsure about what to put under the Subject Claim Type and Claim ID Verification Field columns in SSO setup, you will need to use the Troubleshoot Claims option.

1. Click **Troubleshoot Claims**.
  2. The top of the Troubleshooting Claims page, under Main Claims, includes TenantID information. This value corresponds to currently accessed unique identifier of your Azure tenant (domain). This information can also be used for "Authority URL" as described above. The Troubleshooting Claims page has three columns:
    - **Claim Type**—lists all claim types which were transmitted by Azure AD authentication provider.
    - **Claim Value**—contains corresponding value for each claim type transmitted.
    - **Potential Claim ID Verification Field**—contain potential corresponding Entity fields where matching values were detected.
- Note:** Only populated if your Relativity account, which you currently logged in under, has corresponding Custodian (Entity) entry with the same email address. So, to help with this troubleshooting process, it would be recommended to import such Custodian before.
3. Looking at the data on this page helps to select proper Claim Type and Relativity Entity field values to populate the Subject Claim Type and Claim ID Verification Field respectively.
  4. Make necessary changes to Custodian Portal Authentication Provider settings at this time. It might take some time for this change to go into effect.

Legal Hold Portal Claims Troubleshooting Page		
Main Claims:		
Name: John Doe		
Username johndoe@mydomain.com		
Subject s5DbocxHlnbE2oqKpc73b51yhNWw3zSsk4w5Nir-AU		
TenantId DA08F098-AA02-44CF-A906-3C75C45346CE		
All Claims:		
Claim Type	Claim Value	Potential Claim ID Verification Field
aud		
iss	https://sts.windows.net/	
iat	1553720087	
nbf	1553720087	
exp	1553723987	
alo	ASQA2/	
http://schemas.microsoft.com/claims/authnmethodsreferences	pwd	
c_hash	6xoaeedrT7YF-E598Yapg	
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/surname	Doe	LastName
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname	John	FirstName
ipaddr	123.456.789.001	
name	John Doe	
nonce	636893171693482684.	
http://schemas.microsoft.com/identity/claims/objectidentifier	e7d924bc-d5b0-4791-8131-16f1181a0028	UniqueID
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier	s5Dboc	
http://schemas.microsoft.com/identity/claims/tenantid	6784f9	
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name	johndoe@mydomain.com	Username
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn	johndoe@mydomain.com	Username
uti	DXb	
ver	1.0	

# 11 Integrating Azure AD for importing custodians

To import custodians into Relativity, you also need the following applications to be installed in your workspace:

- Integration Points
- Integration Points Azure AD provider
- Relativity Legal Hold
- At least one Integration Points agent configured.

For more information, see [Importing custodian data using Microsoft Entra ID on page 27](#).

---

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---

## 11.1 Registering an application and credentials

Integrating Azure AD for importing custodians requires a reference to a dedicated Microsoft Azure AD application that has the appropriate permission. This needs to be done on the client side by an Azure user with sufficient rights.

Register the Relativity application to gain access to Microsoft Entra ID. Access to Entra ID gives Relativity the ability to complete multiple tasks.

Start with registering your application in the Azure portal by following the steps below. For more information on registering an application in the Azure portal, refer to documentation on Microsoft's site.

---

**Note:** These steps must be completed by a Microsoft 365 administrator.

---

1. Open your [Azure Portal](#).
2. Click **Microsoft Entra ID** (formerly known as Azure Active Directory).
3. Click **App registrations**.
4. Click **New Registration** to display the Register an application page.
5. Enter an application name in the **Name** field.
6. Accept the default setting, **Accounts in this organizational directory only**, as the supported account type.
7. Click **Register**.
8. Once the application is registered, make note of the **Application (client) ID** and **Directory (tenant) ID** for use later when configuring the data source in RelativityOne Collect.

## 11.2 Creating a client secret

A client secret from Microsoft Azure AD is needed to integrate Microsoft and Relativity.

To create a client secret:

1. In the left-navigation menu, click **Certificates & secrets**.
2. Navigate to the **Client secrets** tab.

3. Click the **New Client Secret** button.

---

**Note:** Do not navigate away from the page once the client secret is created.

---

4. Populate the **Description** and **Expires** fields. You can leave the default, or recommended, values.
5. Click the **Add** button.  
If the client secret was successfully created, Microsoft will display the Client Secret on the table and the Value field in plain text.
6. Copy the **Value** field and securely store it.

Microsoft hides the Value field if you leave the page and then comeback to get the value. At this point, you cannot copy it.

You can repeat steps 4-5 to generate a new client secret.

## 11.3 Adding permissions

The permissions of the Azure application you registered needs to be updated for the Azure AD provider.

To update the permissions:

1. In the left navigation menu, click the **API permissions** link.
2. Click **Add a Permission**.
3. In the side menu, select **Microsoft Graph**.
4. Select **Application Permissions**.
5. Add the following permissions:
  - Directory - Read.All
  - Group - Read.All
  - User - Read.All
6. Click **Add permissions**.  
Clicking this button returns you to the API permissions page.
7. Click **Grant Admin consent for Relativity**.
8. In the confirmation window, click **Yes**.

## 11.4 Azure AD Provider setup and run

For more information, see Importing from Microsoft Azure AD.

---

**Note:** This part is not needed for the setup, but is recommended to ensure that the entities match the information that is in Azure Active Directory.

---



# 12 Using Microsoft Graph API for sending email communications

To use the Microsoft Graph API for Legal Hold email communications, you need to register the RelativityOne Legal Hold application in Entra ID and set your processor type to Graph API in RelativityOne. For more information on setting your processor type, see [Adding email settings on page 62](#).

---

**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

---

The Microsoft Graph API is an endpoint used to access data and services across Microsoft services. It is a RESTful web API that performs a variety of tasks. In this case, to send communications as a Microsoft user from Relativity.

## 12.1 Requirements

When leveraging the Graph API, you must use a Microsoft user email address and licensed mailbox, with at least an E3 license. For more information, see [Registering an Azure application and credentials below](#).

To use the Graph API:

- Relativity commercial users must have at least an E3 license.
- Relativity Government users must have GCC High license.

## 12.2 Considerations

When leveraging the Graph API, we recommend:

- Creating a legal hold-specific email address. For example, *legalholds@companyxyz.com* to send hold communications.
- Not using an individual user email address as legal hold notices will appear as if they are coming from that individual user.

This email requires an individual user license to authenticate with the Graph API. You cannot use emails from shared or group mailboxes because application permissions cannot be authenticated with those account types.

## 12.3 Registering an Azure application and credentials

To use the Microsoft Graph API, you need to register the RelativityOne Legal Hold application in Entra ID. Authentication requires a reference to a dedicated Azure application that has the appropriate permission. This needs to be done on the client side by an Azure user with sufficient rights.

Start with registering your application in the Azure portal by following the steps below. For more information on registering an application in the Azure portal, refer to documentation on Microsoft's site.

---

**Note:** These steps must be completed by a Microsoft 365 administrator.

---

1. Open your [Azure Portal](#).
2. Click **Microsoft Entra ID** (formerly known as Azure Active Directory).
3. Click **App registrations**.

4. Click **New Registration** to display the Register an application page.
5. Enter an application name in the **Name** field.
6. Accept the default setting, **Accounts in this organizational directory only**, as the supported account type.
7. Click **Register**.
8. Once the application is registered, make note of the **Application (client) ID** and **Directory (tenant) ID** for use later when configuring the data source in RelativityOne Collect.

## 12.4 Adding permissions

Next, from the application's page, add permissions to the web API by following the steps below:

1. Click **API Permissions**.
2. Click **Add a permission**.
3. Click **Microsoft Graph**.
4. Select **Delegated Permissions**.
5. Select the following options from the Delegated Permissions section:
  - Mail – **Mail.Send**, **Mail.ReadWrite**
  - User – **User.Read**
6. Click **Add Permission**.
7. Click **Grant Admin Consent** and then click **Yes**.

## 12.5 Configuring the redirect URL

In Azure Portal, navigate to the application's Overview page you are using for the integration. Follow the steps below.

1. Using the left navigation column, click into the **Authentication** page.
2. Click the **Add a platform** button.
3. Click the **Web** drop-down text.
4. Paste in your **Redirect URL**.

---

**Notes:** Replace the bold part of the URL with your organization's subdomain, domain, and top-level domain.

**Format:** `https://{RelativityURL}/Relativity.Rest/API/kCura.LegalHold.Services.ILegalHoldModule/Graph%20Authorization%20Manager/graph-auth-response >`

**Example:** `https://y-`

`our-  
organ-  
iza-  
tion.re-  
lativ-`

`ity.one/Relativity.Rest/API/kCura.LegalHold.Services.ILegalHoldModule/Graph%20Authorization%20Manager/graph-auth-response`

---

5. Click the **Configure** button.

For more information on adding a redirect URL to Azure, see [Microsoft's documentation](#).

## 12.6 Creating a client secret

A client secret from Microsoft Azure AD is needed to integrate Microsoft and Relativity.

To create a client secret:

1. In the left-navigation menu, click **Certificates & secrets**.
2. Navigate to the **Client secrets** tab.
3. Click the **New Client Secret** button.

---

**Note:** Do not navigate away from the page once the client secret is created.

---

4. Populate the **Description** and **Expires** fields. You can leave the default, or recommended, values.
5. Click the **Add** button.  
If the client secret was successfully created, Microsoft will display the Client Secret on the table and the Value field in plain text.
6. Copy the **Value** field and securely store it.

Microsoft hides the Value field if you leave the page and then comeback to get the value. At this point, you cannot copy it.

You can repeat steps 4-5 to generate a new client secret.

After you complete registering your app and have your client secret, you need to add this information to your email settings. For more information, see [Adding email settings on page 62](#).

## 12.7 Authenticating with Microsoft

After registering the Relativity app in Microsoft, you must authenticate your application ID and password in Relativity, and your user email inbox. For example, legalholds@companyxyz.com. To authenticate with Microsoft, follow the steps below.

1. Open your Relativity instance.
2. Navigate to the **Legal Hold Settings** page.
3. Enter the required email settings fields. For more information, see [Fields on the next page](#) and [Adding email settings on page 62](#).

---

**Note:** We recommend saving the required email settings information in a secure location.

---

4. In the Settings console on the right side of the Legal Hold Settings page, click one of the **Authenticate with Microsoft** buttons.  
Click *Authenticate with Microsoft (Outgoing)* if using the Graph API for outgoing emails or *Authenticate with Microsoft (Incoming)* if using the Graph API for incoming emails. For more information, see [Testing the outgoing email settings on page 68](#) or [Testing your incoming email settings on page 72](#).  
Clicking either of these buttons opens a Microsoft login screen.
5. Authenticate with the user you would like to send or receive communications through.
6. Click **Sign in**.

---

**Note:** Once set up, if Graph API is not used within 90 days for sending emails, you must authenticate again in RelativityOne. Additionally, if the password for the account you authenticate with changes at any time, you must authenticate again in RelativityOne.

---

After signing in, Legal Hold displays a confirmation message telling you that the authentication is complete and that you can close the current tab. At this point, authentication with Microsoft is complete.

## 12.7.1 Fields

The fields you need to complete in Relativity to use the Graph API.

- **Application Client ID**—enter the Application Client ID created during registering the Legal Hold application in Microsoft 365.
- **Application Client Secret**—enter the Application Client Secret created during registering the Legal Hold application in Microsoft 365.
- **Tenant ID/Domain**—enter the Domain name of the Microsoft 365 tenant the collection is intended for.
- **From Email Address**—enter the email address you authenticated with Microsoft. Relativity will only use the email inbox that you authenticated with.
- **Reply to Email Address**—enter the email address you authenticated with Microsoft. Relativity will only use the email inbox that you authenticated with.
- **Email Processor Type**—select the *Graph API* in the drop-down menu.
- **Enable Auto Refresh**—enable to have Relativity automatically refresh the token if an email has not been sent for 70 days eliminating the need re-authenticate.

---

**Note:** If disabled and the Graph API is not used for 90 days, then the refresh token will be invalidated.

---

## 13 Adding legal hold settings

The Hold Admin works in the Legal Hold Settings tab. This tab contains all Legal Hold configuration settings where you set up the custodian portal, email, and general hold settings. For more information for Entra ID, see [Custodian Portal Authentication Provider on page 89](#).

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

Set up your legal hold settings within this tab. There are four requirements that all Hold Admins need to complete before a project can complete. These can be completed on the Legal Hold Settings page. These requirements are:

- Set up outgoing email. For more information, see [Adding Outgoing Email settings on page 64](#).
- Set up incoming email. For more information, see [Adding Incoming Email settings on page 69](#).
- Update the fields in the General section. For more information see, [Adding general settings](#).
- Update the fields in the Custodian Portal section. For more information, see [Adding Custodian Portal settings](#).

If you intend to use the preservation hold functionality, see [Preservations on page 227](#).

When in the Legal Hold Settings tab, click **Edit** to start adding or updating your settings.

**Note:** Contact [Relativity Support](#) about the IP Range to add to your firewall allow list.

The screenshot displays the 'Legal Hold Settings' configuration page. It is divided into three main sections: 'General', 'Custodian Portal', and 'Outgoing/Incoming Email'. The 'General' section includes fields for 'Forward Reply Emails to Project Owner' (Yes), 'Send Custodian Confirmations' (Yes), 'Automated Send Time (24:00 format)' (00:00), 'Hold Notices Require Approval' (Yes), 'Enable Project Wizard' (Yes), 'PRL High Threshold (%)' (100), 'PRL Medium Threshold (%)' (50), and 'Entity OneDrive Url Field'. The 'Custodian Portal' section includes 'Portal URL', 'Portal Title', 'Portal Custom Image', 'Link Access Limit (Clicks)' (1), and 'Link Expiration (Days)' (7). The 'Outgoing Email' section includes 'User Name', 'Password', 'Domain', 'Port', 'Email Processor Type' (SMTP), 'Use SSL for SMTP' (Yes), 'From Email Address', and 'Reply to Email Address'.

## 14 Adding email settings

To complete the Legal Hold Settings, you need to add the email settings. These settings provide the information so you can issue legal holds as well as send and receive communications from your legal hold instance.

See these related pages:

- [Gmail API on page 74](#)
- [Using Microsoft Graph API for sending email communications on page 80](#)

### 14.1 Email processor types and requirements

With Legal Hold, you can use different email processor types. These types include:

- [Graph API email settings requirements below](#)
- [Gmail settings requirements on the next page](#)
- [SMTP email settings requirements on the next page](#)

Each type has its own setup that have different requirements.

#### 14.1.1 Graph API email settings requirements

The Microsoft Graph API is an endpoint used to access data and services across Microsoft services. It is a RESTful web API that performs a variety of tasks. In this case, to send communications as a Microsoft user from Relativity.

When you use the Graph API as the email processor type in Legal Hold, you must add required credential information. First, collect the required Graph API email settings information. Then use the required information in the [Adding email settings above](#) section.

---

**Note:** We recommend using the Graph API for email communications. When using the Graph API, you need to register your application in Microsoft Entra ID and set the permissions. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#).

---

Use the table below to gather the required information before proceeding to the steps.

Information label	Description of required information	Required information
Application Client ID	The Application Client ID you created when registering the Legal Hold application in Microsoft 365. For more information, see <a href="#">Registering an Azure application and credentials on page 80</a> .	
Application Client Secret	The Application Client Secret you created when registering the Legal Hold application in Microsoft 365. For more information, see <a href="#">Creating a client secret on page 82</a> .	
Tenant ID/Domain	The Domain name of the Microsoft 365 tenant the collection is intended for.	
From Email Address	The email inbox that you authenticated Relativity with Microsoft. To learn how to authenticate with Microsoft, see <a href="#">Using Microsoft Graph API for sending email communications on page 80</a> .	
Reply to Email Address	The email inbox that you authenticated Relativity with	

Information label	Description of required information	Required information
	Microsoft. To learn how to authenticate with Microsoft, see <a href="#">Using Microsoft Graph API for sending email communications on page 80</a> .	

### 14.1.2 Gmail settings requirements

When you use the Gmail API as the email processor type in Legal Hold, you must add required credential information. First, collect the required Gmail API email settings information. Then use the required information in the [Adding email settings on the previous page](#) section.

Use the table below to gather the required information before proceeding to the steps.

Information label	Description of required information	Required information
Client ID	The Application Client ID you created when registering the Legal Hold application in Google. For more information, see <a href="#">Create credentials on page 77</a> .	
Client Secret	The Application Client Secret you created when registering the Legal Hold application in Google. For more information, see <a href="#">Create credentials on page 77</a> .	
From Email Address	The email inbox that you authenticated Relativity with Google. To learn how to authenticate with Microsoft, see <a href="#">Gmail API on page 74</a> .	
Reply to Email Address	The email inbox that you authenticated Relativity with Google. To learn how to authenticate with Microsoft, see <a href="#">Gmail API on page 74</a> .	

### 14.1.3 SMTP email settings requirements

SMTP is a protocol for electronic mail transmission. The application or computer that sends, receives, and relays email.

If you intend to use Relativity Legal Hold, you need to add the required credential information below. First, collect the required SMTP email settings information. Then use the required information in the [Adding email settings on the previous page](#) section.

Here are some reasons to use your own SMTP:

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

Use the table below to gather the required information before proceeding to the steps.

Information label	Description of required information	Required information
User Name for SMTP	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	

Information label	Description of required information	Required information
	authentication, you must input a value. For example, <i>anonymous</i> .	
Password for SMTP	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, <i>anonymous</i> .	
Domain	The SMTP domain address. For example, <i>smt-p.office365.com</i> .	
SMTP Port	<p>The SMTP port number.</p> <hr/> <p><b>Note:</b> We designed Legal hold outgoing emails to work with the SMTP protocol. This protocol runs on universally defined ports. We block most SMTP except 587. You must contact Relativity Support to open any other SMTP ports (25, 465, 587, 2525).</p> <hr/>	
Use SSL for SMTP (Y or N)	The Secure Sockets Layer. 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.	
From Email Address	The display name 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 or address. For example, use the following verbiage - <i>Display name &lt;email@domain.com&gt;</i> .	
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	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. IMAP - Internet Message Access Protocol POP3 - Post Office Protocol 3	

## 14.2 Adding Outgoing Email settings

You must enter the outgoing email settings on the Legal Hold Settings page before issuing legal holds and sending communications. This section needs your information that you should have already collected in the [Graph API requirements](#) or [SMTP requirements](#) sections.

To update the outgoing email settings on the Legal Hold Settings page:

1. Click **Edit**.
2. Locate the **Outgoing Email** section.



3. Enter information in the fields. For more information, see [Outgoing email fields](#).

The screenshot shows a web interface for configuring outgoing email. It features two tabs: 'Outgoing Email' (active) and 'Incoming Email'. Under the 'Outgoing Email' tab, there is a section titled 'Override Email Settings For Legal Hold' with two radio buttons: 'Yes' and 'No'. To the right of this section is a dropdown menu labeled 'Email Processor Type' with a 'Select...' option. Below these are several input fields: 'User Name', 'Password', 'Domain', 'Port', 'From Email Address', and 'Reply to Email Address'. There is also a section for 'Use SSL for SMTP' with radio buttons for 'Yes' (which is selected) and 'No'.

4. Update another section or click **Save**.

### 14.2.1 Outgoing email fields

The fields you need to complete depend on the selected email processor type.

- **Override Email Settings for Legal Hold**

- Select **Yes** to configure unique email settings you want Legal Hold to use. Legal Hold can have unique email settings compared to Relativity as a whole. The settings are User Name, Password, Domain, Port, Use SSL for SMTP.
- Select **No** to use the existing server information. If you select No, Legal Hold will use Relativity's default SMTP server called SendGrid.

---

**Note:** SendGrid does not support for DomainKeys Identified Mail (DKIM) and Domain-based Message Authentication, Reporting, and Conformance (DMARC).

---

- When you select **No** and use Relativity's default SMTP server, then the *From Email Address* must use the *relativity.one* domain.
  - The *relativity.one* domain is the only domain that Relativity's SMTP servers are authorized to send from.
  - Using any other domain typically results in all sent emails getting caught in spam filters.
- **Email Processor Type**—depending on the type of email sent with Legal Hold, select **SMTP**, **Graph API**, or **Gmail**.

If **SMTP** is selected, complete the following fields:

- **User Name**—enter the user name for the account on the SMTP server used for sending emails. This can be an email address or domain\user name depending on the server settings. Even if your SMTP server is configured for anonymous authentication, you must input a value. For example, *anonymous*.
- **Password**—enter the password for the account on the SMTP server that Legal Hold uses for sending emails. Even if your SMTP server is configured for anonymous authentication, you must input a value. For example, *anonymous*.

- **Domain**—enter the SMTP domain address. For example, *smtp.office365.com*.

---

**Note:** Enter *smtp.office365.com* when using Microsoft 365 or *smtp.gmail.com* when using Google for outgoing email.

---

- **Port**—enter the SMTP port number. The port for SMTP is 587 and this will allow traffic to the appropriate IP ranges per instance geographies. Port 587 being opened is required to send emails through customer's SMTP server

---

**Note:** For security reasons, RelativityOne only accepts the SMTP port 587 by default. Enter port 587 when using Microsoft 365 or Google for outgoing email. Contact Relativity Support to request another port be open for your RelativityOne instance.

---

- **Use SSL for SMTP**

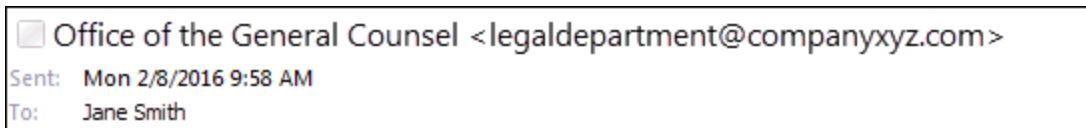
- Select **Yes** to use Secure Sockets Layer security for SMTP. You should consult with your IT department if you are unsure whether your SMTP server uses SSL.

---

**Note:** Select Yes when using Microsoft 365 or Google for outgoing email.

---

- Select **No** to disable SSL for SMTP.
- **From Email Address**—enter the display name 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 2/8/2016 9:58 AM  
To: Jane Smith

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

If **Gmail API** is selected, complete the following fields

---

**Note:** When using the Gmail API, you must first register your application in Google Cloud Console and set the permissions. After registering your application, then you must click the *Authenticate with Google(Outgoing)* button in the Settings console to authenticate your Client ID and Client Secret with Google. For more information, see [Gmail API on page 74](#).

---

- **Client ID**—enter the Application Client ID you created when registering the Legal Hold application in Google. For more information, see [Create credentials on page 77](#).
- **Client Secret**—enter the Application Client Secret you created when registering the Legal Hold application in Google. For more information, see [Create credentials on page 77](#).
- **From Email Address**—enter the email address of the account you registered with or an account you gave mailbox permissions to.
  - You cannot use another email address other than the one you authenticated with.

- When using the Graph API, the *From Address* will be the address associated to the account that was used to authenticate to Gmail. When a custodian receives a project communication, it will appear as if it was sent from the account that authenticated to Gmail.
- **Reply to Email Address**—enter the email address of the account you registered with or an account you gave mailbox permissions to.
  - You cannot use another email address other than the one you authenticated with.
  - Custodian replies can be found in the account's inbox.

If **Graph API** is selected, complete the following fields.

---

**Note:** When using the Graph API, you must first register your application in Microsoft Entra ID and set the permissions. After registering your application, then you must click the *Authenticate with Microsoft (Outgoing)* button in the Settings console to authenticate your application ID and password with Microsoft. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#).

---

- **Application Client ID**—enter the Application Client ID created during registering the Legal Hold application in Microsoft 365.
- **Application Client Secret**—enter the Application Client Secret created during registering the Legal Hold application in Microsoft 365. For more information, see [Creating a client secret on page 82](#).
- **Tenant ID/Domain**—enter the Domain name of the Microsoft 365 tenant the collection is intended for.
- **From Email Address**—enter the email address of the account you registered with or an account you gave mailbox permissions to. If you enter in an email address other than the one you authenticated with, you must give mailbox permissions to that Microsoft 365 account. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#).
  - When using the Graph API, the *From Address* will be the address associated to the account that was used to authenticate to Microsoft. When a custodian receives a project communication, it will appear as if it was sent from the account that authenticated to Microsoft.
  - If you want to send from another account that you did not use to authenticate with, you must give the mailbox permissions to the Microsoft 365 account you want to send from. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#). If the permissions are not given to the other account, then Relativity will send communications as the registered account holder. For more information, see Microsoft's documentation:
    - For admin's adding up email settings, see [Give mailbox permissions to another Microsoft 365 user](#).
    - For user's creating communications, see [Allow members to send as or send on behalf of a group](#).
- **Reply to Email Address**—enter 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.
- **Enable Auto Refresh**—enable to have Relativity automatically refresh the token if an email has not been sent for 70 days eliminating the need re-authenticate.

---

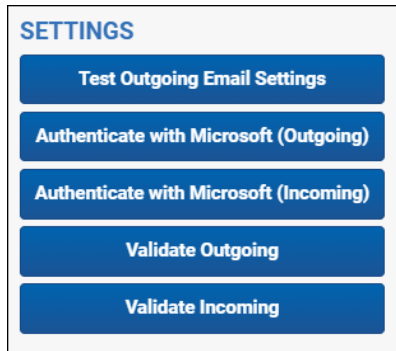
**Note:** If disabled and the Graph API is not used for 90 days, then the refresh token will be invalidated.

---

## 14.2.2 Validating outgoing email settings

After configuring the Outgoing Email Settings, we recommend performing a system validation before [Testing the outgoing email settings below](#) in the next section. The system validation process does not send an email. It simply confirms the outgoing settings and displays any errors if it finds them. For example, it will test for valid authentication method used, email server connection, email address, and mailbox, just to name a few.

To perform a system validation, click the **Validate Outgoing** button in the Settings console. If an error is discovered, a message displays with details so you can correct it.



## 14.2.3 Testing the outgoing email settings

After validating, you can proceed with confirming the settings were properly configured and ensuring the client's network accepts incoming emails correctly.

You will need the following to setup and test the email functionality:

- At least one Relativity Legal Hold Agent enabled.
- The Legal Hold Security Admin Group assigned to Relativity User.
- No Inbound blocking rules for emails on the client's network.
- The correct credentials supplied by the client's IT department.
- You must click **Authenticate with ##### (Outgoing)** in the Settings console before testing.
  - If using Graph API, you must click **Authenticate with Microsoft (Outgoing)** in the Settings console before testing. For more information, see [Authenticating with Microsoft on page 82](#).
  - If using the Gmail API, you must click **Authenticate with Google (Outgoing)** in the Settings console before testing. For more information, see [Gmail](#).

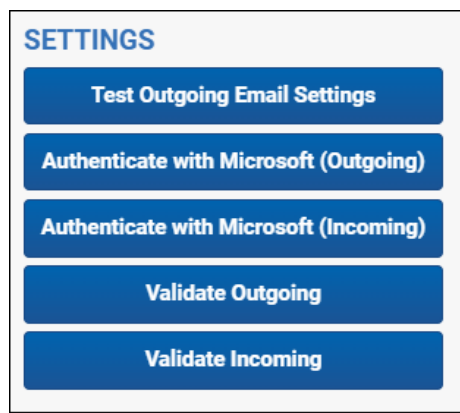
To test the Outgoing Email settings:

1. Click the **Test Outgoing Email Settings** button in the Settings console.

---

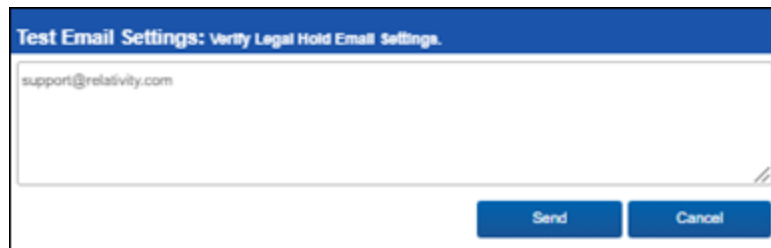
**Note:** If this button is not visible, the Relativity user is missing the Legal Hold Security Admin Group.

---

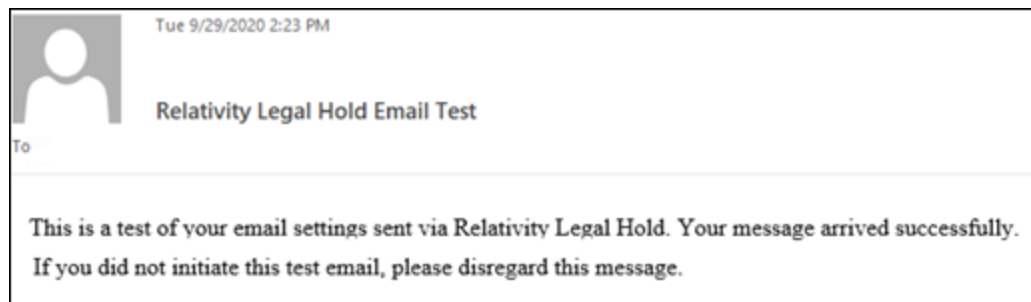


A Test Email Settings modal appears.

2. Enter in one or more email addresses to send the test email to.



3. Once clicked, a message displays notifying you that the test email has been sent through the agent server. Be aware that this message does not confirm delivery of the test email, so you must check the recipient email address to confirm that the delivery was successful. When it is successful, the following test email appears in the recipient's Inbox. It's sent from the user account to the Reply to Email Address.



If the email is not received within minutes, check that the Relativity Legal Hold Agent's completed processing it (Job Type SendTestEmail). If it has completed, then check the Relativity Errors and refer to the [Troubleshooting email settings on page 73](#) section of this page.

## 14.3 Adding Incoming Email settings

You must enter the incoming email settings on the Legal Hold Settings page before receiving communications. The incoming email settings allow Relativity Legal Hold to ingest Legal Hold emails that custodians reply to. If this functionality is not needed, disable it by changing the Frequency to Check field to *Select ...*

To update the Incoming Email settings on the Legal Hold Settings page, follow the steps below:

1. Click **Edit**.
2. Click the **Incoming Email** tab.
3. Enter information in the fields as described below. For more information, see [Incoming email fields](#).
4. Update another section or click **Save**.

---

**Note:** The mailbox selected for the incoming mailbox setting should be only used for 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.

---

### 14.3.1 Incoming email fields

The fields you need to complete depend on the selected email processor type.

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

---

**Note:** If Frequency is selected and the other fields are not populated with valid credentials, then the following error will be logged in the Errors tab (constantly if Immediate is select, every hour or once a day for the other values):

---

- **Email Processor Type**—select the email service you want to use 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.

If **IMAP (Internet Message Access Protocol)** or **POP3 (Post Office Protocol 3)** is selected, complete the following fields:

- **Mail Username**—enter the mail username, specified by email address or domain\username depending on server settings, which will receive the custodian email replies.
- **Mail Password**—enter the password for the Mail Username address. This Mail Password field is case sensitive.
- **Mail Domain**—enter the fully qualified mail server name or IP address. For example, *demo.testing.corp*.
- **Mail Port**—enter the mail port number.
- **Mailbox**—enter the actual name of the folder containing the custodian replies to Legal Hold communications. For example, *Inbox*. This Mailbox field is case sensitive.

If **Gmail API** is selected, complete the following fields

---

**Note:** When using the Gmail API, you must first register your application in Google Cloud Console and set the permissions. After registering your application, then you must click the *Authenticate with Google(Outgoing)* button in the Settings console to authenticate your Client ID and Client Secret with Google. For more information, see [Gmail API on page 74](#).

---

After registering your application, you must click the **Authenticate with Google (Incoming)** button in the Settings console to authenticate your application ID and password with Microsoft.

You can then find incoming emails in your Gmail inbox.

- **Client ID**—enter the Application Client ID you created when registering the Legal Hold application in Google. For more information, see [Create credentials on page 77](#).
- **Client Secret**—enter the Application Client Secret you created when registering the Legal Hold application in Google. For more information, see [Create credentials on page 77](#).
- **From Email Address**—enter the email address of the account you registered with or an account you gave mailbox permissions to.
  - You cannot use another email address other than the one you authenticated with.
  - When using the Gmail API, the *From Address* will be the address associated to the account that was used to authenticate to Gmail. When a custodian receives a project communication, it will appear as if it was sent from the account that authenticated to Gmail.
- **Reply to Email Address**—enter the email address of the account you registered with or an account you gave mailbox permissions to.
  - You cannot use another email address other than the one you authenticated with.
  - Custodian replies can be found in the account's inbox.

If **Graph API** is selected, complete the following fields

---

**Note:** When using the Graph API, you must first register your application in Microsoft Entra ID and set the permissions. After registering your application, then you must click the *Authenticate with Microsoft (Outgoing)* button in the Settings console to authenticate your application ID and password with Microsoft. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#).

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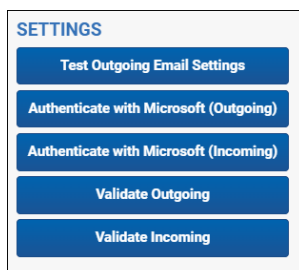
After registering your application, you must click the **Authenticate with Microsoft (Incoming)** button in the Settings console to authenticate your application ID and password with Microsoft.

- **Application Client ID**—enter the Application Client ID created during registering the Legal Hold application in Microsoft 365.
- **Application Client Secret**—enter the Application Client Secret created during registering the Legal Hold application in Microsoft 365.
- **Tenant ID/Domain**—enter the Domain name of the Microsoft 365 tenant the collection is intended for.
- **Mailbox**(Optional)—enter the actual name of the folder containing the custodian replies to Legal Hold communications. For example, *Inbox*. This Mailbox field is case sensitive.

### 14.3.2 Validating incoming email settings

After configuring the Incoming Email Settings, we recommend performing a system validation before [Testing your incoming email settings on the next page](#) in the next section. The system validation process does not send an email. It simply confirms the incoming settings and displays any errors if it finds them. For example, it will test for valid authentication method used, email server connection, email address, and mailbox, just to name a few.

To perform a system validation, click the **Validate Incoming** button in the Settings console. If an error is discovered, a message displays with details so you can correct it.



### 14.3.3 Testing your incoming email settings

To test outgoing mail, follow the steps below.

To setup and test the email functionality you will need:

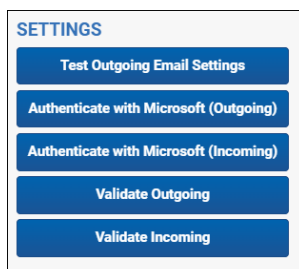
- At least one Relativity Legal Hold Agent enabled.
- The Legal Hold Security Admin Group assigned to Relativity User.
- No Inbound blocking rules for emails on the client's network.
- The correct credentials supplied by the client's IT department.
- If using Graph API, you must click **Authenticate with Microsoft (Incoming)** in the Settings console before testing. For more information, see [Authenticating with Microsoft on page 82](#).

---

**Note:** The Gmail API is not compatible with incoming email.

---

To confirm the settings, and that the client's network accepts incoming emails correctly, click the **Test Outgoing Email Settings** button in the Settings console.



---

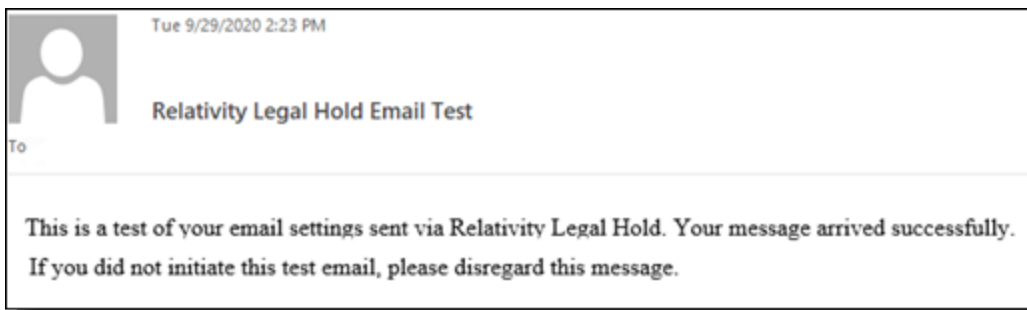
**Notes:** If these buttons are not visible, you are not in the Legal Hold Security Admin Group.

---

Once clicked, a message displays notifying you that the test email has been sent through the agent server. Be aware that this message does not confirm delivery of the test email, so you must check the recipient email address to confirm that the delivery was successful.

When successful, Relativity sends the following test email from the user account to the Reply to Email Address.





If the email is not received within minutes, check that the Relativity Legal Hold Agent's completed processing it (Job Type SendTestEmail). If it has completed, then check the Relativity Errors and move onto the Troubleshooting section of this page.

## 14.4 Troubleshooting email settings

The following messages from Relativity Errors can indicate specific problems with the entered Outgoing email settings:

Error	Cause	Resolution
<b>SendAsDeniedException</b>	If the User Account does not allow for another email account to send on its behalf (i.e. the From Email address is not the same as the User Account) then the following message may be shown: "Could not connect to the email server with the provided credentials."	Resolve this issue by using a different email account or update the existing email's settings.
<b>Incorrect User Name/Password</b>	The remote name could not be resolved.	Resolve this issue by correcting the name and password in the Outgoing email settings.
<b>Incorrect Domain</b>	A connection attempt failed because the connected party did not properly respond or the connection failed because the connected host has failed to respond.	Resolve this issue by correcting the domain URL in the Outgoing email settings.
<b>Incorrect Port</b>	The email failed to send because the mail port number is incorrect.	Resolve this issue by correct the port number in the Outgoing email settings.
<b>STARTTLS is required to send mail</b>	The email failed to send because the SSL is set to No	Resolve this issue by setting the SSL field to Yes in the Outgoing settings.

# 15 Gmail API

Connecting your Google Workspace to Legal Hold takes some setup in both Google and Relativity. Begin with the credential setup in Google.

## 15.1 Considerations

Consider the following when using the Google Mail API for hold communications:

- Your refresh token must be updated when it reaches certain limitations. For more information, see [Google's documentation](#).  
Limitation examples:
  - The user has revoked your app's access.
  - The refresh token has not been used for six months.
  - The user changed passwords and the refresh token contains Gmail scopes.
  - The user account has exceeded a maximum number of granted (live) refresh tokens.
  - If an admin set any of the services requested in your app's scopes to Restricted. The error is *admin\_policy\_enforced*.
  - The session length set by the admin could have been exceeded.
- The Gmail API is not compatible with incoming email.
- You must use a Client ID and Client Secret that is specific to these email settings. For example, you cannot use the Client ID and Client Secret entered for preservation in-place.

## 15.2 Requirements

Before setting up a Google Mail to communicate, you must complete the following steps in order:

1. [Create a Google Cloud project below](#).
2. [Enable required APIs for the project on the next page](#).
3. [Set up OAuth2 consent screen on page 76](#).
4. [Create credentials on page 77](#).
5. [Add email settings on page 78](#).

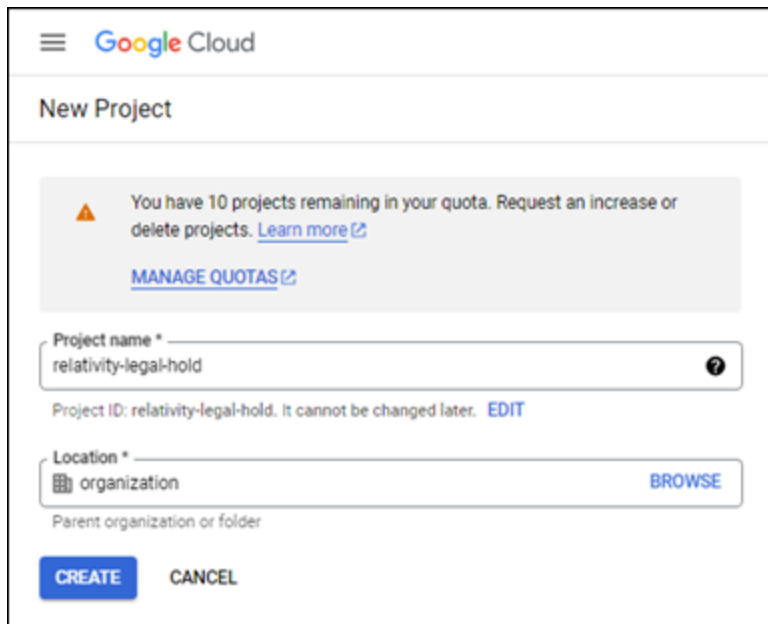
After completing these required steps, you can use a Gmail account in RelativityOne.

## 15.3 Create a Google Cloud project

Create a Google Cloud project to create, enable, and use all Google Cloud services. You will use this account to manage APIs.

To create a Google Cloud project:

1. Open the Cloud Resource Manage page, then click **Create Project**.
2. Enter information into the fields:
  - **Project name**—enter a descriptive name for your project.
  - **Organization**—enter the name of your organization.
  - **Location**—enter the parent organization or folder.
3. Click **Create**.

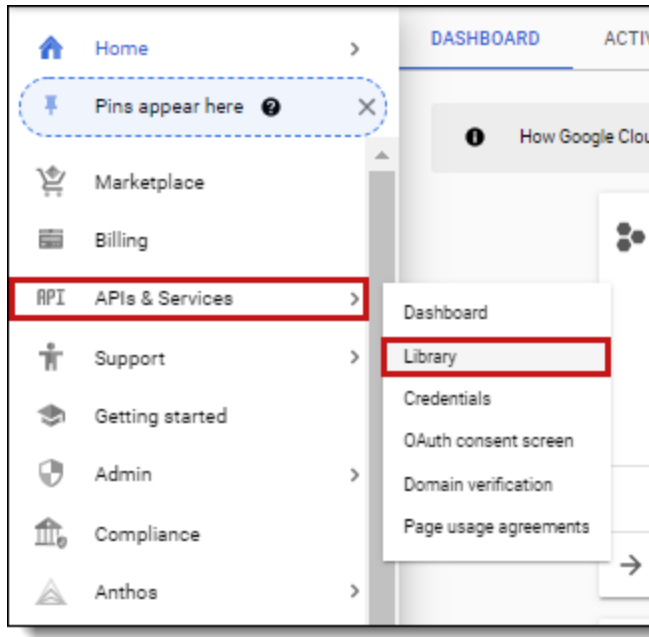


The screenshot shows the 'New Project' form in the Google Cloud console. At the top, there's a warning banner: 'You have 10 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)' with a 'MANAGE QUOTAS' link below it. The 'Project name' field is required and contains 'relativity-legal-hold'. Below it, the 'Project ID' is shown as 'relativity-legal-hold' with a note that it cannot be changed later and an 'EDIT' link. The 'Location' field is required and contains 'organization', with a 'BROWSE' link to the right. Below the location field, it says 'Parent organization or folder'. At the bottom, there are 'CREATE' and 'CANCEL' buttons.

## 15.4 Enable required APIs for the project

Next in the process, you must enable the required Google Cloud Console APIs and associate them to a new project. To start enabling APIs:

1. In the Google Cloud Console, select the newly created project.
2. In the left-navigation menu, select **API & Services > Library**.



This will open up the Library page that includes all available APIs.

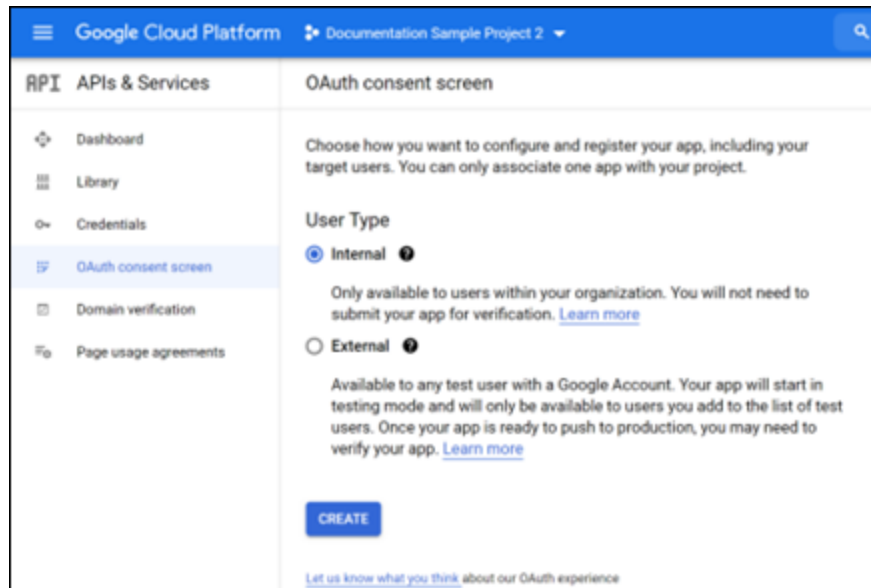
3. Enter *Gmail API* in the search bar and search.
4. Click the **Gmail API** option, then click **Enable**.

## 15.5 Set up OAuth2 consent screen

Follow the steps below to create an OAuth2 consent screen.

1. Open <https://console.cloud.google.com/> and select newly created project.
2. Click on the Navigation menu.
3. Select **APIs & Services > OAuth consent screen**.

4. Select **Internal** type and click **Create**.



5. Enter descriptive **App name**. For example, *Relativity Preservation*.
6. Enter a **User support email** from within your organization.
7. Enter *relativity.one* as **Authorized Domain**.
8. Enter an email from within your organization in the **Developer Contact Information** field.
9. Click **Save and Continue**.

In the next step, you will add scopes.

---

**Note:** You cannot use the same scopes used in Preservation in-place.

---

1. Click **Add or remove scopes**.
2. Enter filter and select **gmail.send**, or enter it in a text box.
3. Click **Update**.
4. Click **Save and Continue**.

## 15.6 Create credentials

You must create credentials, enter an authorized redirect URL, and save your client ID and secret.

---

**Note:** You must use a Client ID and Client Secret that is specific to these email settings.

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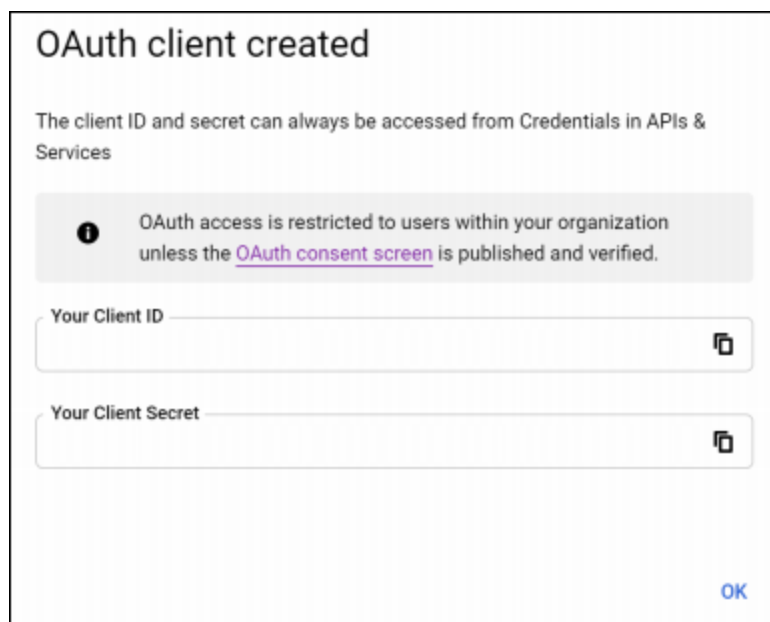
1. Click the navigation menu in the top left corner.
2. Hover over **APIs & Services > Credentials**.
3. Click **Create Credentials**.
4. Click **OAuth Client ID** credentials.

5. Enter the following information in the fields:

- **Application type**—select Web application.
- **Name**—enter a name for the credentials.
- **Authorized redirect URIs**—enter the URL based on the RelativityOne Data Center Geo you intend to run collections from.
  - For example, *https://{instanceURL}.com/Relativity.REST/api/kCur-a.LegalHold.Services.ILegalHoldModule/Google%20Authorization%20Manager/workspace/{WorkspaceID}/GoogleMail/HandleAuthenticationRedirect*.
  - When the *{InstanceURL}* is a Relativity instance URL and *{WorkspaceID}* is the Relativity workspace artifact ID where you are setting up the email settings..

6. Click **Create**.


After clicking Create, you will have your **Client ID** and **Client Secret**. You will need to use them when adding your email settings.




**OAuth client created**

The client ID and secret can always be accessed from Credentials in APIs & Services

**i** OAuth access is restricted to users within your organization unless the [OAuth consent screen](#) is published and verified.

Your Client ID 

Your Client Secret 

OK

## 15.7 Add email settings

After completing the required steps in Google, you can then set up the account in RelativityOne.

To set up Gmail for Legal Hold:

1. Navigate to the **Legal Hold Settings** page.
2. Click **Edit**.
3. Locate the **Outgoing Email** section.

4. Enter information in the fields. For more information, see [Outgoing email fields](#).



The screenshot shows a web interface for configuring outgoing email. At the top, there are two tabs: 'Outgoing Email' (active) and 'Incoming Email'. Below the tabs, there are two radio buttons for 'Override Email Settings For Legal Hold': 'Yes' (selected) and 'No'. To the right, there is a dropdown menu for 'Email Processor Type' with 'Google Mail' selected. Below these are four text input fields: 'Application Client ID', 'Application Client Secret', 'From Email Address', and 'Reply to Email Address'.

5. Update another section or click **Save**.

### 15.7.1 Outgoing email fields

Enter the information you gathered in Google into the following fields:

---

**Note:** You must use a Client ID and Client Secret that is specific to these email settings.

---

- **Client ID**—enter the Client Id copied from Google’s OAuth2 credentials page.
- **Client Secret**—enter Client Secret copied from Google’s OAuth2 credentials page. For more information, see [Create credentials on page 77](#).
- **From Email Address**—enter the email address you authenticated with Google. Relativity will only use the email inbox that you authenticated with.
- **Reply to Email Address**—enter the email address you authenticated with Google. Relativity will only use the email inbox that you authenticated with.

If authentication is successful, you will see the following message:

```
{"Message":"Successfully authenticated with Google, you may close this page","Success":true}
```

# 16 Using Microsoft Graph API for sending email communications

To use the Microsoft Graph API for Legal Hold email communications, you need to register the RelativityOne Legal Hold application in Entra ID and set your processor type to Graph API in RelativityOne. For more information on setting your processor type, see [Adding email settings on page 62](#).

---

**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

---

The Microsoft Graph API is an endpoint used to access data and services across Microsoft services. It is a RESTful web API that performs a variety of tasks. In this case, to send communications as a Microsoft user from Relativity.

## 16.1 Requirements

When leveraging the Graph API, you must use a Microsoft user email address and licensed mailbox, with at least an E3 license. For more information, see [Registering an Azure application and credentials below](#).

To use the Graph API:

- Relativity commercial users must have at least an E3 license.
- Relativity Government users must have GCC High license.

## 16.2 Considerations

When leveraging the Graph API, we recommend:

- Creating a legal hold-specific email address. For example, *legalholds@companyxyz.com* to send hold communications.
- Not using an individual user email address as legal hold notices will appear as if they are coming from that individual user.

This email requires an individual user license to authenticate with the Graph API. You cannot use emails from shared or group mailboxes because application permissions cannot be authenticated with those account types.

## 16.3 Registering an Azure application and credentials

To use the Microsoft Graph API, you need to register the RelativityOne Legal Hold application in Entra ID. Authentication requires a reference to a dedicate Azure application that has the appropriate permission. This needs to be done on the client side by an Azure user with sufficient rights.

Start with registering your application in the Azure portal by following the steps below. For more information on registering an application in the Azure portal, refer to documentation on Microsoft's site.

---

**Note:** These steps must be completed by a Microsoft 365 administrator.

---

1. Open your [Azure Portal](#).
2. Click **Microsoft Entra ID** (formerly known as Azure Active Directory).
3. Click **App registrations**.



4. Click **New Registration** to display the Register an application page.
5. Enter an application name in the **Name** field.
6. Accept the default setting, **Accounts in this organizational directory only**, as the supported account type.
7. Click **Register**.
8. Once the application is registered, make note of the **Application (client) ID** and **Directory (tenant) ID** for use later when configuring the data source in RelativityOne Collect.

## 16.4 Adding permissions

Next, from the application's page, add permissions to the web API by following the steps below:

1. Click **API Permissions**.
2. Click **Add a permission**.
3. Click **Microsoft Graph**.
4. Select **Delegated Permissions**.
5. Select the following options from the Delegated Permissions section:
  - Mail – **Mail.Send**, **Mail.ReadWrite**
  - User – **User.Read**
6. Click **Add Permission**.
7. Click **Grant Admin Consent** and then click **Yes**.

## 16.5 Configuring the redirect URL

In Azure Portal, navigate to the application's Overview page you are using for the integration. Follow the steps below.

1. Using the left navigation column, click into the **Authentication** page.
2. Click the **Add a platform** button.
3. Click the **Web** drop-down text.
4. Paste in your **Redirect URL**.

---

**Notes:** Replace the bold part of the URL with your organization's subdomain, domain, and top-level domain.

**Format:** `https://{RelativityURL}/Relativity.Rest/API/kCura.LegalHold.Services.ILegalHoldModule/Graph%20Authorization%20Manager/graph-auth-response >`

**Example:** `https://y-`

`our-  
organ-  
iza-  
tion.re-  
lativ-  
ity.one/Relativ-  
ity.Rest/API/kCura.LegalHold.Services.ILegalHoldModule/Graph%20Authorization%20Manager/graph-auth-response`

- 
5. Click the **Configure** button.

For more information on adding a redirect URL to Azure, see [Microsoft's documentation](#).

## 16.6 Creating a client secret

A client secret from Microsoft Azure AD is needed to integrate Microsoft and Relativity.

To create a client secret:

1. In the left-navigation menu, click **Certificates & secrets**.
2. Navigate to the **Client secrets** tab.
3. Click the **New Client Secret** button.

---

**Note:** Do not navigate away from the page once the client secret is created.

---

4. Populate the **Description** and **Expires** fields. You can leave the default, or recommended, values.
5. Click the **Add** button.  
If the client secret was successfully created, Microsoft will display the Client Secret on the table and the Value field in plain text.
6. Copy the **Value** field and securely store it.

Microsoft hides the Value field if you leave the page and then comeback to get the value. At this point, you cannot copy it.

You can repeat steps 4-5 to generate a new client secret.

After you complete registering your app and have your client secret, you need to add this information to your email settings. For more information, see [Adding email settings on page 62](#).

## 16.7 Authenticating with Microsoft

After registering the Relativity app in Microsoft, you must authenticate your application ID and password in Relativity, and your user email inbox. For example, legalholds@companyxyz.com. To authenticate with Microsoft, follow the steps below.

1. Open your Relativity instance.
2. Navigate to the **Legal Hold Settings** page.
3. Enter the required email settings fields. For more information, see [Fields on the next page](#) and [Adding email settings on page 62](#).

---

**Note:** We recommend saving the required email settings information in a secure location.

---

4. In the Settings console on the right side of the Legal Hold Settings page, click one of the **Authenticate with Microsoft** buttons.  
Click *Authenticate with Microsoft (Outgoing)* if using the Graph API for outgoing emails or *Authenticate with Microsoft (Incoming)* if using the Graph API for incoming emails. For more information, see [Testing the outgoing email settings on page 68](#) or [Testing your incoming email settings on page 72](#).  
Clicking either of these buttons opens a Microsoft login screen.
5. Authenticate with the user you would like to send or receive communications through.
6. Click **Sign in**.

---

**Note:** Once set up, if Graph API is not used within 90 days for sending emails, you must authenticate again in RelativityOne. Additionally, if the password for the account you authenticate with changes at any time, you must authenticate again in RelativityOne.

---

After signing in, Legal Hold displays a confirmation message telling you that the authentication is complete and that you can close the current tab. At this point, authentication with Microsoft is complete.

## 16.7.1 Fields

The fields you need to complete in Relativity to use the Graph API.

- **Application Client ID**—enter the Application Client ID created during registering the Legal Hold application in Microsoft 365.
- **Application Client Secret**—enter the Application Client Secret created during registering the Legal Hold application in Microsoft 365.
- **Tenant ID/Domain**—enter the Domain name of the Microsoft 365 tenant the collection is intended for.
- **From Email Address**—enter the email address you authenticated with Microsoft. Relativity will only use the email inbox that you authenticated with.
- **Reply to Email Address**—enter the email address you authenticated with Microsoft. Relativity will only use the email inbox that you authenticated with.
- **Email Processor Type**—select the *Graph API* in the drop-down menu.
- **Enable Auto Refresh**—enable to have Relativity automatically refresh the token if an email has not been sent for 70 days eliminating the need re-authenticate.

---

**Note:** If disabled and the Graph API is not used for 90 days, then the refresh token will be invalidated.

---

# 17 Adding general settings

Update the fields in the General section. The General section covers settings that affect the high-level overview items of a legal hold project such as forwarding reply emails to the project owner, setting hold notice approval requirements.

General

Forward Reply Emails to Project Owner: ☒ Yes ☐ No

Send Custodian Confirmations: ☒ Yes ☐ No

Automated Send Time (24:00 format):

Hold Notices Require Approval:

Enable Project Wizard: ☒ Yes ☐ No

PRL High Threshold (%):

PRL Medium Threshold (%):

Entity OneDrive Url Field:

To update the General settings on the Legal Hold Settings page, follow the steps below:

1. Click **Edit**.
2. Locate the **General** section.
3. Enter information in the fields. See [General settings fields below](#) for more information.
4. Update another section or click **Save**.

## 17.1 General settings fields

The general settings must be entered on the Legal Hold Settings page prior to starting a legal hold project.

### • Forward Reply Emails to Project Owner

**Note:** Emails, that are not acknowledgements, get forwarded to the project owner. Acknowledgement emails are sent to the email address entered in the Reply to Email Address. For more information, see [Adding Outgoing Email settings on page 64](#).

- 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 195](#). Legal Hold sends custodian replies first to the primary Legal Hold inbox for import into the system, while still giving visibility to the project owner of the custodian's reply.
- Select **No** to prevent Legal Hold from forwarding custodian replies to the project owner.
- **Send Confirmation Email**
  - Select **Yes** to have Legal Hold send a confirmation email to the custodian once they acknowledge a communication or complete a questionnaire.
  - Select **No** to prevent Legal Hold from sending a confirmation email to the custodian upon their acknowledgement.
- **Automated Send Time** - the time at which Legal Hold sends automated reminders and automated escalations. Use the HH:MM format (24-hour format). The time is local to the server, not your local PC.

- **Hold Notices Require Approval** - the workspace setting that sets whether Relativity Legal Hold users need to send all communications to an admin for approval before sending to custodians.
- **Enable Project Wizard**
  - Select **Yes** to use the Project Wizard when creating a new legal hold project. For more information, see [Creating a project on page 189](#).
  - Select **No** to use the alternative steps to create a new legal hold project. For more information, see [Alternate project creation method on page 195](#).
- **PRL High Threshold (%)** - the percentage of acknowledged communications, out of all sent communications in a project, to be considered at a successful level and turn the PRL icon in the project list green. Default is set at 100%. See [Project response level on page 181](#).
- **PRL Medium Threshold (%)** - the percentage of acknowledged communications, out of all sent communications in a project, to be considered at a standard level and turn the PRL icon in the project list yellow. Default is set at 50%. See [Project response level on page 181](#).
- **Entity OneDrive URL Field** - the OneDrive URL field is used to put a custodian's OneDrive content on hold when a client isn't able to use an account with SharePoint Admin privileges. When editing the Entity OneDrive URL field, you select a field on the Entity object that Legal Hold expects to contain the user's OneDrive URL. See [Entity OneDrive URL field \(Legacy\) below](#).

---

**Note:** You can use this field if you are using the legacy preservation app. For more information, see [Preservation hold \(Legacy\) on page 239](#).

---

## 17.2 Entity OneDrive URL field (Legacy)

SharePoint Admin privileges are required for automated look up of a custodian's OneDrive Site URL. If the preservation account can't be granted SharePoint Admin privileges, then enter the Entity OneDrive URL field for each custodian so that automated look up isn't required.

When the preservation account used for Microsoft 365 preservations does not have SharePoint Admin privileges the Entity OneDrive URL field is the alternative way to put a custodian's OneDrive source on a preservation hold. When the Entity SharePoint URL is provided, Relativity Legal Hold uses it to put a custodian's OneDrive content on a hold. For more information, see [Adding preservation hold settings using Modern Authentication \(Legacy\) on page 244](#).

If the User Principal Name in your Entra ID account does not match the email address, you can use the Entity OneDrive URL field to put a custodian's OneDrive account on hold. Sharepoint Sites cannot be placed on Hold if the User Principal Name is different from Email in your Entra ID account.

If the Entity OneDrive URL field setting is empty, Legal Hold reverts to the original logic and queries SharePoint directly for this information.

### 17.2.1 Setting up OneDrive

A Legal Hold administrator needs to perform additional setup for this functionality to work. Use an existing field or create a new field on the entity object to host OneDrive URL information for each custodian. Use Integration Points or Import/Export to populate this field with fully qualified OneDrive URL for each custodian.

Point Legal Hold to use such field as a reference to OneDrive URL information:

1. Navigate to the **Legal Hold Settings** tab.
2. Click **Edit**.
3. Click the Entity OneDrive URL field **Select** button.

4. In the *Select Items - Entity OneDrive Url Field* modal, select an existing field that can contain OneDrive URL information. For example, select the Note field.
5. Click **Set**.
6. Enter each entity's OneDrive URL for their OneDrive site in the selected field. For example, enter *https://-company-my.sharepoint.com/personal/firstlast01\_company\_com* in the OneDrive URL in the Note field.
7. Click **Save**.

## 18 Adding custodian portal settings

On the Legal Hold Settings page, you can update the fields in the Custodian Portal. Define how the Custodian Portal will look and act to the custodian interacting with it. Add the URL, title, and a custom image to the portal.

The screenshot shows the 'Legal Hold Settings' page with a navigation bar at the top containing 'Legal Hold Settings', 'Global Reminder', 'Preservation Hold Settings', 'Role', 'Custodian Portal Authentication Provider', and 'More'. Below the navigation bar is a header area with 'All Settings' (with a dropdown arrow and an edit icon), 'Save', 'Save and Back', 'Cancel', and 'Record 1 of 1' (with navigation icons). The main content area is divided into three sections: 'General', 'Custodian Portal', and 'Outgoing Email'. The 'Custodian Portal' section is highlighted with a red border. The 'General' section contains settings for 'Forward Reply Emails to Project Owner' (Yes/No), 'Send Custodian Confirmations' (Yes/No), 'Automated Send Time (24:00 format)' (00:00), 'Hold Notices Require Approval' (Yes/No), 'Enable Project Wizard' (Yes/No), 'PRL High Threshold (%)' (50), 'PRL Medium Threshold (%)' (10), and 'Entity OneDrive Url Field' (UniqueID with a Clear button). The 'Custodian Portal' section contains 'Portal URL' (https://documentation.relativity.one), 'Portal Title' (Portal), 'Portal Custom Image' (Choose File, No file chosen), 'Link Access Limit (Clicks)' (4), and 'Link Expiration (Days)' (4). The 'Outgoing Email' section contains 'Override Email Settings For Legal Hold' (Yes/No), 'Email Processor Type' (Graph API), 'Application Client ID', 'Application Client Secret', 'Tenant ID/Domain', 'From Email Address' (documentation@relativity.com), and 'Reply to Email Address' (documentation@relativity.com).

**Legal Hold Settings** Global Reminder Preservation Hold Settings Role Custodian Portal Authentication Provider More

All Settings Save Save and Back Cancel Record 1 of 1

**General**

Forward Reply Emails to Project Owner: ☒ Yes ☐ No

Send Custodian Confirmations: ☒ Yes ☐ No

Automated Send Time (24:00 format): 00:00

Hold Notices Require Approval: ☐ Yes ☒ No

Enable Project Wizard: ☒ Yes ☐ No

PRL High Threshold (%): 50

PRL Medium Threshold (%): 10

Entity OneDrive Url Field: UniqueID Clear

**Custodian Portal**

Portal URL: https://documentation.relativity.one

Portal Title: Portal

Portal Custom Image: Choose File No file chosen

Link Access Limit (Clicks): 4

Link Expiration (Days): 4

**Outgoing Email** Incoming Email

Override Email Settings For Legal Hold: ☒ Yes ☐ No

Email Processor Type: Graph API

Application Client ID:

Application Client Secret:

Tenant ID/Domain:

From Email Address: documentation@relativity.com

Reply to Email Address: documentation@relativity.com

To update the Custodian Portal settings on the Legal Hold Settings page, follow the steps below:

1. Click **Edit**.
2. Locate the **Custodian Portal** section.
3. Enter information in the fields. See [Custodian Portal settings fields on the next page](#) for more information.
4. Update another section or click **Save**.

## 18.1 Custodian Portal settings fields

The custodian portal settings must be entered on the Legal Hold Settings page prior to starting a legal hold project.

- **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 174](#).
  - A Relativity site using Forms authentication, not Windows authentication.

---

**Note:** When using the ARM feature to restore a workspace, the Portal URL is removed in order to not point to the old server, preventing communications from being sent. The Portal URL will need to be updated before resuming sending communications. Locate the updated Portal URL in Legal Hold Settings.

---

- **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 should not 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.



# 19 Custodian Portal Authentication Provider

The Custodian Portal Authentication Provider is a connection between Relativity and an organization's single sign-on (SSO) provider that confirms the client, URL, and claim type before letting the custodian into the portal.

---

**Note:** Legal Hold Portal SSO authentication only supports OpenID Connect protocol with Implicit Flow or Code Flow. SAML is not supported. For help connecting an authentication provider, contact Support.

---

To connect Relativity Legal Hold and Microsoft, see [Integrating Azure with Legal Hold on page 92](#).

## 19.1 Enabling Custodian Portal SSO

Enable SSO for the Custodian Portal by navigating to the Custodian Portal Authentication Provider tab. In the Authentication Provider section, fill out the fields. If you use Azure AD Provider, see [Integrating Azure with Legal Hold on page 92](#).

In the Custodian Portal Authentication Provider tab, do the following:

1. Click **Edit**.
2. Enter in information in the Authentication Provider and Advanced fields, as described below under [Authentication Provider fields below](#) and [Advanced fields on the next page](#).
3. Click **Save** when finished entering data on the dialog.
4. After refreshing the page, the Redirect URL value is populated with unique link. Copy the **Redirect URL**. The RedirectURL, a read-only value, is the URL which will be used by the SSO Provider to redirect back to Legal Hold Portal after successful custodian authentication.

### 19.1.1 Authentication Provider fields

Use the following descriptions to enter the required information into the Authentication Provider fields.

- **Name**—enter the name of the application.
- **OAuth2 Flow**—select **Implicit** or **Code**. Selecting the Code option typically requires that a Client Secret be generated and copied into the Client Secret field that displays.

---

**Note:** Custodian portal authentication can use OAuth 2 framework to enable Relativity to authorize users to access to the Custodian Portal. Relativity can utilize Implicit flow or Code flow.

- **Implicit flow**—passes an access token directly, not as a URL parameter.
- **Code flow**—passes the access token as a parameter of the HTTP Request when performing authorization.

For deciding which flow to use for Custodian Portal Authentication Provider, it is recommended that clients consult their internal security teams.

- 
- **Client Secret**—only required if OAuth2 Flow is set to Code. Enter the Client Secret generated.
  - **Client ID**—enter the organization's security and compliance identifier.
  - **Authority URL**—enter the authenticated provided by organization's SSO provider. If login is successful, Relativity redirects to the next Redirect URL which is typically a Relativity URL and is the Custodian Portal.

- Example of Azure URLs
  - <https://login.microsoftonline.com/mydomain.com>
  - <https://login.microsoftonline.com/tenantid>

**Note:** The TenantID is unique identifier (Guid) of your Azure tenant (domain). The Directory (tenant) ID on the App Overview page in the Azure Portal. This information can be provided by your Azure admin.

- **Redirect URL**—enter the URL of the Custodian Portal that Relativity will redirect the user to after a successful login. This URL is typically a Relativity URL.
- **Subject Claim Type**—the information the SSO provider verifies the custodian's identity.
  - The values are from the SSO Provider. If unsure about what to enter, type UNKNOWN. Some Azure claim types are:
    - <http://schemas.microsoft.com/identity/claims/objectidentifier> (recommended setup)
    - <http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn> (easiest setup)
- **Subject Claim Type**—enter the piece of information that the SSO provider confirms the custodian by a field.
- **Claim ID Verification Field**—select the value to be used to match value coming in selected Subject Claim Type.
- **Enabled**—toggle to enable or disable the Custodian Portal SSO.

The screenshot shows the 'Custodian Portal Authentication Provider Layout' form. At the top, there are buttons for 'Save', 'Save and Back', and 'Cancel'. Below these, the form is divided into sections. The 'Authentication Provider' section includes fields for 'Name', 'OAuth2 Flow' (with 'Implicit' selected), 'Client ID', 'Authority URL', 'Redirect URL', 'Subject Claim Type', and 'Claim ID Verification Field' (with a 'Select...' dropdown). To the right of these fields is an 'Enabled' toggle set to 'No'. At the bottom of the form, there is an 'Advanced' link with a triangle icon.

### 19.1.2 Advanced fields

- **Scopes**—the default value for this field is *openid*. *openid* is a required value to be able to set up the Custodian Portal SSO feature. However, it is possible to add additional scopes, if desired. For example, a profile or email. Adding additional scopes allows the identity provider to respond with additional claims associated with the scopes being requested.

### 19.1.3 Okta SSO setup

To set up Okta SSO:

1. Go to the **Custodian Portal Authentication Provider** page.
2. Ensure that your Okta site is set up:
  - a. Go to **Applications > Applications** on the tool bar on the left hand side of Okta.
  - b. Click **Create a new app integration**.
  - c. Select **OpenID** for Sign-in method.
  - d. Select **Web Application** for Application Type.
3. On the Custodian Portal Authentication page, configure the fields as follows:
  - **Name**—enter a unique name.
  - **OAuth2 Flow**—select **Code**.
  - **Client ID**—copy this ID from the General tab under the Client Credentials section.
  - **Client Secret**—copy this secret from the General tab under the Client Secrets section.
  - **Authority URL**—copy the Authority URL, which can be retrieved from the Sign On tab in Okta. It is in the OpenID Connect ID Token section of the Issuer area. It will look something like "http://-customer.okta.com".
  - **Redirect URL**—copy the Redirect URL from Relativity to Okta. Go to the Login section and add the Redirect URL in the Sign-in redirect URLs section.
  - **Subject Claim Type**—set this to **http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn** unless the following is true:
    - If you selected only OpenID in the Scopes field, this field must be set to **sub**.
    - If you selected OpenID and profile in the Scopes field, set this field to a property available from the identity provider. These properties differ for each provider.
    - For more information about this field, refer to the Authentication guide for configuring Okta OpenID Connect.
  - **Claim ID Verification Field**—select **Email** (see above for the other options as desired).
  - **Enabled**—select **Yes**.
  - **Scopes**—default is **openid**.

Additional documentation can be found here:

- Okta in Relativity: see the Authentication guide for configuring Okta OpenID Connect.
- Okta Developer documentation for creating your SSO integration.

## 19.2 Securing the custodian portal link

When the Custodian Portal Authentication provider is enabled, custodians are presented with your organization's SSO provider login after clicking the portal link in the received hold notice communication email. If the portal recognizes that the custodian has not been authenticated, they will be redirected to their organizations sign on page. Upon successful entry of their SSO credentials, they will be redirected to the custodian portal.

## 20 Integrating Azure with Legal Hold

Integrating Azure with Legal Hold holds three purposes.

- Custodian portal single-sign on. See [Integrating Azure AD for Custodian Portal SSO on page 50](#).
- Importing entity data. See [Integrating Azure AD for importing custodians on page 55](#).
- Using the Microsoft Graph API for communications. See [Using Microsoft Graph API for sending email communications on page 80](#).

# 21 Creating legal hold entities

The Entity object functions as the central location for people, companies, organizational groups, and their metadata. Relativity Legal Hold, Processing, and Analytics all leverage the Entity object.

If you would like to import entities, see the following topics:

- [Import entities with Import/Export](#)
- [Import entities with Integration Points](#)

## 21.1 Creating and editing an entity

To create an entity, complete the following:

1. From the **Entities** tab, click **New Entity**.
2. Select a layout from the drop-down list. For more information, see [Legal Hold layout below](#)
3. Complete the fields in the layout.
4. Click **Save**.

## 21.2 Legal Hold layout

The Legal Hold Custodian detail layout contains the following sections and fields:

Basic Contact ?

First Name \*

Middle Name

Last Name \*

Email \*

Company

Location

Other ?

Company

Current Title

Department

Manager

Employee Number

Employee Status

Employment Start Date

Employment End Date

Username

Domain

Phone Number

### 21.2.1 Basic Contact

Enter in basic entity information in the following fields.

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

---

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

---

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

## 21.2.2 Company

Enter the company information for the entity in this section. All fields are optional.

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

## 21.2.3 Location

Enter entity location information in the following fields. All fields are optional.

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

## 21.2.4 Other

Enter in miscellaneous entity information in the following fields. All fields are optional.

- **Secondary Email**—the entity's secondary email address.
- **Notes**—use this field to add any applicable notes regarding the entity.

- **Unique ID**—use this field when, for example, performing Active Directory data imports using Integration Points. Because you must reference a unique field when setting up the import, you can specify the UniqueID field as unique and map it to an Active Directory field such as ObjectGuid.
- **Entity Interaction**—determines the level of interaction the Legal Hold application has with the entity. You can select None, Full, Limited, Redirected.
  - **Full**—the entity receives standard communication functionality. This is the default behavior.
  - **None**—the entity no longer receives communications. Entities set to None do not appear in the Communication Summary report or the Open Tasks report and have N/A in the responded field on Entity reports. If an entity sends a message to an admin, the admin can respond to the entity.
  - **Redirect**—the entity communications are redirected to a Redirect Recipient, another entity, to act on behalf of the original entity. If a redirect recipient is acting on behalf of another entity, the information can be found in the database.

---

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

---

## 21.2.5 Custodian Interaction level

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

The screenshot shows the 'Other' tab of an entity configuration form. The 'Custodian Interaction' dropdown menu is open, displaying three options: 'Full' (which is highlighted with a blue background), 'None', and 'Redirect'. Other visible fields include 'Secondary Email', 'Notes', and 'UniqueID'.

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

When a custodian's Interaction level is set to None or Redirect, the entity does not appear in the Redirect Recipients dialog. Custodians that have their Custodian Interaction level set to None, will not appear on the Communication Summary report and the Open Tasks report.

Different communication actions and different interaction level settings combined with the Silent Custodian setting can get complicated. In order to make sure the correct entity, if any, gets the correct communication, see the chart below.

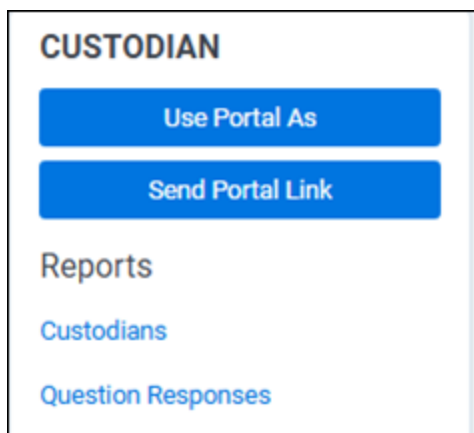
Entity Inter-action Level	Action	Do Not Notify (Is set)	Target Entity Receives Email
Full	Send General Notice Communication	False	Yes
Full	Send BCC	True	Yes
Full	Send BCC	False	Yes
Full	Send BCC	Not on project	Yes
Full	Send Escalation/Automatic Escalation (Manager)	True	Yes
Full	Send Escalation/Automatic Escalation (Manager)	False	Yes
Full	Send Escalation/Automatic Escalation (Manager)	Not on project	Yes
Full	Send Reminder/Automatic Reminder	False	Yes
Full	Global Reminder	False (for at least one project they are active on)	Yes
Full	Release Entity	False	Yes
Full	Send Alert Notice	True/False/Not on project	Yes
Full	Resend Expired Portal Link	False	Sends out link
Full	Resend Expired Portal Link	True	Sends out link
Full	Responses	False	Yes (never redirect)
Full	Send Portal Link	True	No (button disabled)
Full	Send Portal Link	False (for at least one project they are active on)	Yes
Full	Send Escalation to CC recipients	True/False/Not on Project	Yes
Redirect	Send General Notice Communication	False	Redirected
Redirect	Send BCC	True	Redirected
Redirect	Send BCC	False	Redirected
Redirect	Send BCC	Not on Project	Redirected
Redirect	Send Escalation/Automatic Escalation (Manager)	True	Redirected
Redirect	Send Escalation/Automatic Escalation (Manager)	False	Redirected
Redirect	Send Escalation/Automatic Escalation (Manager)	Not on Project	Redirected



Entity Inter-action Level	Action	Do Not Notify (Is set)	Target Entity Receives Email
Redirect	Send Reminder/Automatic Reminder	False	Redirected
Redirect	Global Reminder	False (for at least one project they are active on)	Redirected
Redirect	Release Entity	False	Redirected
Redirect	Send Alert Notices	True	Redirected
Redirect	Send Alert Notices	False	Redirected
Redirect	Send Alert Notices	Not on Project	Redirected
Redirect	Resend Expired Portal Link	False	Sends out link to original entity
Redirect	Resend Expired Portal Link	True	Sends out link to original entity
Redirect	Responses	False	Yes (never redirect)
Redirect	Send Portal Link	True	No (button disabled)
Redirect	Send Portal Link	False (for at least one project they are active on)	Redirected
Redirect	Send Escalation to CC recipients	True/False/Not on Project	No
None	Send Escalation/Automatic Escalation (Manager)	True	Yes
None	Send Escalation/Automatic Escalation (Manager)	False	Yes
None	Send Escalation/Automatic Escalation (Manager)	Not on project	Yes
None	Send Portal Link	True	No (button disabled)
None	Send Portal Link	False (for at least one project they are active on)	No (button disabled)
None	Send Escalation to CC recipients	True/False/Not on Project	No

## 21.3 Entity console

Use the Entity console to take an action related to that entity and run reports specific to that entity across multiple projects. Buttons are shaded gray when the action is unavailable or may not appear if you do not have the correct permissions. See the Legal Hold guide.



## Custodian

- **Use Portal As**—view the Legal Hold portal as a specified entity in a separate tab. Use this feature to acknowledge participation in a project or answer a questionnaire on someone else's behalf. For example, use this feature during a guided entity interview.
- **Send Portal Link**—send a communication to the entity that contains the link to their Entity portal home page. Entities can enter their email address to access the portal.

---

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

---

- **Reports**—run a project-specific report from this section. The report appears inline. See [Reports on page 124](#) the Legal Hold guide for more information about each report. Note that you may not be able to view all reports depending on your permissions.

## 22 Importing entities with Import/Export

You can add multiple entities by uploading a .csv or .dat file via Import/Export.

### 22.1 Importing legal hold entities

Use the following basic steps for importing entities through Import/Export. For a detailed Import/Export procedure, see Import/Export documentation.

To import RDO data:

1. Use tabs, search, or the quick nav bar to navigate to the **Import/Export Job** page.
2. On the Import/Export Job page, click the **New Import/Export Job** button to start a new job.
3. On the Choose workflow dialog, the **Import** button is selected by default. Next, click the **Structured (Processed) Data** workflow box to import a document load file to your workspace.

---

**Note:** If Express Transfer has been activated, the Express Transfer section will display a status of **Active**. See Activating and deactivating Express Transfer for more information.

---

4. On the Choose the Load File type dialog, click the **RDO** box to import a load file to your workspace.
5. If Express Transfer is not Active, skip this step. If it is Active, click **Select** on the Select data to Import dialog to browse to your local drive and select the folder with the files that you want to upload. In the case of universal naming convention (UNC) paths (for example, \\ServerName\SharedResourceName\FilePath), you can copy and paste the path into the Select Folder address bar in the dialog box to access the desired folder.
  - You can choose only one folder with files to transfer.
  - We recommend using a local drive instead of a mapped or external drive to avoid potential slowness and connection issues with the file import process.
  - You should not zip the data when importing data with Express Transfer active.
  - When you select a folder to upload, Express Transfer will transfer **all** the data from the selected folder, including sub-folders, to the staging area, regardless of the specific job configuration.
6. On the Choose load file and location dialog, complete the fields data, then click **Continue**:
7. On the Load File Settings dialog, select the delimiters and encoding values of the load file for the import, then click **Continue**. The File Column Headers Preview pane will help you to choose the proper settings.
8. On the Fields Mapping dialog, select the load file fields to import and map them to the workspace fields, then click **Continue**. To automatically map fields, click **Auto Map Fields**, and the fields from the load file will be mapped to any existing fields of the exact same name in the workspace.

---

**Note:** To import RDO data into a workspace, you must map the document identifier, whether it be Name, Control Number, or another field. If you do not, the import mode options will be limited and you will be unable to proceed with the import.

---

9. On the Import Settings dialog, configure your import job by selecting from which line number you want the load file to begin importing and how you want the records to be imported.
10. (Optional) Click **Precheck Load File** on the Import settings dialog to run a validation process on the load file to check for errors prior to importing it. All detected errors are displayed in the Precheck window. Click the down arrow next to any error message to view its details. Click **Cancel** to discontinue importing the file so that you can

correct the errors in the source file(s) and repeat the importing steps, or click the **Import** button to start importing the load file with the errors. The following validations are performed during Precheck:

---

**Note:** The Precheck Load File summary dialog displays a maximum of 1,000 errors for each error category and will display a message indicating the total number of errors found. For example, if an error category has 2,000 errors, only the first 1,000 will display in the drop-down list.

---

11. (Optional) Click **Save Settings** on the Import settings dialog to save the job configuration settings entered thus far to its own profile file (.ie file extension) on your computer so that you can reuse these settings when creating a new import job with Import/Export in the future.

---

**Note:** Import/Export saves job configuration settings to its own profile file format (.ie file extension). Comparing to the legacy .kw\* standard, it brings more flexibility as you now can apply saved job settings across various workspaces. The .ie profile file format is not supported in other RelativityOne data transfer tools.

---

12. Click **Import**.
13. Review the importing progress on the Importing dialog. Click the **Cancel** button if you need to stop the import job before it completes. Click the **Close** button when the importing process is complete.

---

**Caution:** If you imported data without activating Express Transfer, keep the Importing dialog open until the data is successfully past the Transferring stage. Closing the dialog earlier will terminate the data transfer.

---

14. When the import is complete, the Import Summary displays. If no errors were found in the load file, go to the next step. If errors were found, the number and other information will be listed. You can do either of the following:
  - To proceed without correcting the errors, go to the next step.
  - To manually correct them now, click the **Download Error Load File** button. Review the errors and correct them as needed. When done, upload the file with the corrected data by clicking the **Select** button on the Import Summary screen next to New Load File and navigating to the file on your local drive. Once selected, click **Import** to import the job with corrected data.

---

**Note:** Only records that imported without errors will appear in the workspace.

---

15. Click **Finish** to close the dialog .

You can review the Import/Export Job page to see more information about the job. Refer to Import/Export Job tracking and history for details.

## 22.2 Legal Hold entity load file

To load entities via Import/Export, create a load file that contains at least the following:

- Entity's full name
- Entity's email address

## 23 Importing entities with Integration Points

Importing data from Microsoft Entra ID and a .csv file is important to the legal hold process.

For more information, see the Integration Points guide.

### 23.1 Considerations

Consider the following when importing entities into Relativity:

- When Importing Entities, it's possible to use a large variety of fields when importing data.
- The Manager field is considered to be a *Single Object* field, but that object is also the Entity object. For more information, see [Importing custodians with managers on page 112](#).
  - When the Manager field is being imported, Relativity is searching the entities for a matching entity based on the data in the field mapping and will link that to the entity as manager.
  - What field is searched is based on the *Unique Identifier* field on the Integration Points job mapping when using an FTP Import.
  - Therefore, if the Unique Identifier is *Employee ID* the Manager field should contain an Employee ID of the Manager.
  - If the Unique Identifier is *Full Name* the Manager should also be a Full Name.

---

**Notes:** This will fail when attempting to assign a manager if there are multiple Entities with the same Full Name, due to the non-unique Full Name.

---

- Make sure the Import type is "Append/Overlay" as otherwise the Manager information may import incorrectly.
- Each row of a .csv file must have a unique pairing of Full Name and Email to Import with Import/Export. If any row contains a duplicate full name and email pair, you will receive an error upon trying to import this file into Relativity through.

### 23.2 Importing from Microsoft Entra ID

Use the Integration Points application with Azure AD Provider to import custodians directly into your workspace.

For testing purposes, limit the number of custodians to be imported. If using the User Principal Name as authentication verification information, map the field during setup of Integration Points Azure AD integration. We recommend mapping it to an existing column UserName. If UserName is already mapped to some other field, it is necessary to create a new Entity field prior to setting up Integration Points Azure AD integration. For more information, see the Integration Points PDF.

---

**Note:** We recommend you import the custodian which corresponds to you, matching your corporate account by email to help with troubleshooting process.

---

The Integration Points Microsoft Entra ID Provider is a separate and standalone application that is not in the Relativity Application Library. For assistance in getting the Microsoft Entra ID Provider installed into your workspace, contact [Relativity Support](#). For more information, see the Integration Points guide.

You will need the following to complete the setup in Integration Points:

- Application ID from Microsoft Azure
- Application Secret Value from Microsoft Azure
- Domain address of Microsoft Azure instance

- Any filtering requirements that will be used to filter imported data
- Field Mappings to map fields between Relativity and Microsoft Entra ID.

## 23.2.1 Setup

To create an integration point for importing from Microsoft Entra ID:

1. Complete the following fields in the Setup layout:

### General:

- **Name**—the name of your integration for reference purposes.

---

**Note:** Name the application in Integration Points the same as you did in Microsoft Entra ID for easy location of application when needing to make updates.

---

- **Type**—select Import to designate the job as a data import. Selecting Import makes all the possible import sources available for selection in the Source field below.
- **Source**—all possible third-party systems that you can import data from. Select **Microsoft Entra ID** (formerly known as Azure AD).
- **Destination**—by default, this is set to Relativity and is not editable when you select Import as the type, since you've already designated that you want to import into a Relativity workspace. You'll select the specific workspace on a subsequent layout.
- **Transferred Object**—the Relativity Dynamic Object (RDO) to which you want to import the data. Select the Entity object.
- **Profile**—complete the remaining Integration Points settings based on the settings of a saved profile. This includes all of the fields in the Connect to Source layout, as well as field mappings. If no profiles exist in the workspace, you do not have the option of selecting them. To apply a profile that you've already created, select it from the drop-down list.

### Advanced:

- **Email Notification Recipients**—enter the email addresses of those who should receive notifications of whether the integration point export succeeded or failed. Use semi colons between addresses.
- **Log Errors**—select **Yes** or **No** to denote whether Relativity tracks item level errors.
  - If you select **Yes**, each job also logs any item level errors.
  - If you select **No**, Relativity doesn't log these item level errors.
  - Regardless of your selection, job-level errors are always recorded in Relativity.

### Scheduling:

- **Enable Scheduler**—gives you the option of scheduling additional imports. Selecting Yes makes the following fields available:
  - **Frequency**—the interval at which Relativity syncs this integration point. Select one of the options below:
    - **Daily**—select this option to sync once every day.
    - **Weekly**—select this option to sync on a weekly basis. Then, enter data in the following fields:
      - **Reoccur**—enter a numeric value in the **Every # week(s)** field for how often you want it to occur weekly.

- **Send On**—specify on which day of the week (Monday through Sunday) the sync will take place by selecting any of the days of the week listed.
- **Monthly**—select this option to sync on a monthly basis. Then, enter data in the following fields:
  - **Reoccur**—enter a numeric value in the **Every # month(s)** field for how often you want it to occur monthly.
  - **Send On**—select the **Day # of the month** that you want this integration point to sync.
- **Start Date**—the date that you want Integration Points to start syncing the data.
- **End Date**—(Optional) the date that you want Integration Points to stop syncing the data. Leaving the End Date blank causes the Integration Point to run indefinitely at the scheduled interval.
- **Scheduled Time**—the time at which this integration point syncs. This time is local to your PC, not to the server.
- **Time Zone**—select the appropriate time zone.

2. Click **Next** to continue to the Connect to Source layout.

### 23.2.2 Connect to source

Continue to create your import integration point by connecting Relativity to your Microsoft Entra ID data source. You can select to import from your commercial or government Microsoft Entra ID profile. Follow the steps below.

1. Complete the following fields in the Connect to Source layout:
  - **Version**—select either a Commercial or Government Microsoft Entra ID version to import from.
  - **Application ID**—the ID of the application was created in the Azure Portal. For more information, see the Integration Points guide.
  - **Password**—the associated Application Secret Value, not the Secret ID, is the password for the application that was created in the Azure Portal. For more information, see the Integration Points guide.
  - **Directory ID**—the Microsoft Entra ID tenant domain the Azure application resides in.
  - **Filter By**—you can limit the records imported by limiting import to specific users or groups.
  - **Filter**—the filter condition used to identify Users or Groups that should be imported. Filters must be written using the Graph query syntax (for example, department eq 'Engineering'). For more information on using Graph query syntax, see Microsoft's Graph REST API documentation.

---

#### Notes:

- Microsoft supports two kinds of filtering for Microsoft Entra ID: *Filters* and *Advanced Filters*.
  - Currently, Relativity's Entra ID Provider only supports filters. It does not support advanced filters.
  - In Microsoft's documentation, on the [Use the \\$filter query parameter](#) page, you can find filters and advanced filters, with advanced filters marked with \*\*.
- 
- **MS-Graph Version**—determines which version of the Graph API Integration Points will be used when interfacing with Azure AD. Defaults to version 1.0 of the Graph API if left blank. Another available option is Beta.

2. Click **Next** to continue to the Map Fields layout.

---

**Note:** A warning message appears at the top of page if information is not valid, and you will not be able to continue to the next step until the error is resolved.

---

### 23.2.3 Map fields

Map the attributes or fields so that Integration Points imports the targeted data into specific Relativity fields.

1. In the **Map Fields** wizard, you have the following options for mapping fields:
  - Click the **Map All Fields** button to automatically map all Source fields with matching Destination field names, except single/multiple object fields.
  - Use the Shift+click and Ctrl+click method to select multiple fields at a time.
  - Use the single and double arrow buttons or double-click a field to move the selected fields between columns.
  - If you have Destination Fields that are mapped to fields in the Field Catalog, Relativity tries to find name matches between these Catalog Fields, as well.
  - The field names in the Destination columns include the type of each field listed.

When mapping fields, here are some issues to note:

- If the WebAPIPath instance setting in kCura.IntegrationPoints is not configured correctly after upgrade or installation, the Source Fields list will be empty because it cannot return any attributes. As a result, you cannot map fields.
- When importing the Entity object:
  - You need to map the First Name and Last Name fields. In case the Full Name field is not being mapped, those two fields are combined for the Full Name value, which is then written to the Entity object.
  - You can link the imported entity to a manager if the manager also exists in the entity database. To proceed with linking them, you must map the Manager field on the Field Mappings page. Pre-



viously this was done via the Entity Manager Contains Link option, which has been deprecated.

2. Complete the following import Settings on the **Map Fields** layout:

- **Overwrite**—determines how the system overwrites records once you promote data to the review workspace. This field provides the following choices:
  - **Append Only**—promote only new records into the review workspace.
  - **Overlay Only**—update existing records only in the review workspace. Any documents with the same workspace identifier are overlaid. This field acts as a link indicating to Relativity where to import the data. When you select this or Append/Overlay, you must complete the Multi-Select Field Overlay Behavior field described below.
  - **Append/Overlay**—adds new records to the review workspace and overlays data on existing records. When you select this or Overlay Only, you must complete the Multi-Select Field Overlay Behavior field described below.
- **Multi-Select Field Overlay Behavior**—determines how the system overlays records when you promote documents to the review workspace. This field is only available if you have selected either Overlay Only or Append/Overlay above. This field provides the following choices:
  - **Merge Values**—merges all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace. These merge regardless of the overlay behavior settings in the environment.
  - **Replace Values**—replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace. These merge regardless of the overlay behavior settings in the environment.
  - **Use Field Settings**—merges or replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace according to the overlay behavior settings in the environment.

- **Unique Identifier**—this option is only available when the Overwrite mode is set to Overlay Only. Enter a unique value that no other item in the workspace contains. For example, use the GUID or distinguishedName attribute. If the value is not unique in the workspace, it may lead to unintentional overwriting of existing data.

3. Click **Save** to save the Integration Point.

Once all of the settings have been entered the Integration Points job will run according to the schedule that was set. If you would like to run the job ahead of that time. For more information, see the Integration Points guide.

### 23.2.4 Reporting on Microsoft Entra ID imports

Reporting on Microsoft Entra ID imports can be done in Integration Points. For more information, see the Integration Points guide.

## 23.3 Importing a .csv file

Follow the procedure to import custodians from a .csv file

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**Note:** Opening a new port for your RelativityOne instance will require a Security assessment.

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**Note:** Opening a new port for your RelativityOne instance will require a Security assessment.

---

### 23.3.1 Setup

To create an integration point for importing an FTP (CSV file), begin by configuring the Setup parameters.

1. Complete the fields in the **Setup** layout:

**General:**

- **Name**—the name of your integration for reference purposes.
- **Type**—select **Import** to designate the job as a data import. Selecting Import makes all of the possible import sources available for selection in the Source field below.
- **Source**—select **FTP (CSV File)** to sync to a custodian list on an FTP Server to automatically update custodian information in your workspace. We strongly recommend using a secured FTP server and not using anonymous authentication.
- **Destination**—by default, this is set to **Relativity** and is uneditable when you select Import as the type, since you have already designated that you want to import into a Relativity workspace. You will select the specific workspace on a subsequent layout.
- **Transferred Object**—select the specific Relativity Dynamic Object to which you want to import the data. If you are importing the entity object, select **Entity** here.
- **Profile**—complete the remaining Integration Points settings based on the settings of a saved profile. This includes all of the fields in the Connect to Source layout, as well as field mappings. If no profiles exist in the workspace, you do not have the option of selecting them. To apply a profile that you have already created, select it from the drop-down list. For more information, see the Integration Points guide.

**Advanced:**

- **Email Notification Recipients**—enter the email addresses of those who should receive notifications of whether the integration point export succeeded or failed. Use semi colons between addresses.

- **Log Errors**—select **Yes** or **No** to denote whether Relativity tracks item level errors.
  - If you select **Yes**, each job also logs any item level errors.
  - If you select **No**, Relativity doesn't log these item level errors.
  - Regardless of your selection, job-level errors are always recorded in Relativity.

#### Scheduling:

- **Enable Scheduler**—gives you the option of scheduling additional imports. Selecting Yes makes the following fields available:
  - **Frequency**—the interval at which Relativity syncs this integration point. Select one of the options below:
    - **Daily**—select this option to sync once every day.
    - **Weekly**—select this option to sync on a weekly basis. Then, enter data in the following fields:
      - **Reoccur**—enter a numeric value in the **Every # week(s)** field for how often you want it to occur weekly.
      - **Send On**—specify on which day of the week (Monday through Sunday) the sync will take place by selecting any of the days of the week listed.
    - **Monthly**—select this option to sync on a monthly basis. Then, enter data in the following fields:
      - **Reoccur**—enter a numeric value in the **Every # month(s)** field for how often you want it to occur monthly.
      - **Send On**—select the **Day # of the month** that you want this integration point to sync.
  - **Start Date**—the date that you want Integration Points to start syncing the data.
  - **End Date**—(Optional) the date that you want Integration Points to stop syncing the data. Leaving the End Date blank causes the Integration Point to run indefinitely at the scheduled interval.
  - **Scheduled Time**—the time at which this integration point syncs. This time is local to your PC, not to the server.
  - **Time Zone**—select the appropriate time zone.

2. Click **Next** to advance to the Connect to Source layout.

### 23.3.2 Connect to source

Continue to create your import integration point by connecting Relativity to the data source by following the steps below.

1. In the **Connect to Source** layout, complete the following fields:

Cancel ⓘ

Setup Connect to Source Map Fields

← Back Next →

Connection Information ⓘ

Host:

Protocol: FTP ▾

Port: 21

Username:

Password:

File Information

CSV Filepath: e.g. /export/nightlyexport/\*yyyy\*-\*MM\*-\*dd\*\_HRIS\_export

#### Connection Information:

- **Host**—the FTP (File Transfer Protocol) or SFTP (SSH File Transfer Protocol) server address. For example, *filetransfer.example.com*. If RelativityOne cannot locate this address, you will receive an error stating that the remote could not be resolved, and you will not be able to proceed.
- **Protocol**—select the FTP or SFTP protocol.
- **Port**—the server port to which you want to connect. The FTP protocol default Port number is 21. The SFTP protocol default Port number is 22. The standard network ports 21 or 22 should be open on both RelativityOne and FTP server for outgoing connections from RelativityOne's Web and Agent servers and for listening (FTP server). Some firewall solutions may impact the connectivity between RelativityOne and the FTP server.

---

**Note:** If you need to open any port, please contact [Relativity Support](#) and allow at least three days to respond. Opening a new port for your RelativityOne instance requires a Security assessment. To successfully import an FTP (CSV file), the standard network ports should be open on both RelativityOne and FTP server for outgoing connections from RelativityOne's Web and Agent servers and for listening (FTP server). Note that the firewall solutions may impact the connectivity between RelativityOne and the FTP server.

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- **Username**—(Optional) the username to use for authentication. If left blank, Integration Points will use "anonymous."
- **Password**—(Optional) the associated password to use for authentication. If left blank, Integration Points will use "anonymous."

#### File Information:

- **CSV Filepath**—the location of the .csv file that Integration Points imports from the FTP/SFTP server. If you set the generated .csv file to always include the date, you can specify this file path value to use date wildcards so that Integration Points always imports the latest file. For example, the following file path will import the most recently dated file:

*/export/nightlyexport/\*yyyy\*-\*MM\*-\*dd\*\_HRIS\_export.csv*

- Wildcards are case sensitive.
  - The wildcard feature only pulls data from a file name with the current date.
  - You can also use hh:MM:ss for hours, minutes, and seconds, with capital M's for minutes. When using times, only file names within the last hour are found.
2. Click **Next** to advance to the Map Fields layout, which contains a list of Relativity fields from their destination RDO as well as attributes that the source provider pulled back.

### 23.3.3 Map fields

Map the attributes or fields so that Integration Points imports the targeted data into specific Relativity fields.

1. In the **Map Fields** wizard, you have the following options for mapping fields:
  - Click the **Map All Fields** button to automatically map all Source fields with matching Destination field names, except single and multiple object fields.
  - Use the Shift+click and Ctrl+click method to select multiple fields at a time.
  - Use the single and double arrow buttons or double-click a field to move the selected fields between columns.
  - If you have Destination Fields that are mapped to fields in the Field Catalog, Relativity tries to find name matches between these Catalog Fields, as well.
  - The field names in the Destination columns include the type of each field listed.

When mapping fields, here are some issues to note:

- If the WebAPIPath instance setting in kCura.IntegrationPoints is not configured correctly after upgrade or installation, the Source Fields list will be empty because it cannot return any attributes. As a result, you cannot map fields.
- When importing the Entity object:
  - You need to map the First Name and Last Name fields. In case the Full Name field is not being mapped, those two fields are combined for the Full Name value, which is then written to the Entity object.
  - You can link the imported entity to a manager if the manager also exists in the entity database. To proceed with linking them, you must map the Manager field on the Field Mappings page. Previously this was done via the Entity Manager Contains Link option, which has been deprecated.

- We recommend setting the Unique Identifier field to UniqueID.

2. Complete the following import Settings on the **Map Fields** layout:

- **Overwrite**—determines how the system overwrites records once you promote data to the review workspace. This field provides the following choices:
  - **Append Only**—promote only new records into the review workspace.
  - **Overlay Only**—update existing records only in the review workspace. Any documents with the same workspace identifier are overlaid. This field acts as a link indicating to Relativity where to import the data. When you select this or Append/Overlay, you must complete the Multi-Select Field Overlay Behavior field described below.
  - **Append/Overlay**—adds new records to the review workspace and overlays data on existing records. When you select this or Overlay Only, you must complete the Multi-Select Field Overlay Behavior field described below.
- **Multi-Select Field Overlay Behavior**—determines how the system overlays records when you promote documents to the review workspace. This field is only available if you have selected either Overlay Only or Append/Overlay above. This field provides the following choices:
  - **Merge Values**—merges all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace, regardless of the overlay behavior settings in the environment.
  - **Replace Values**—replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace, regardless of the overlay behavior settings in the environment.

- **Use Field Settings**—merges or replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace according to the overlay behavior settings in the environment.
- **Unique Identifier**—this option is only available when the Overwrite mode is set to Overlay Only.
  - Enter a unique value that no other item in the workspace contains. For example, use the GUID or distinguishedName attribute.
  - If the value is not unique in the workspace, it may lead to unintentional overwriting of existing data.

---

**Note:** We recommend setting the Unique Identifier field to UniqueID. Using a name field can cause an error because there is the possibility of having two custodians with the same name.

---

3. Click **Save** to save the Integration Point.

Once you save the Integration Point, you can run the import job. For more information, see the Integration Points guide.

### 23.3.4 Importing custodians with managers

When importing entities, you can use a large variety of fields when importing data. The Manager field is considered to be a *Single Object* field, and that object is also the Entity object.

Make sure the Import type is *Append/Overlay*. Otherwise, the manager information may import incorrectly.

Below are examples for what type of data is meant by Full Name and Unique ID:

Full Name	Unique ID	Manager
Test Employee	TE001	TM001
Test Manager	TM001	

For using FTP Import with Integration Points:

Unique Identifier on Field Mapping	Data Mapped to Manager (Single Object)	Result
UniqueID	The Manager's Unique ID	The Manager's name will show as Manager and be linked.
Full Name	The Manager's Full Name	The Manager's name will show as Manager and be linked so long as No other Entity as the same Full Name.

When the Manager field is being imported, Relativity is searching the entities for a matching entity based on the data in the field mapping and will link that to the entity as manager.



Selected Source Fields (9):

- Current Title
- Department
- Email
- Employee Number [Object Identifier]
- Employee Status
- First Name
- Full Name
- Last Name
- Manager UniqueID

Selected Destination Fields (9):

- Current Title [Fixed-Length Text]
- Department [Fixed-Length Text]
- Email [Fixed-Length Text]
- UniqueID [Object Identifier]
- Employee Status [Fixed-Length Text]
- First Name [Fixed-Length Text]
- Full Name [Fixed-Length Text]
- Last Name [Fixed-Length Text]
- Manager [Single Object]

What field is searched is based on the *Unique Identifier* field on the integration points job mapping when using an FTP Import.

Settings

Overwrite: Append/Overlay

Multi-Select Field Overlay Behavior: Replace Values

Unique Identifier: UniqueID

For using Load File Import, file in staging area, with Integration Points:

Unique Identifier on field mapping	Data mapped to Manager (Single Object)	Result
UniqueID	The Manager's Full Name	The Manager's name will show as Manager and be linked

## 23.4 Importing from LDAP

Follow the procedure to import custodians using the lightweight directory access protocol (LDAP).

**Note:** Opening a new port for your RelativityOne instance will require a Security assessment.

Before importing LDAP (Lightweight Directory Access Protocol), the Integration Points LDAP Provider needs to be connected to the LDAP server. To connect successfully, open the standard network ports for both RelativityOne and the LDAP Server for outgoing connections from RelativityOne's Web and Agent servers and for listening (LDAP Server). To connect these ports, contact [Relativity Support](#).

**Note:** To successfully connect Integration Points LDAP Provider to the LDAP server, the standard network ports should be open on both RelativityOne and the LDAP Server for outgoing connections from RelativityOne's Web and Agent servers and for listening (LDAP Server). LDAP connection requires using 636 (Secure Socket Layer) network ports. Custom ports are not supported and may not work correctly. Please be aware that firewall solutions may impact the connectivity between RelativityOne and LDAP server.

### 23.4.1 Setup

To create an integration point for importing LDAP:

1. In the **Setup** layout, complete the following fields:

#### General:

- **Name**—the name of your integration for reference purposes.
- **Type**—select **Import** to designate the job as a data import. Selecting Import makes all of the possible import sources available for selection in the Source field below.
- **Source**—select **LDAP** here, since you want to import data from a Lightweight Directory Access Protocol source. For example, use this source provider to import an organization's people directory.
- **Destination**—by default, this is set to **Relativity** and is uneditable when you select Import as the type.
- **Transferred Object**—select the specific Relativity Dynamic Object to which you want to import the data. It is typical to use the LDAP source to sync the Entity object.
- **Profile**—complete the remaining Integration Points settings based on the settings of a saved profile. This includes all of the fields in the Connect to Source layout, as well as field mappings. If no profiles exist in the workspace, you do not have the option of selecting them. To apply a profile that you have already created, select it from the drop-down list. For more information on profiles, see the Integration Points guide.

#### Advanced:

- **Email Notification Recipients**—enter the email addresses of those who should receive notifications of whether the integration point export succeeded or failed. Use semi colons between addresses.

- **Log Errors**—select **Yes** or **No** to denote whether Relativity tracks item level errors.
  - If you select **Yes**, each job also logs any item level errors.
  - If you select **No**, Relativity doesn't log these item level errors.
  - Regardless of your selection, job-level errors are always recorded in Relativity.

#### Scheduling:

- **Enable Scheduler**—gives you the option of scheduling additional imports. Selecting Yes makes the following fields available:
  - **Frequency**—the interval at which Relativity syncs this integration point. Select one of the options below:
    - **Daily**—select this option to sync once every day.
    - **Weekly**—select this option to sync on a weekly basis. Then, enter data in the following fields:
      - **Reoccur**—enter a numeric value in the **Every # week(s)** field for how often you want it to occur weekly.
      - **Send On**—specify on which day of the week (Monday through Sunday) the sync will take place by selecting any of the days of the week listed.
    - **Monthly**—select this option to sync on a monthly basis. Then, enter data in the following fields:
      - **Reoccur**—enter a numeric value in the **Every # month(s)** field for how often you want it to occur monthly.
      - **Send On**—select the **Day # of the month** that you want this integration point to sync.
  - **Start Date**—the date that you want Integration Points to start syncing the data.
  - **End Date**—(Optional) the date that you want Integration Points to stop syncing the data. Leaving the End Date blank causes the Integration Point to run indefinitely at the scheduled interval.
  - **Scheduled Time**—the time at which this integration point syncs. This time is local to your PC, not to the server.
  - **Time Zone**—select the appropriate time zone.

2. Click **Next** to advance to the Connect to Source layout.

### 23.4.2 Connect to source

Continue create your import integration point by connecting Relativity to the data source. Follow the steps below.

1. In the **Connect to Source** layout complete the following fields:

- **Connection Path**—the URL used to locate the directory. For example, “Relativity.com.” You will need to add **636** to the URL to access that port. Also, note that you can optionally include specific organizational unit references by adding a forward slash (/) after the server. The following example looks up items in the Relativity.com domain within the Employees organizational unit: `ldap.Relativity.com:636/OU-U=Employees,OU=Accounts,OU=Relativity,DC=Relativity,DC=corp`

---

**Note:** Contact [Relativity Support](#) to open port 636.

---

- **Object Filter String**—this string specifies certain attributes that the requested LDAP entries must contain that Integration Points considers for import. For example, if you want to import users, you would use an object filter string such as `(objectClass=user)`. For more information on search filter syntax, refer to this Microsoft article: [Search Filter Syntax](#).
- **Authentication**—Secure Socket Layer is the only applicable authentication type for port 636.
- **Username**—if required by the server’s authentication, enter a username to connect to the server (connection path). For external SaaS LDAP instances, the username may need to include user ID (UID), organization unit (ou), organization’s distinguished name (o) and the connection path:  
`uid=johndoe,ou=Users,o=6065d44947314c4eb10ca904,dc=somesaasldap,dc=com`
- **Password**—if required by the server’s authentication, you can enter a password to connect to the server (connection path).
- **Import Nested Items**—select **Yes** for the import to include all sub directories in the specified connection path. Select **No** for the import to include only the first level items brought back in the connection path.

2. Click **Next** to advance to the Map Fields layout, which contains a list of Relativity fields from their destination RDO as well as attributes that the source provider pulled back.

### 23.4.3 Map fields

Map the attributes or fields so that Integration Points imports the targeted data into specific Relativity fields.

1. In the **Map Fields** wizard, you have the following options for mapping fields:

- Click the **Map All Fields** button to automatically map all Source fields with matching Destination field names, except single/multiple object fields.
- Use the Shift+click and Ctrl+click method to select multiple fields at a time.
- Use the single and double arrow buttons or double-click a field to move the selected fields between columns.
- If you have Destination Fields that are mapped to fields in the Field Catalog, Relativity tries to find name matches between these Catalog Fields, as well.
- The field names in the Destination columns include the type of each field listed.

When mapping fields, here are some issues to note:

- If the WebAPIPath instance setting in kCura.IntegrationPoints is not configured correctly after upgrade or installation, the Source Fields list will be empty because it cannot return any attributes. As a result, you cannot map fields.
- When importing the Entity object:
  - You need to map the First Name and Last Name fields. In case the Full Name field is not being mapped, those two fields are combined for the Full Name value, which is then written to the Entity object.
  - You can link the imported entity to a manager if the manager also exists in the entity database. To proceed with linking them, you must map the Manager field on the Field Mappings page. Previously this was done via the Entity Manager Contains Link option, which has been deprecated.

2. Complete the following import Settings on the **Map Fields** layout:

- **Overwrite**—determines how the system overwrites records once you promote data to the review workspace. This field provides the following choices:
  - **Append Only**—promote only new records into the review workspace.
  - **Overlay Only**—update existing records only in the review workspace. Any documents with the same workspace identifier are overlaid. This field acts as a link indicating to Relativity where to import the data. When you select this or Append/Overlay, you must complete the Multi-Select Field Overlay Behavior field described below.
  - **Append/Overlay**—adds new records to the review workspace and overlays data on existing records. When you select this or Overlay Only, you must complete the Multi-Select Field Overlay Behavior field described below. You are able to create folders or re-folder documents when you select Append/Overlay.
- **Multi-Select Field Overlay Behavior**—determines how the system will overlay records when you push documents to the review workspace. This field is only available if you have selected either Overlay Only or Append/Overlay above. This field provides the following choices:
  - **Merge Values**—merges all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace, regardless of the overlay behavior settings in the environment.
  - **Replace Values**—replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace, regardless of the overlay behavior settings in the environment.

- **Use Field Settings**—merges or replaces all values for multi-choice and multi-object fields in the source data with corresponding multi-choice and multi-option fields in the workspace according to the overlay behavior settings in the environment.
- **Unique Identifier**—this option is only available when the Overwrite mode is set to Overlay Only. Enter a unique value that no other item in the workspace contains. For example, use the GUID or distinguishedName attribute. If the value is not unique in the workspace, it may lead to unintentional overwriting of existing data.

3. Click **Save** to save the Integration Point.

Once you save the Integration Point, you can run the import job. For more information, see the Integration Points guide.

## 24 Deleting a custodian

You can delete individual entities, or multiple entities at once from Legal Hold, and any project to which they may be assigned. An entity cannot be deleted if they have communications redirected to them. For more information, see [Custodian Interaction level on page 95](#)

To delete an entity:

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

---

**Note:** Deleting an entity removes the custodian entirely from Legal Hold, as if they never existed. For example, if they were designated as a custodian's manager, they will no longer appear as the custodian's manager. If you just want to remove the custodian from the project without deleting their data, see [Removing a custodian from the project console on page 186](#).

---

### 24.1 Deleting a custodian on a preservation hold

To delete a custodian on a preservation hold, the custodian first needs to be removed from all preservation holds in all projects. To remove an custodian from a preservation hold in a project, change the custodian's role to a non-preservation hold role. For a list of roles and how to change a custodian's role, see [Assigning roles to custodians on the next page](#).

---

**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 124](#). You can also learn which custodians are on a preservation hold by using the Custodian Status Dashboard. For more information, see the [Custodian status dashboard on page 273](#). Once the projects are returned, consult with others to verify their ability for the preservation hold to be removed in the specific project.



## 25 Assigning roles to custodians

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

Use roles when sending communications to specific groups. For example, you may need to send a specific communication to only the Human Resources group at your company. Use roles to filter your custodian list when you use the Select option to send a communication from the Project console. See [Project console on page 183](#).

Roles appear on the Entities tab in the Entity Details section.

### 25.1 Creating a role

To manage the roles:

1. Navigate to **Roles** tab. Legal Hold ships with the following roles by default:

---

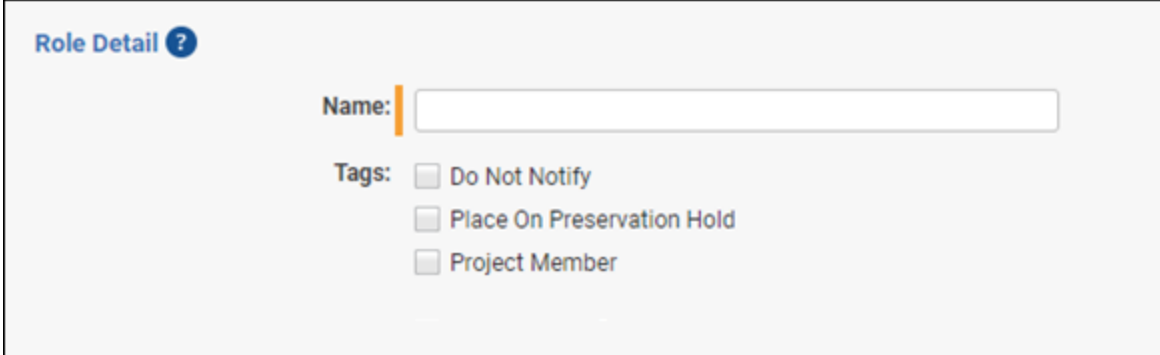
**Note:** These default roles cannot be deleted.

---

- **Alert Group**—indicates that the person is a member of the Alert Group. These groups may include HR, legal, and IT or any group of individuals impacted by a custodian's response to a question. They will be notified if a custodian answers a question in a certain manner.
- **Custodian**—indicates that the person or company is a custodian on the project.
- **Human Resources**—indicates that the person is a member of the Human Resources group.
- **Information Technology**—indicates that the person is a member of the Information Technology group.
- **Project Member**—indicates that a non-custodian can be assigned a task. Hold notices cannot be sent to entities assigned with the Project Member role on a legal hold project. A custodian with assigned with the Project Member role will not impact the PRL.
- **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:
  - Will not receive communications from Legal Hold.
  - Still appear in the Custodians and Custodian Active Projects reports.
  - Are people that you do not 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. This tag triggers preservation in place for custodians. For more information, see [Adding preservation hold settings using Modern Authentication \(Legacy\) on page 244](#).

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

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



**Role Detail** ?

**Name:**

**Tags:**

- ☐ Do Not Notify
- ☐ Place On Preservation Hold
- ☐ Project Member

4. (Optional) Select one or more Tags.
  1. **Do Not Notify**—prevents custodians from receiving any communications.. 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 should not 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.
  2. **Place On Preservation Hold**—triggers preservation in place for custodians. For more information, see [Preservation hold \(Legacy\) on page 239](#).
  3. **Project Member**—used to indicate non-custodians that can be assigned tasks.
5. Click **Save**.

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

## 25.2 Assigning a role

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 197](#). You can also change a role using the Project console button Change Role. See [Project console on page 183](#).

## 26 Item selectors

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

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

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

1. Click on the custodian picker you want to customize.
2. Click a field in the Available Fields column.

---

**Note:** The Available Fields list is static for Item Selector. Custom fields are not included in the Available Fields list and cannot be added to it.

---

3. Click an arrow option to move the field to the Select Fields column or click the multiple arrow button to move all fields at once.

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

Send Communication

Set Fields ⓘ

**Available Fields**

- Address 1
- Address 2
- Country
- Document numbering prefix
- Domain
- First Name
- Last Name
- Location
- Middle Name
- Past Department
- Past Manager
- Past Title
- Phone Number
- Secondary Email
- State/Province
- UniqueID
- Username
- Zip/Postal Code

**Selected Fields**

Name	Friendly Name	Width (px)
Full Name	Full Name	150
Role	Role	100
Role Tags	Role Tags	150
Email	Email	150
Release Date	Hold Status	150
Department	Department	150
Company	Company	150
Manager	Manager	150
Current Title	Job Title	150
Employee Number	Employee Number	150
Employee Status	Employment Status	150
City	City	150
Notes	Notes	150
Access to Sensitive Material	Access To Sensitive Material	150
Notes	Role Notes	150

**Set Field Attributes**

Field Name:

Friendly Name:

Width (px):

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

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

Once the picker is saved, the field or fields are available in that custodian picker.

# 27 Reports

Run Legal Hold reports to analyze and manage your projects from Reports tab. These reports are on a project-by-project basis. Export formats do not lend well to being used as load files.

## 27.1 Considerations

You must consider and know the following before creating reports:

- There is a limit of adding 180 projects to a report.
- The Print and Export report options appear at the bottom of the report modal in Legal Hold 4.1.466.5 and beyond.

## 27.2 Report types

Run the following reports in Legal Hold:

- [Active Preservation Holds Report below](#)
- [All Preservation Holds Report on the next page](#)
- [Communication Summary Report on page 126](#)
- [Custodian Active Projects Report on page 127](#)
- [Custodian Change Report on page 128](#)
- [Custodians Report on page 130](#)
- [Employment Status Change Report on page 131](#)
- [Global Summary Report on page 132](#)
- [Non-Responsive Custodians Report on page 133](#)
- [Custodian Open Items Report on page 129](#)

### 27.2.1 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



## Active Preservation Holds Report

Project: Legal Hold Project 001  
Preservation Case: LHP Case 001

Custodian: Cruise, Thomas  
Custodian Email: tcruise@kcuraintegration.onmicrosoft.com

Preservation Source	Status Date	Status
O365 Tenant 1 Mailbox	11/6/2017	On Hold

Custodian: Smith, William  
Custodian Email: wsmith@kcuraintegration.onmicrosoft.com

Preservation Source	Status Date	Status
O365 Tenant 1 Mailbox	11/6/2017	On Hold
O365 Tenant 1 OneDrive	11/6/2017	On Hold

Report Generated: 11/9/2017 11:29:57 AM

Page 1 of 1

### 27.2.2 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 project.

[View All Preservation Holds Report](#)



## All Preservation Holds Report

Project: Legal Hold Project 001  
Preservation Case: LHP Case 001

Custodian: Cruise, Thomas  
Custodian Email: tcruise@kicurainegration.onmicrosoft.com

Preservation Source	Status Date	Status	Status Description
O365 Tenant 1 Mailbox	11/6/2017	On Hold	
O365 Tenant 1 OneDrive	11/6/2017	Pending - Error	Retries exhausted: OneDrive location could not be found.

Custodian: Smith, William  
Custodian Email: wsmith@kicurainegration.onmicrosoft.com

Preservation Source	Status Date	Status	Status Description
O365 Tenant 1 Mailbox	11/6/2017	On Hold	
O365 Tenant 1 OneDrive	11/6/2017	On Hold	

Report Generated: 11/9/2017 11:35:22 AM

Page 1 of 1

### 27.2.3 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 [Assigning roles to custodians on page 121](#).



## Communication Summary Report

Project Name: Open Project  
Type: Legal Hold  
Status: Active  
Custodians: 4

Subject Matter Start Date:  
Subject Matter End Date:  
Acknowledgement: 33%  
Questionnaire: 0%

### Communication:GHN

Acknowledgement Status



Not Acknowledged: 67 % Acknowledged: 33 %

Questionnaire Status



Not Submitted: 100 % Submitted: 0 %

Custodian Name	Acknowledged	Questionnaire	Reminders	Escalations	Status	Status Date
Adams, Nancy 31387	7/26/2018	--	0	0	Active	7/26/2018
Charge, Positive	--	--	0	0	Active	7/24/2018
Oliver, Daniel	--	--	1	1	Released	7/26/2018
Total	1/3	0/3	1	1		

### Acknowledged on Behalf:GHN

Custodian Name	Acknowledged By	Reason
Adams, Nancy 31387	Admin, Relativity	Released Nancy

### 27.2.4 Custodian Active Projects Report

Run this report to see details of 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: Aguiar, Anya  
Custodian Email: AAguiar@kcura.com  
Department: Marketing

Project	Project Owner	Project Owner Email	Open Task Count
837593 - Initech	Oscar Nuñez	onunez@kcura.com	0

Custodian: Amezcua, Anneliese  
Custodian Email: AAmezcua@kcura.com  
Department: Marketing

Project	Project Owner	Project Owner Email	Open Task Count
837593 - Initech	Oscar Nuñez	onunez@kcura.com	1

Custodian: Anaya, Antonia  
Custodian Email: AAnaya@kcura.com  
Department: Marketing

Project	Project Owner	Project Owner Email	Open Task Count
837593 - Initech	Oscar Nuñez	onunez@kcura.com	0

Custodian: Arvidson, Arnold  
Custodian Email: AArvidson@kcura.com  
Department: Client Services

Project	Project Owner	Project Owner Email	Open Task Count
837593 - Initech	Oscar Nuñez	onunez@kcura.com	1

Custodian: Avalos, Ernestine  
Custodian Email: EAvalos@kcura.com  
Department: Sales

### 27.2.5 Custodian Change Report

This report can only be generated as a scheduled report. When the report is run as a scheduled report, it will include all changes to custodians since the last time the report was run, or since the scheduled report was created. 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 Workspace security in the Admin Guide.

**Note:** The user running the report needs permission to view the Manager field for that row to display in the report. If the Manager role field value changes, the Manager row won't display.





## Custodian Change Report

Start Date: 10/20/2021

End Date: 10/20/2021

Date Changed	Field	Original Value	New Value
MV002 : Depp, Johnny : johnny.depp@email.com			
10/20/2021 1:32 AM	Secondary Email		jdepp.smallcompany@email.com
10/20/2021 1:32 AM	Middle Name		S
BC_001 : Doe, John : john.doe@email.com			
10/20/2021 1:28 AM	Employment Start Date	2015-08-03 00:00:00	2015-08-04 00:00:00
10/20/2021 1:28 AM	Employment End Date	2028-10-30 00:00:00	2034-05-15 00:00:00
10/20/2021 1:28 AM	Employee Status	full-time	Active
10/20/2021 1:28 AM	Company	Best Company	Better Company
10/20/2021 1:28 AM	Username		jdoe
10/20/2021 1:28 AM	Department	Development	Production
10/20/2021 1:28 AM	Current Title	Lead Developer	Software Developer
10/20/2021 1:28 AM	Domain		work.domain
AMC_003 : Hendrix, Jim : jimi.hendrix@email.com			
10/20/2021 1:32 AM	Middle Name	F	L
10/20/2021 1:32 AM	Employment End Date	2025-03-03 00:00:00	2025-03-26 00:00:00
10/20/2021 1:32 AM	Employment Start Date	2021-02-01 00:00:00	2021-02-02 00:00:00
10/20/2021 1:32 AM	Current Title	Lead Guitar	Rhythm Guitar
MC_002 : Jackson, Michael : michael.jackson@email.com			
10/20/2021 1:31 AM	Employment End Date	2028-03-14 00:00:00	2028-03-31 00:00:00
10/20/2021 1:31 AM	Employee Status	Probational	Part-Time

### 27.2.6 Custodian Open Items Report

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

**Note:** A custodian with the role tag Do Not Notify won't appear on this report. See [Assigning roles to custodians on page 121](#).



## Custodian Open Items Report

Project Name: 837593 - Initech  
Type: Intellectual Property  
Status: Active  
Custodians: 244

Subject Matter Start Date: 8/1/2010  
Subject Matter End Date:  
Acknowledgement: 75%  
Questionnaire: 0%

### Communication: Hold Notice (837593 - Initech)

Custodian Name	Allotted Reminders	Sent Reminders	Escalations	Initial Communication	Last Activity
Amezcuca, Anneliese	3	3	1		
Arvidson, Arnold	3	3	1		
Bredeson, Alyce	3	3	1		
Dohrmann, Alita	3	3	1		
Fauntleroy, Adella	3	3	1		
Goers, Adan	3	3	1		
Hurrell, Berenice	3	3	1		
Joerting, Brigid	3	3	1		
Kubicek, Adrienne	3	3	1		
Lefevers, Arie	3	3	1		
Lietz, Brendon	3	3	1		
Mallet, Danelle	3	3	1		
Maus, Fanny	3	3	1		
Mcannally, Emanuel	3	3	1		
Mccalla, Darla	3	3	1		
Mckie, Candie	3	3	1		
Mcree, Faviola	3	3	1		
McVicker, Ester	3	3	1		
Merlin, Danica	3	3	1		
Modica, Belen	3	3	1		
Moisan, Bess	3	3	1		

## 27.2.7 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

Project Name: 837593 - Initech Subject Matter Start Date: 8/1/2010  
 Type: Intellectual Property Subject Matter End Date:  
 Status: Active Acknowledgement: 75%  
 Custodians: 244 Questionnaire: 0%

Custodian Name	Employee Number	Employee Email	Role	Role Tags	Status	Communication	Responded	Response Time (Days)
Aguiar, Anya		AAguiar@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/31/2014	0
Amezcu, Anneliese		AAmezcu@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)		0
Anaya, Antonia		AAaya@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Arvidson, Arnold		AArvidson@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)		0
Avalos, Ernestine		EAvolos@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Bachand, Bennie		BBachand@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/31/2014	0
Badon, Ewa		EBadon@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Barnum, Bernardo		BBarnum@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Battiste, Ayana		ABattiste@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Batty, Antonio		ABatty@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Baumgardner, Ellamae		EBaumgardner@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0
Bellew, Ashly		ABellew@kcura.com	Custodian		Active	Hold Notice (837593 - Initech)	5/30/2014	0

### 27.2.8 Employment Status Change Report

This report can only be generated as a scheduled report. When the report is run as a scheduled report, it will include custodians/entities that had a change in either the Employee Status or Employment End Date fields since the last time the report was run, or since the scheduled report was created. Run this report to see audit entries for any changes to the custodian/entity Employee Status or Employment End Dates.

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

[View Employment Status Change report](#)



## Employment Status Change Report

Start Date: 9/27/2021

End Date: 9/28/2021

Custodian	Employee Email	Employee Number	Employment End Date	Manager	Department
Demonstration Project REL-001 (project.owner@email.com)					
Doe, John	john.doe@email.com	GC001	10/31/2028	Smith, Jane	Engineering
Doe, John	john.doe@email.com	GC001	10/31/2021	Smith, Jane	Engineering
Normal, Abby	abby.normal@email.com	GC003	1/10/2022	--	Security
Normal, Abby	abby.normal@email.com	GC003	11/30/2021	--	Security
Smith, Jane	jane.smith@email.com	GC002	12/31/2031	--	Engineering
Smith, Jane	jane.smith@email.com	GC002	10/1/2021	--	Engineering
Demonstration Project REL-002 (project.owner@email.com)					
Depp, Johnny	johnny.depp@email.com	MV002	10/25/2022	Doe, John	--
Hendrix, Jimi	jimi.hendrix@email.com	FM003	12/31/2021	Normal, Abby	--
Jackson, Michael	michael.jackson@email.com	FM002	3/9/2022	Smith, Jane	--
Lawrence, Jennifer	jennifer.lawrence@email.com	MV003	9/29/2021	Smith, Jane	--
Leto, Jared	jared.letto@email.com	MV001	9/30/2021	--	--
Presley, Elvis	elvis.presley@email.com	FM001	1/19/2022	Doe, John	--
Demonstration Project REL-003 (project.owner@email.com)					
Depp, Johnny	johnny.depp@email.com	MV002	10/25/2022	Doe, John	--
Lawrence, Jennifer	jennifer.lawrence@email.com	MV003	9/29/2021	Smith, Jane	--
Leto, Jared	jared.letto@email.com	MV001	9/30/2021	--	--

### 27.2.9 Global Summary Report

Run this report to see details on the most active people in your project or projects. The graph shows the top ten people by number of projects, while the table displays all people on at least one project. You can see the subject matter time span for each person and the last time there was any activity between the application and the person.

# Global Summary Report

Custodian Name	Employee Email	Employee Number	Department	Employee Status	Manager	Employment Start Date	Employment End Date	UniqueID	Username	Country	Location	Current Title	Projects	Subject Matter Start Date	Subject Matter End Date	Acknowledgment Date	Questionnaire Submitted Date	Communication Sent Date
Abot, Sue	sabot234@shoo.com	NA	NA	FT	D							Director	1			3/22/2018		12/14/2023
Adella Smith	ASmith@kcura.com	2289	Sales		1488421						APAC - Mumbai		1					12/15/2023
Adrienne Jones	Ajones@kcura.com	1747	Sales		1488421						APAC - Osaka		1			4/30/2019		5/28/2020
Armand Desper	ADesper@kcura.com	2256	Client Services		1488422						APAC - Osaka		1					3/14/2023
Arvizu, Guadalupe	GArvizu@kcura.com		HR		1488417					US			1					--
Ashberry, Eleanor	EAsberry@kcura.com		HR		1488417					US			1					--
Ashline, Charissa	CAshline@kcura.com		HR		1488417					US			1					8/10/2018
Avalos, Ernestine	EAvalos@kcura.com		Sales		1488419					US			1			4/30/2019		6/28/2018
Azzie Hayton	AHayton@kcura.com	2244	Marketing		1488424								1					5/11/2018
Bachand, Bennie	BBachand@kcura.com		Sales		1488419					US			1			4/30/2019		6/28/2018
Badeaux, Gloria	GBadeaux@kcura.com		HR		1488417					US			1					--
Badgett, Chelsea	CBadgett@kcura.com		HR		1488417					US			1					--
Badon, Ewa	EBadon@kcura.com		Sales		1488419					US			1			4/30/2019		6/28/2018
Barnum, Bernardo	BBarnum@kcura.com		Sales		1488419					US			1			4/30/2019		6/28/2018
Battiste, Ayana	ABattiste@kcura.com		Client Services		1488422					US			1			5/30/2014		--
Bauntier, Adella	ABauntier@kcura.com	975765	Sales	Terminated	1488421		11/1/2019			US			1					--
Lay, Kenneth	ken.lay@st.com	000594		Terminated	D	3/2/2011	9/15/2021						1					12/14/2022
Roberts, Michalynn	ARoberts@kcura.com	1178	Sales		1488421						APAC - Singapore		1			10/26/2022		10/21/2022

## 27.2.10 Non-Responsive Custodians Report

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

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

[View Non-responsive Custodians report](#)

## Non-Responsive Custodians Report

Project Name: 837593 - Initech  
 Status: Active  
 Type: Intellectual Property

Subject Matter Start Date: 8/1/2010  
 Subject Matter End Date:

### Communication: Executive Hold Notice (837593 - Initech)

Custodian Name	Employee Email	Employee Number	Acknowledged	Questionnaire	Reminders	Escalations	Status	Status Date
Joyner, Albina	--	--	--	N/A	0	0	Active	5/24/2016
Yetter, Alesha	AYetter@kcura.com	--	--	N/A	0	0	Active	5/24/2016

### Communication: Hold Notice (837593 - Initech)

Custodian Name	Employee Email	Employee Number	Acknowledged	Questionnaire	Reminders	Escalations	Status	Status Date
Amezcu, Anneliese	AAmezcu@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Arvidson, Arnold	AArvidson@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Bredeson, Alyce	ABredeson@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Dohrmann, Alita	ADohrmann@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Fauntleroy, Adella	AFauntleroy@kcura.com	975765	--	N/A	3	1	Active	5/24/2016
Goers, Adan	AGoers@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Hurrell, Berenice	BHurrell@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Joerling, Brigid	BJoerling@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Kubicek, Adrienne	AKubicek@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Lefevers, Arie	ALefevers@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Lietz, Brendon	BLietz@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Mallet, Danelle	DMallet@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Maus, Fanny	FMaus@kcura.com	--	--	N/A	3	1	Active	5/24/2016
Mcanally, Emanuel	EMcanally@kcura.com	--	--	N/A	3	1	Active	5/24/2016

## 27.2.11 Questionnaire Response report

Run this report to export a .csv file with all custodian questionnaire answers/responses from different projects. You can select the questionnaire they want, can filter by Project, Status, Communication, Questionnaire. This report is sent as an attachment to an email.

To send the report,

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

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

3. Click **Generate Report** to open the Email Report modal.
4. Add a required email address or addresses. Separate email addresses by comma, space, or semicolon.

5. Select Export File Format.

1. **CSV**—attached to the sent email is the selected report in a comma-separated values file (.csv)
2. **DAT**—attached to the sent email is the selected report in a data file (.dat).

---

**Notes:** Import the data file to Excel and separate text using the þ and DD4 as delimiters.

---

6. Click **Send**.

---

**Note:** Import the data file to Excel and separate text using the þ and DD4 as delimiters.

---

#### 27.2.11.1 Questionnaire responses library

If the file is too big for email, users can find the export in the System Generated Attachments view in the Attachments tab located under libraries. For more information, see [Question responses on page 145](#).

## 28 Running a report

To run a report in Legal Hold, navigate to the Reports tab.

---

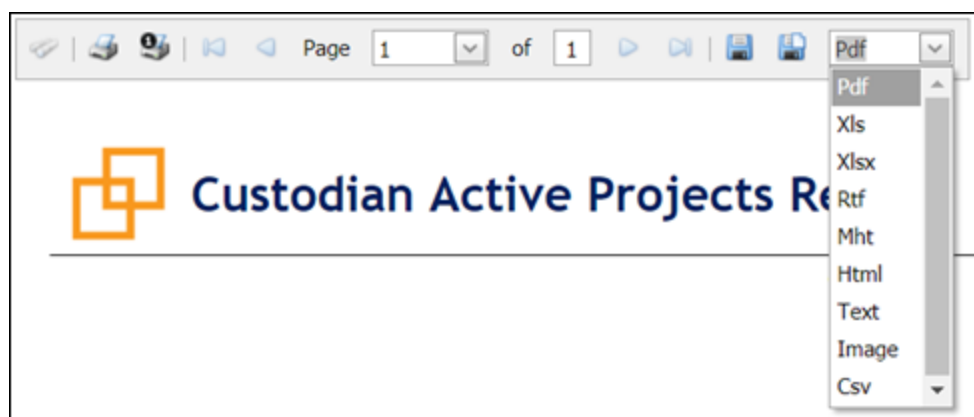
**Note:** Legal Hold reports are run with the permissions of the user running the report.

---

From the Reports tab,

1. Select the report you want to run from the Select Report list. See [Report types on page 124](#).
2. Select the projects you want to report on from the Select Projects 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 reports 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.



## 29 Scheduling a report

Use the Scheduled Reports feature to run reports on a set, recurring basis. You would 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.

---

**Note:** Scheduled Legal Hold reports are run under the permissions of the user scheduling the report.

---

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

---

**Note:** You can also run scheduled reports from the **Scheduled Reports** and **Reports** tab. See [Scheduling a report above](#).

---

### 29.1 Creating a scheduled report

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

1. From the Reports tab, select a reports, select the project, and then click **Create Scheduled Report** from the Generate Reports console. If you're creating a schedule report from the **Scheduled Reports** tab, click **New Scheduled Report**.
2. Complete the fields in the Scheduled Report layout. See [Create Scheduled Report layout fields below](#).
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.

### 29.2 Create Scheduled Report layout fields

The Create Scheduled Report layout contains the following fields:

**Report ?**

Report Name:

Report Type: Custodian Active Projects ▼

Email Addresses:

Run Against: ☐ All Active Projects  
☒ Specific Projects

Projects: Legal Hold Template ... Clear

---

**Scheduling ?**

Enable Scheduler: ☐ Yes  
☒ No

Schedule: ...

## Report

- **Report Name**—the report name that appears in the scheduled report email and the email subject.
- 
- Note:** Relativity attaches "Relativity Legal Hold" to the report name in the email subject.
- 
- **File Type**—select the file type, .pdf or .csv, you want to download the report in.
  - **Report Type**—the scheduled report type. See [Report types on page 124](#).
  - **Email Addresses**—the email addresses 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 projects 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 **More** ellipses icon to open the Schedule Email Job dialog.

The screenshot shows a dialog box titled "Schedule Email Job". It has four main input sections: "Frequency" with a dropdown menu currently showing "Daily"; "Start Date" with a text field showing "mm/dd/yyyy"; "End Date" with a text field showing "mm/dd/yyyy"; and "Scheduled Time" with a text field showing "hh:mm" and a small dropdown menu showing "AM". At the bottom right of the dialog are two buttons: "Schedule" and "Cancel".

- **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 days 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 weeks/months 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 projects 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 projects.
- 
- **Scheduled Time**—the time at which Legal Hold sends the scheduled report. This time is local to your PC, not to the server.

## 29.3 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**.

---

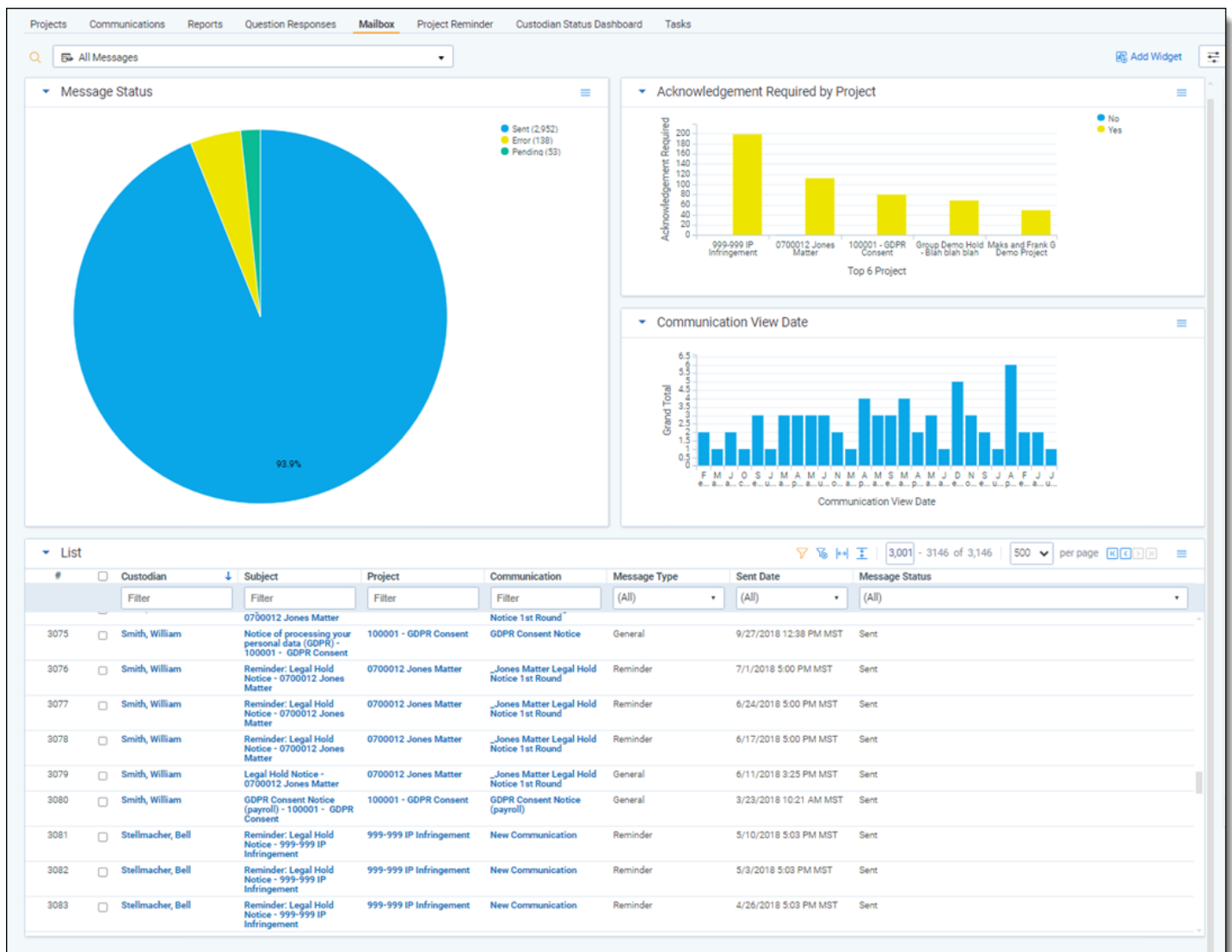
**Note:** You can mass disable or delete scheduled reports from the Scheduled Reports landing page.

---

## 30 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, and more. Use the column filters to sort information and click on an item to view its details.



### 30.1 Accessing the mailbox

Access the Legal Hold Mailbox via the Mailbox tab or within a project on the Project Details page. For more information, see [Projects on page 178](#).

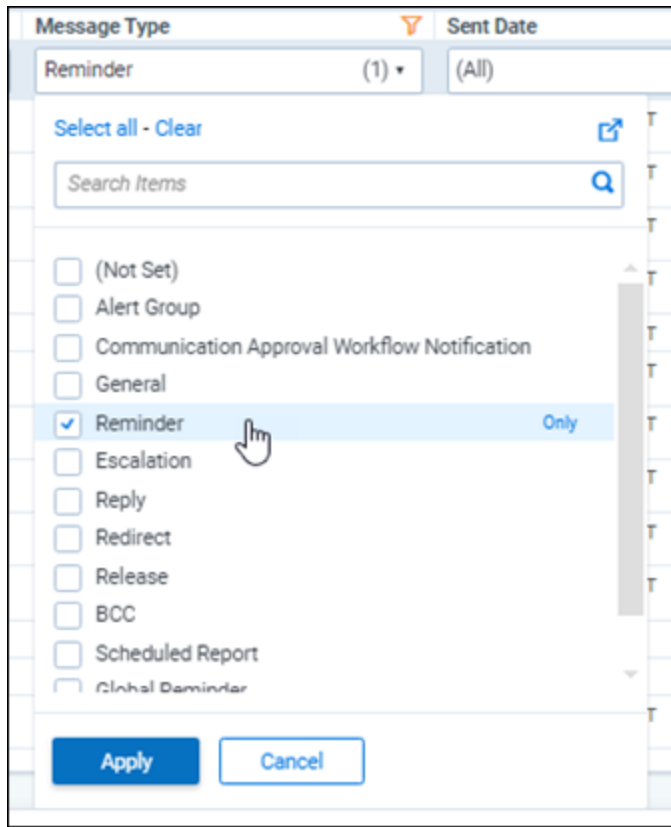
### 30.2 Using the mailbox

The mailbox lists all the sent and received emails from communications for a selected project. Use the column filters to sort information and click on an item to view its details.

You can select filters in columns like Message Type, Sent Date, and Message Status. For example, in the Message Type column, click the header and select **Reminder**. The table then lists only reminder communications. The widgets also update based on the selected filters.

**Note:** If the workspace has the incoming email settings set up on the Legal Hold Settings page, and a custodian replies to a hold notice via email, then that email will show a status of *Received*.

Click the **Only** link to show only that message type.



## 30.3 Message statuses

Each message has a status associated with it. The different statuses:

- **Pending**—the status given to a communication that was drafted, but not sent to custodians. For example, Relativity marks a scheduled report as *Pending* before the scheduled send date.
- **Sent**—the status given to a communication that Relativity sent to custodians. For example, Relativity marks the initial legal hold notice communication as *Sent* after the communication is actually sent.
- **Error**—the status given to a communication the did not get sent due to an issue with email settings. For example, Relativity marks a legal hold notice that did not get sent because the client secret was wrong on the Legal Hold Settings page as *Error*. For more information, see [Requeue errored messages on the next page](#).
- **Received**—the status given to a communication after a custodian replied via email. For example, if the workspace has the incoming email settings set up on the Legal Hold Settings page, and a custodian replies to a hold notice via email, then that email will show a status of *Received*.

- **Responded**—the status given to a communication that the project lead responded to. For example, Relativity marks a communication where a custodian asked a question about the hold notice and the project lead responded with clarifying information as *Responded*.

## 30.4 Requeue errored messages

After resolving the communication errors, you can add communications that have a message status of *Error* back to the queue. For more information on resolving errors, see [Troubleshooting below](#).

On the Mailbox page,

1. Sort the **Message Status** column.
2. Click the checkbox next to communications
3. Click the mass operations pop-up menu.
4. Select **Requeue Errored Messages**.  
A pop-window will appear.
5. Click **Ok** when you want to try to resend the communications.  
There are warnings if you select a *Sent* or *Pending* communication:
  1. **Sent**—you cannot re-queue messages that have successfully been sent, please de-select these messages and try again.
  2. **Pending**—if you select a Pending message, it might send a duplicate message.

Selecting *Requeue Errored Messages* sends the communications to the job queue so they can be sent out. After using the mass op, you'll see the messages are placed back to the *Pending* status and then *Sent*.

## 30.5 Responding to emails from Legal Hold

For more information, see [Responding to emails on page 274](#).

## 30.6 Troubleshooting

Find the Errors column in the Mailbox list view. Find the view in the following spaces:

- Responses > Mailbox tab
- Project detail > Mailbox tab
- Communication > Mailbox tab

#	<input type="checkbox"/>	Custodian	Subject	Project	Communication	Message Type	Sent Date	Message Status	Error
1	<input type="checkbox"/>	Todd0365, Redirect	On Behalf of Todd0365, Redirect: Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	Failed to find refresh token. Re-authenticate with Gmail API.
2	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	Failed to find refresh token. Re-authenticate with Gmail API.
3	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	Failed to find refresh token. Re-authenticate with Gmail API.
4	<input type="checkbox"/>	Todd0365, Redirect	On Behalf of Todd0365, Redirect: Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	An unknown error has occurred please try again or reach out to support for ...
5	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	An unknown error has occurred please try again or reach out to support for ...
6	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	An unknown error has occurred please try again or reach out to support for ...
7	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General		Error	An unknown error has occurred please try again or reach out to support for ...
8	<input type="checkbox"/>	Todd0365, Redirect	On Behalf of Todd0365, Redirect: Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General	10/23/2024 2:32 PM MST	Sent	
9	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General	10/23/2024 2:32 PM MST	Sent	
10	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General	10/23/2024 2:32 PM MST	Sent	
11	<input type="checkbox"/>	Hessel, Todd	Legal Hold Notice - Demo Project	Demo Project	Legal Hold Notice Template	General	10/23/2024 2:32 PM MST	Sent	

A Legal Hold Admin must take steps resolve communication errors. The admin must have access to view and edit the Legal Hold Settings page as well have access to the credentials required to update the email configuration.

Error type	Description
General communication	An unknown error has occurred, please try again or reach out to support for assistance
SMTP / EWS	An unknown error has occurred, please try again or reach out to support for assistance
SMTP / EWS	An unknown error has occurred, please try again or reach out to support for assistance
Graph API	A configuration issue is preventing authentication. Verify outgoing email settings - or reach out to support for assistance.
Graph API	The user or administrator has not consented to use the application. Re-authenticate with Microsoft Graph.
Graph API	Invalid client secret provided. Verify the value provided in the outgoing email settings
Graph API	The provided grant has expired due to it being revoked. Re-authenticate with Microsoft Graph.
Graph API	This could be due to Graph API not being authenticated. Please navigate to the Legal Hold settings page and click "Authenticate with Graph (Outgoing)" to complete the setup.
Google API	Failed to find refresh token. Re-authenticate with Gmail API.
Google API	Failed to retrieve credentials. Verify outgoing email settings - or reach out to support for assistance.
Google API	Failed to retrieve refresh token. Verify Google application configuration - or reach out to support for assistance.



## 31 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.

**Note:** In RelativityOne, you cannot edit questionnaire responses. Relativity keeps the original state of custodian responses.

#	<input type="checkbox"/> Custodian	Question Text	Answer Text	Questionnaire	Project
	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
<input type="checkbox"/>	Smith, Jane	Briefly describe:	Three years.	Legal Hold Questionnaire Template	Legal Hold Template
<input type="checkbox"/>	Smith, Jane	Did you ever have any involvement with, or knowledge of, the subject matter of this hold that could help either party learn or understand the facts?	Yes	Legal Hold Questionnaire Template	Legal Hold Template
<input type="checkbox"/>	Smith, Jane	Do you have access to, or know the locations of, any emails, documents or other records (broadly defined in the hold notice) on the subject matter of this hold?	Yes	Legal Hold Questionnaire Template	Legal Hold Template

### 31.1 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 menu to display question responses based on predefined settings.
4. Select a field from the **Group By** drop-down list to define the horizontal axis.
5. Select a field from the **Pivot On** drop-down list to break down the totals that appear in each row. This acts as the vertical axis of the pivot report.
6. Click **Go**. The question responses appear based on the selected settings. The following example pivots on the Custodian and Answer fields and displays with the Chart display setting.
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.

## 32 Creating a communication

You can use communications or notices to send hold notices to issue legal holds, 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.

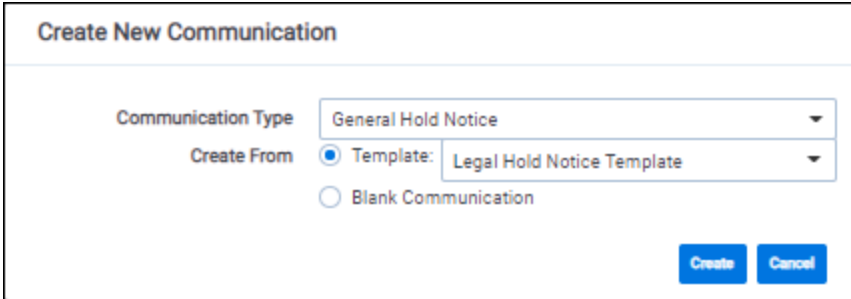
Before creating a communication, you must add email settings. See the following:

- [Adding email settings](#)
- [Gmail API](#)
- [Graph API](#)

Create custom communications using the rich text editor and email merge fields. For more information, see [Email merge fields on page 152](#).

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. Default communications types include General Hold Notice, Release Notice, Email Acknowledgement, and Alert Group. For more information, 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 SubjectFor admin's adding up email settings, seeFor admin's adding up email settings, see

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**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**.
4. Complete the fields on the New Communication layout. See [Communication detail layout fields below](#).
5. Click **Save**. The Communication details appears. See [Communication details on page 264](#).
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.

## 32.1 Communication detail layout fields

The Create communication layout contains the following fields:

The screenshot shows a 'Details' form for creating a new communication. The form is titled 'Details' and contains the following fields:

- Name\***: A text input field containing 'New Communication'.
- Project**: A label with the value '20240307 - Legal Hold Project'.
- Type**: A dropdown menu showing 'General Hold Notice'.
- Send To for Approvals**: A button labeled 'Select' and a text input field containing 'Me'.
- Response Due Date**: A text input field with a placeholder 'mm/dd/yyyy'.
- Description**: A large text area for entering the description.
- Save as Template\***: Two radio buttons, 'Yes' and 'No'. The 'No' button is selected.

### 32.1.1 Detail tab

- **Name**—the communication name.
- **Type**—the communication type. Click **Add** to add a new type. Legal Hold ships with several generic communication types.
- **Send To for Approval**—the admin that communications need to be approved by before they are sent to custodians. This only appears if you do not have approval permissions. For more information, see [Securing a project on page 44](#).
- **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.

---

**Note:** Exceeding the Response Due Date on a communication does not trigger an alert such as a legal hold communication or email.

---

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

### 32.1.2 Email tab

- **Send As Alias**—only available for SMTP. 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. If no email address is entered, the email address set **From Email Address** field of the Legal Hold Settings. For more information, see [Adding Outgoing Email settings on page 64](#).

---

**Note:** To use Send As Alias, you must select *SMTP* as the Email Processor Type when adding email settings. For more information, see [Adding Outgoing Email settings on page 64](#).

---

- **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 151](#) and [Email merge fields on page 152](#).

### 32.1.3 Portal Content tab

- **Acknowledgement Required**—select **Yes** to require an acknowledgement and be able to schedule reminders and escalations for a questionnaire attached to a communication.

---

**Note:** No portal link needs to be present in the communication body when creating a General Hold notice and the Acknowledgement Required is set to *No*, and also does not have an attached questionnaire.

---

- **Is Legal Hold**—select **Yes** or **No** to visually indicate whether the communication is a legal hold in the Custodian portal. If this field is set to Yes, the Global Reminder is enabled.
- **Attachments**—click ellipses button to attach an existing file from the Attachment Library. See [Attachments library on page 168](#).
  - You can add attachments to the portal after a hold notice has been sent out.
  - We recommend notifying custodians with a follow-up communication after adding new documents to the portal.
- **Questionnaire**—click ellipses button to select an existing questionnaire from the Questionnaire Library. See [Question types on page 163](#).
  - Click **Add** to create a new questionnaire. See [To create a questionnaire: on page 159](#).
  - No portal link needs to be present in the communication body when creating a General Hold notice no questionnaire is selected, and the Acknowledgement Required field is set to *No*.
- **Use Email Body for Portal Detail**—select **Yes** or **No** to copy the email body to used as the portal content. If set to Yes, the HTML editor is removed and the content in the email body is duplicated as the portal content. If set to No, the HTML editor is available and the content in the editor is used in the custodian portal.
- **Portal Detail**—portal content for this communication. See [Using the editor window on page 151](#).

## 32.1.4 Reminder & Escalation tab

- **Reminder**
  - **Automatic Reminders**—select **Yes** for Legal Hold to send automatic reminder emails to custodians that have not yet acknowledged the communication or completed the associated questionnaire. Select **No** to disable automatic reminders to the custodians who have not completed the required acknowledgement or questionnaire.
  - **Allotted Reminders**—the number of reminders allowed for this communication until the reminders expire and, if selected, escalations begin to be sent.
  - **Reminder Interval (in days)**—the number of days between each reminder. For example, if you enter 7, reminders are sent weekly.

---

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

---

  - **Reminder Subject**—the email subject that appears in the reminder email.
  - **Reminder Body**—the email message that appears in the reminder email. See [Using the editor window on page 151](#).
- **Escalation**
  - **Automatic Escalations**—select **Yes** to indicate whether Legal Hold should send an escalated communication, typically to a custodian’s manager, often after automatic reminders have expired. Legal Hold sends the escalation email one iteration after the scheduled reminder or reminders 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 automatic reminder was sent to the assigned custodian, or custodians. Select **No** to disable automatic escalations.
  - **Allotted Escalations**—the number of escalations allowed for this communication.

- **Escalation Interval (days)**—the number of days between each escalation. For example, if you enter 7, reminders are sent weekly.

---

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

---

- **Escalation Recipient**—select the recipient of the escalations, and by default, sends an escalation to the entity's designated manager. You can also select a manager, project owner, or other entity. Click **Manage** to add, update, or remove recipients. If no recipient is entered, the escalation is sent to project owner.
- **Other Entity Recipient**—select an existing entity within the workspace to receive escalations. For example, if you want someone to receive all escalations, confirm they are an entity within the workspace and select them as the escalation recipient.  
Click **Add** to create a new custodian to send the escalation to.
- **CC Recipients**—sends an escalation to entities that need to be included in addition to the escalation recipient that was previously selected. Click the ellipsis button next to CC Recipients to send the escalation to multiple recipients.
- **Escalation Subject**—the email subject that appears in the escalation emails.
- **Escalation Body**—the message that appears in the email. See [Using the editor window on the next page](#).

---

**Note:** The merge field on the escalation should be the custodian name, not the manager name.

---

### 32.1.5 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 is not a "true" BCC to all of the original emails, but rather a unique email that goes out once with the associated set of hold notices and consolidates the details from many emails into a single email.

---

- **BCC Recipients**—the custodian that you want to send the BCC email to. See [Creating legal hold entities on page 93](#).
- **BCC Subject**—the subject that appears in the email.
- **BCC Body**—the message that appears in the email. See [Using the editor window on the next page](#).

---

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

---

## 32.2 Communication types

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

Communications can be scheduled for automatic reminders and escalations. Particularly when a custodian is not responsive, you would schedule the automation from the communication details. For more information, see [Legal hold reminders on page 255](#).

### 32.2.1 General notice

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

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

Relativity includes different templates to choose from when creating this communication. You can include merge fields and instructions tailored to your organizations.

---

**Note:** When using a *General Hold Notice* communication, the [PORTALLINK] merge field is no longer required when the *Acknowledgment Required* field is *No* and there is no questionnaire.

---

### 32.2.2 Alert group

The alert group notice is sent to a pre-identified group of employees within an organization to notify that they are potentially involved in a legal hold. The alert groups may include human resources, legal, and IT or any group of individuals impacted by the custodian's response to the question.

Their involvement, and the release of the alert communication, is based on custodians' questionnaire responses. For example, if a response involves another individual or group in the alert group, the alert notice is sent. This communication is a custodian notification that includes a mention of future communications. For more information, see [Sending questionnaires on page 263](#).

### 32.2.3 Email acknowledgement

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

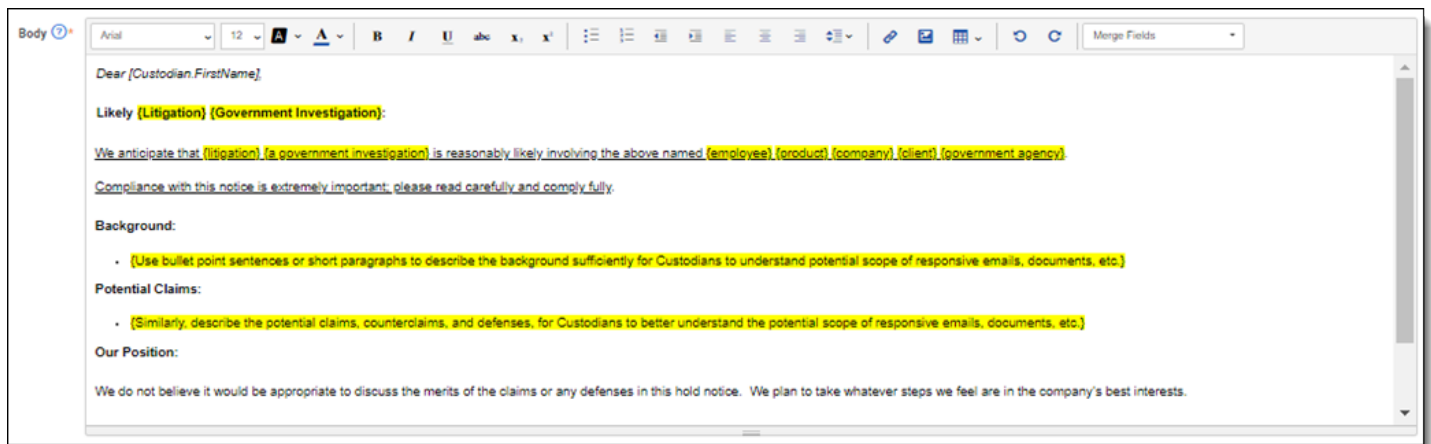
The response to the acknowledgement email is sent to the email address listed in the *Reply to Email Address* field in the email settings. For more information, see [Adding email settings on page 62](#).

### 32.2.4 Release notice

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

## 32.3 Using the editor window

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



**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.

### 32.3.1 Hyperlinks

To add hyperlinks in the editor window:

- Relativity requires HTTPS links only. Links need to follow the following format: start with *https://*, and can include forward slashes, periods, and alphanumeric characters. For example, `<a href="https://www.relativity.com/customers/">Relativity Customers</a>`.
- To add a link, you must be in the *Legal Hold Security Admin* group, or a group that has the following permissions:  
For more information, see the Admin guide.
  - **Object Security - InstanceSettings**—View
  - **Admin Operations - View Admin Repository**
- To add a link, you must update the *DomainNameWhiteListUrls* instance setting. It's a semicolon-delimited list of allowed domains. For example, "google.com;mozilla.org".

**Insert Link**

To insert a link, specify the URL and link text below.

Link:

Link Text:

☒ Open in new tab

### 32.3.2 Email merge fields

You can use email merge fields in the editor window to embed in a communication's subject line and body text, which translates into the corresponding Legal Hold field value upon sending. For example, if you type the merge field,

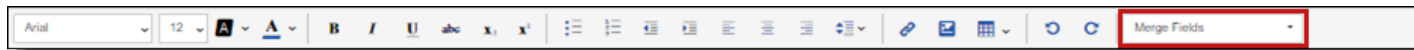


[Communication.Name], using brackets, Legal Hold will translate that merge field to whatever value is in the Communication Name field in the Communication details tab.

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

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

Each communication has its own list of merge fields. The merge fields in one communication cannot be used in different types of communications. For example, adding a merge field from the Alert Notice communication list may not work in the Acknowledgement communication. Only use what's available in the Merge Fields drop-down menu.



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 does not 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.

### 32.3.3 Email merge fields list

View merge fields

#### 32.3.3.1 Communication

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

Merge field	Object	Field	UI location
[Communication.AcknowledgementReminderInterval]	Communication	Reminder Interval (in days)	Reminder & Escalation tab
[Communication.Name]	Communication	Name	Detail tab
[Communication.ReminderLastSentDate]	(Calculated)	-	-

#### 32.3.3.2 Custodian

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

Merge field	Object	Field	UI location
[Custodian.Address1]	Entity	Address 1	Entity details > Location tab
[Custodian.Address2]	Entity	Address 2	Entity details > Location tab

Merge field	Object	Field	UI location
			tion tab
[Custodian.ActiveProjects]	Entity	-	(Calculated)
[Custodian.AllProjects] <sup>1</sup>	Entity	-	(Calculated)
[Custodian.City]	Entity	City	Entity details > Location tab
[Custodian.Company]	Entity	Company	Entity details > Company tab
[Custodian.Country]	Entity	Country	Entity details > Location tab
[Custodian.CurrentTitle]	Entity	Current Title	Entity details > Company tab
[Custodian.Department]	Entity	Department	Entity details > Company tab
[Custodian.Email]	Entity	Email	Entity details > Basic Contact
[Custodian.EmploymentEndDate]	Entity	Employment End Date	Entity details > Company tab
[Custodian.EmployeeNumber]	Entity	Employee Number	Entity details > Company tab
[Custodian.EmploymentStartDate]	Entity	Employment Start Date	Entity details > Company tab
[Custodian.EmploymentStatus]	Entity	Employment Status	Entity details > Company tab
[Custodian.FirstName]	Entity	First Name	Entity details > Basic Contact
[Custodian.LastName]	Entity	Last Name	Entity details > Basic Contact
[Custodian.LegalHoldCommunicationLastAcknowledgeDate]	Entity	-	(Calculated)
[Custodian.LegalHoldCommunicationLastSentDate]	Entity	-	(Calculated)
[Custodian.LegalHoldCommunicationLastViewedDate]	Entity	-	(Calculated)
[Custodian.LegalHoldReminderLastSentDate]	Entity	-	(Calculated)
[Custodian.LeaveDate]	Entity	Employment End Date	Entity details > Company tab
[Custodian.Location]	Entity	Location	Entity details > Location tab
[Custodian.MiddleName]	Entity	Middle Name	Entity details > Basic

<sup>1</sup>The Custodian.Projects merge field returns all projects that the Custodian is linked: Open, Closed, and other projects from which they have been released.

Merge field	Object	Field	UI location
			Contact
[Custodian.Notes]	Entity	Notes	Entity details > Other tab
[Custodian.Phone]	Entity	Phone Number	Entity details > Company tab
[Custodian.QuestionnaireLastCompletedDate]	Entity	-	(Calculated)
[Custodian.SecondaryEmail]	Entity	Secondary Email	Entity details > Other tab
[Custodian.StartDate]	Entity	Start Date	Entity details > Company tab
[Custodian.State/Province]	Entity	State/Province	Entity details > Location tab
[Custodian.UnacknowledgedReminderCount]	Entity	-	(Calculated)
[Custodian.UnacknowledgedReminderLastSentDate]	Entity	-	(Calculated)
[Custodian.UniqueId]	Entity	Unique ID	Entity details > Other tab
[Custodian.Username]	Entity	Username	Entity details > Company tab
[Custodian.Zip/PostalCode]	Entity	Zip/Postal Code	Entity details > Location tab

### 32.3.3.3 Email Acknowledge Link

Email Acknowledgement link 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.

**Note:** This is only available on email acknowledgements communications.

Merge field	Object	Field	UI Location
[EmailAcknowledgementLink]	(Calculated)		Hold Admin > Legal Hold Settings tab > Custodian Portal

### 32.3.3.4 Manager

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

Merge field	Object	Field	UI Location
[Manager.Address1]	Custodian	Address 1	Entity details > Location tab
[Manager.Address2]	Custodian	Address 2	Entity details > Location tab
[Manager.City]	Custodian	City	Entity details > Location tab
[Manager.Company]	Custodian	Company	Entity details > Company tab
[Manager.Country]	Custodian	Country	Entity details > Location tab

Merge field	Object	Field	UI Location
[Manager.Department]	Custodian	Department	Entity details > Company tab
[Manager.Email]	Custodian	Email	Entity details > Basic Contact
[Manager.EmploymentEndDate]	Custodian	Leave Date	Entity details> Company tab
[Manager.EmployeeNumber]	Custodian	Employee Number	Entity details > Company tab
[Manager.EmploymentStartDate]	Custodian	Start Date	Entity details > Company tab
[Manager.EmploymentStatus]	Custodian	Employment Status	Entity details > Company tab
[Manager.FirstName]	Custodian	First Name	Entity details > Basic Contact
[Manager.LastName]	Custodian	Last Name	Entity details > Basic Contact
[Manager.Location]	Custodian	Location	Entity details > Location tab
[Manager.MiddleName]	Custodian	Middle Name	Entity details > Contact tab
[Manager.Notes]	Custodian	Notes	Entity details > Other tab
[Manager.Phone]	Custodian	Phone Number	Entity details > Basic Contact
[Manager.SecondaryEmail]	Custodian	Secondary Email	Entity details > Basic Contact
[Manager.StartDate]	Custodian	Start Date	Entity details > Company tab
[Manager.State/Province]	Custodian	State/Province	Entity details > Location tab
[Manager.UniqueId]	Custodian	Unique ID	Entity details > Other tab
[Manager.UserName]	Custodian	Username	Entity details > Company tab
[Manager.Zip/PostalCode]	Custodian	Zip/Postal Code	Entity details > Company tab

### 32.3.3.5 Portal

Merge field	Object	Field	UI Location
[PortalLink]	(Calculated)	Portal URL	Hold Admin > Legal Hold Settings tab > Custodian Portal
[PortalHomeLink]	(Calculated)	Portal Home URL	PORTALHOMELINK is not available in the drop-down menu on general hold notices, but can be used. It's available on communication types, such as email acknowledgements, and when sending a custodian a portal link directly via the Entity > Send Portal Link button.

### 32.3.3.6 Project

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

Merge field	Object	Field	UI Location
[Project.Case]	Project	Case	-
[Project.CloseDate]	Project	Close Date	(Calculated)
[Project.Company]	Project	Company	(Calculated)
[Project.Custodians]	Project	All of the people on a specific project.	(Calculated)

Merge field	Object	Field	UI Location
[Project.Description]	Project	Description	Project Details
[Project.ExternalCounsel]	Project	External Counsel	Project Details
[Project.Id]	Project	Artifact ID	(Calculated)
[Project.GeneralCounsel]	Project	General Counsel	Project Details
[Project.Name]	Project	Name	Project Details
[Project.OwnerEmail]	Project	Owner Email	Project Details
[Project.OwnerName]	Project	Owner Name	Project Details
[Project.ScopeRationale]	Project	Scope Rationale	(Calculated)
[Project.StartDate]	Project	Start Date	(Calculated)
[Project.Status]	Project	Hold Status	(Calculated)
[Project.SubjectMatterEndDate]	Project	Subject Matter End Date	Project Details
[Project.SubjectMatterStartDate]	Project	Subject Matter Start Date	Project Details

### 32.3.3.7 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.

Merge field	Object	Field	UI Location
[Respondent.Answers]	Custodian	(Calculated)	(Calculated)
[Respondent.CurrentTitle]	Custodian	Current Title	Entity details > Company tab
[Respondent.Department]	Custodian	Department	Entity details > Company tab
[Respondent.Email]	Custodian	Email	Entity details > Company tab
[Respondent.EmployeeNumber]	Custodian	Employee Number	Entity details > Company tab
[Respondent.EmploymentEndDate]	Custodian	Employment Leave Date	Entity details > Company tab
[Respondent.EmploymentStartDate]	Custodian	Employment Start Date	Entity details > Company tab
[Respondent.EmploymentStatus]	Custodian	Employment Status	Entity details > Company tab
[Respondent.FirstName]	Custodian	First Name	Entity details > Basic Contact
[Respondent.Id]	Custodian	ArtifactID	
[Respondent.LastName]	Custodian	Last Name	Entity details > Basic Contact

Merge field	Object	Field	UI Location
[Respondent.LegalHoldCommunicationLastAcknowledgeDate]	Custodian	(Calculated)	(Calculated)
[Respondent.LegalHoldCommunicationLastSentDate]	Custodian	(Calculated)	(Calculated)
[Respondent.LegalHoldCommunicationLastViewedDate]	Custodian	(Calculated)	(Calculated)
[Respondent.LegalHoldReminderLastSentDate]	Custodian	(Calculated)	(Calculated)
[Respondent.PastManager]	Custodian	Past Manager	
[Respondent.Phone]	Custodian	Phone Number	Entity details > Basic Contact
[Respondent.Projects]	Custodian	(Calculated)	(Calculated)
[Respondent.Question]	Custodian	(Calculated)	(Calculated)
[Respondent.Questionnaire]	Custodian	(Calculated)	(Calculated)
[Respondent.QuestionnaireLastCompletedDate]	Custodian	(Calculated)	(Calculated)
[Respondent.SecondaryEmail]	Custodian	Secondary Email	Entity details > Basic Contact
[Respondent.UnacknowledgedReminderCount]	Custodian	(Calculated)	(Calculated)
[Respondent.UnacknowledgedReminderLastSentDate]	Custodian	(Calculated)	(Calculated)

### 32.3.3.8 Questionnaire

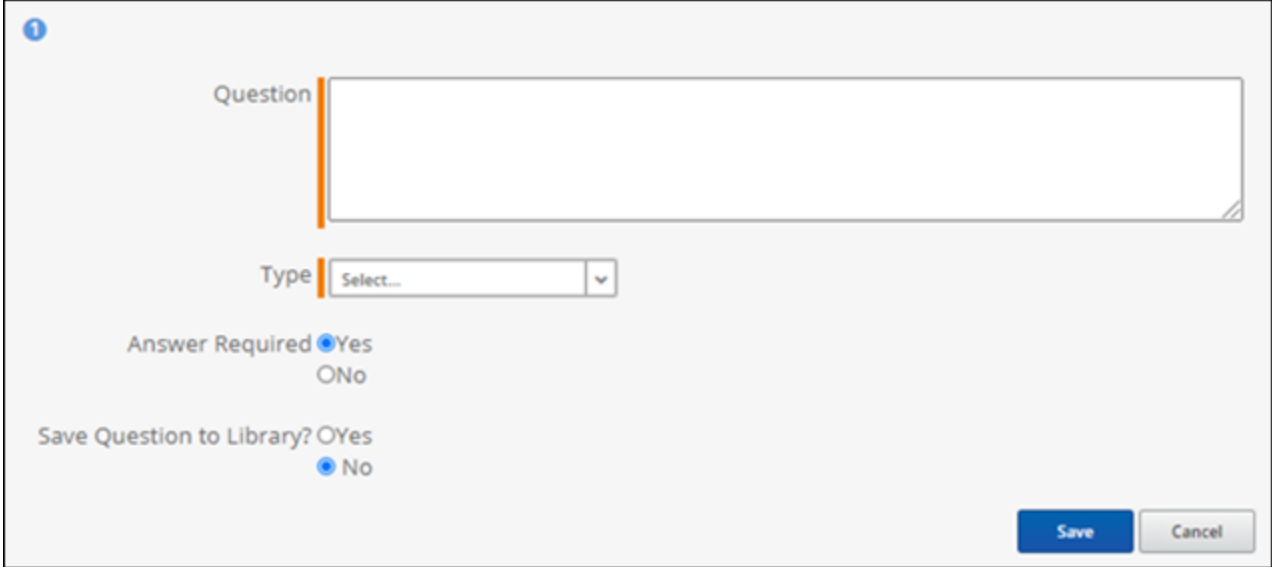
Merge field	Object	Field	UI Location
[Questionnaire.Name]	Questionnaire	Name	Library tab > Questionnaire > Name

## 33 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, and any other questions. These kinds of questions assist the general counsel in managing a custodian's involvement in the project or compliance.

To create a questionnaire:

1. Navigate to the Questionnaires tab.
2. Click **New Questionnaire**.
3. Complete the question fields. For more information, see [Questionnaire fields on the next page](#).
4. Click **Save**. Relativity Legal Hold adds the question to your questionnaire.



1


Question

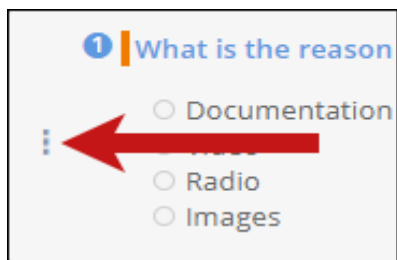
Type Select...

Answer Required ☒ Yes ☐ No

Save Question to Library? ☐ Yes ☒ No

Save Cancel

5. If adding questions from the Question library, click **Cancel**, then click **Import Questions**.
6. Select the questions you want to add, click **Assign**, then **Save**. Legal Hold adds the imported questions to your questionnaire.
7. (Optional) You can add conditional logic to questions. Add conditions to Legal Hold to supply another question or send another communication only if the user responds to that question in a particular manner that you specify. See [Adding conditions on the next page](#).
8. (Optional) Re-order questions by clicking  on each question and dragging the question up or down to the desired order.



9. When finished, click **Done**. See [Sending a questionnaire on page 263](#).

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

## 33.1 Questionnaire fields

Complete these fields when creating a new questionnaire.

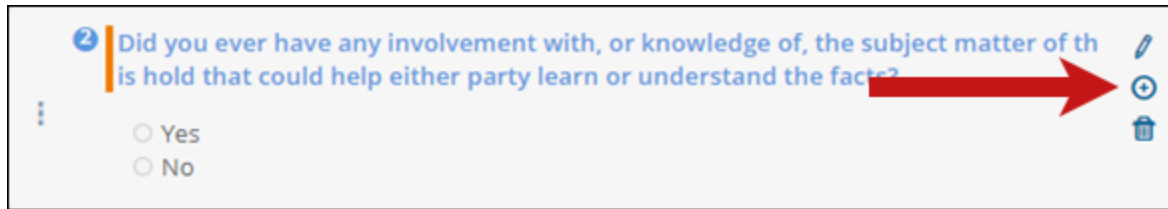
- **Question**—enter the question in the Question field.
- **Type**—select a Question Type from the Type drop-down menu. See [Question types on page 163](#).
- **Answer Required**—select Yes to make this a required question. Select No to not make the question required.
- **Save Question to Library?**—select Yes to include the new question in the Question Library. Select No to not add the new question to the Question Library.
- **Question Library**—if you include the question in the library, select a Question Category from the drop-down list. See [Question categories on page 163](#).

## 33.2 Adding conditions

Add conditions to questions 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:

**New Condition**

**CONDITION WILL BE ACTIVE WHEN**

Did you ever have any involvement with, or knowledge of, the subject matter of this hold that could help either party learn or understand the facts?

☐ Yes  
☐ No

**WHEN ACTIVATED**

Send Follow Up   ☐ No   ☒ Yes   [Choose Communication](#)

Send Alert   ☐ No   ☒ Yes   [Choose Communication](#)  
[Choose Custodians](#)   [View Custodians \(0\)](#)

Display Question   ☐ No   ☒ Yes

Question [Import Question](#)

Please select the level of knowledge that you have regarding the hold's subject matter.

Type  

Answer Choices

Intimate knowledge  
Some knowledge  
Little knowledge

Answer Required   ☒ Yes  
☐ No

Save Question to Library?   ☐ Yes  
☒ No

[Save](#)   [Cancel](#)

- **Conditions will be active when**

- Depending on the question type, perform the following to set the condition to active. See [Question types on page 163](#).
  - **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 answers, 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 [To create a questionnaire: on page 159](#).
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.

2 Did you ever have any involvement with, or knowledge of, the subject matter of this hold that could help either party learn or understand the facts?

☐ Yes  
☐ No

↳ a

Condition	Contains: Yes
Followup	Email Acknowledgement Template
Question	Please select the level of knowledge that you have regarding the hold's subject matter. <input type="radio"/> Intimate knowledge <input type="radio"/> Some knowledge <input type="radio"/> Little knowledge

---

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

---

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

## 33.3 Question types

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

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

## 33.4 Question categories

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

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

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

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

### 33.4.1 Creating a questionnaire

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

To add a new question to a questionnaire,

1. Click **New Question**.
2. Enter question into text box.

3. Select the type of question.

- **Date**—a response that requires a valid date format. Attempting to load an invalid date produces an error.
- **Multi Choice**—a response that requires a selection of one or more values in a set of predetermined values.
- **Single Choice**—a response that requires selecting one value out of a set of predetermined values.
- **Text**—a question response that requires a long or fixed length text response.

---

**Note:** You cannot add a condition to a Text question type.

---

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

4. Set answer requirement.

5. Set saving to library option.

6. Click **Save**.

After clicking save, you're brought back to the questionnaire. Next to the new question, you'll see three icons. You'll only see two icons if you selected Text as the question type. For more information, see [Adding conditions on page 160](#). Click the pencil icon to edit the question. Click delete icon to delete the question. Click plus icon to add a condition the question.

#### 33.4.1.1 Adding a condition

Click plus icon to add a condition to a question. The question must be a date, multiple choice, single choice, or yes/no question type. Text responses do not activate a condition.

**New Condition**

**CONDITION WILL BE ACTIVE WHEN**

Did you ever have any involvement with, or knowledge of, the subject matter of this hold that could help either party learn or understand the facts?

☐ Yes  
☐ No

**WHEN ACTIVATED**

Send Follow Up ☐ No ☒ Yes [Choose Communication](#)

Send Alert ☐ No ☒ Yes [Choose Communication](#)  
[Choose Custodians](#) [View Custodians \(0\)](#)

Display Question ☐ No ☒ Yes

Question [Import Question](#)

Please select the level of knowledge that you have regarding the hold's subject matter.

Type

Answer Choices

Intimate knowledge  
Some knowledge  
Little knowledge

Answer Required ☒ Yes ☐ No

Save Question to Library? ☐ Yes ☒ No

[Save](#) [Cancel](#)

## Activating a condition

When activate a condition, optional next steps can take place. These steps include sending a follow-up communication to the responder, sending a notice to an alert group, and adding a follow-up question.

### Sending a follow-up communication

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

### Sending an alert notice

Send an alert notice to a previously created alert group. For more information, see [Alert group on page 151](#).

1. Select **Yes** to send a notice to an alert group. When you select Yes, a Choose Communication and Choose Custodian button are available.
2. Click **Choose Communication** to open a pop-up modal. Click the radio button next to the alert notice you'd like to send.
3. Click **Save**.
4. Click **Choose Custodian** to open a pop-up picker.
5. Click the check boxes by the custodian or custodians that you would like to notify.

6. Click **Select**.

7. Click **Save**.

#### **Sending a follow-up question**

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

## 34 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 159](#).

### 34.0.1 Creating a question from the Questions tab

To create a question:

1. Navigate to the Questions tab.
2. Click **New Question**.
3. Enter information in the following fields:
  - **Question Text**—the field containing the question.
  - **Answer Type**—select a type from the drop-down menu. See [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 159. above](#).
  - **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 [Creating a questionnaire on page 159](#).
4. Click **Save**.

Relativity Legal Hold adds the question to the library.

# 35 Attachments library

Legal Hold Libraries includes the Questionnaires, Questions, and Attachments libraries.

Attachments are files that appear as links in the Custodian portal. For example, you may want to provide a supplemental document for a custodian to read before they acknowledge participation in a project. Attachments, unlike communications, aren't sent out to custodians. See [Portal Content on page 146](#).

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**.

Click an attachment to view its details.

Attachment Details

Attachment

RelativityOne - Legal Hold Guide.pdf

Attachment File Size (bytes)

4,892,912

System Last Modified By

Lee, Tim

System Last Modified On

01/01/2023 3:44:32 PM MST

Communication Details

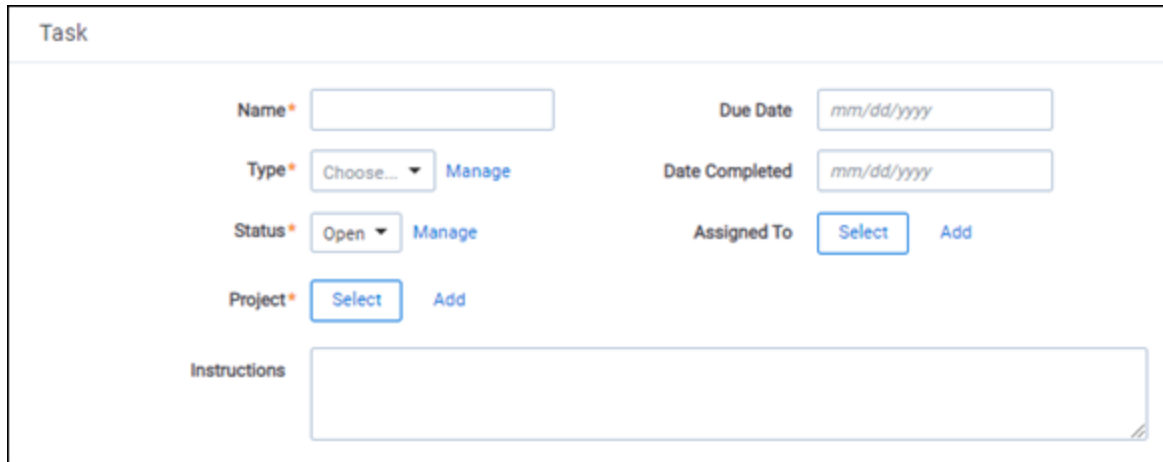
Communications

Click **Delete** to delete the attachment.



## 36 Task tracking

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



The screenshot shows a 'Task' form with the following fields and controls:

- Name\***: Text input field.
- Due Date**: Text input field with a date format hint 'mm/dd/yyyy'.
- Type\***: Dropdown menu with 'Choose...' and a 'Manage' link.
- Date Completed**: Text input field with a date format hint 'mm/dd/yyyy'.
- Status\***: Dropdown menu with 'Open' and a 'Manage' link.
- Assigned To**: 'Select' button and 'Add' link.
- Project\***: 'Select' button and 'Add' link.
- Instructions**: Large text area.

### 36.1 Adding a task

To add a task for a member of the legal hold project, navigate to the Tasks tab.

In the Tasks tab,

1. Click **New Task**.
2. Enter a task name.
3. Select the Project. Click **Add** to create a new topic. For more information, see [Creating a project on page 189](#).
4. Select the Task Type. Click **Manage** to update Task Type choices. For more information, see Choices in the Admin guide.
  1. HR Request.
  2. IT Request.
5. (Optional) Add Due Date.
6. Select Status. Click **Manage** to update Status choices. For more information, see Choices in the Admin guide.
  1. Closed.
  2. Open.
7. (Optional) Select the assignee.
8. (Optional) Select Date Completed.
9. (Optional) Add Instructions.

Task is then assigned to the Relativity user to complete by the selected date. Once assigned, you will need to communicate with the user, outside of Relativity, about the task assignment and task details.

## 37 Custodian communications tab

Relativity Legal Hold customers want to work with custodian information in a more dynamic way when analyzing their legal holds. The Custodian communications tab in Relativity stores important information that ties custodians communications. The challenge with working in this area of Relativity Legal Hold is that the data presented can be voluminous and it can appear to be duplicated. For example, custodians are listed for every communication they receive in the Custodian communications tab.

The purpose of Relativity Legal Hold Custodian Information is to provide a method to manage and review the information on these tabs. The views provide customized ways to view the granular field data and the dashboards are used to group custodians, projects, communications, and other common fields that cannot be grouped using conditions or filters. The application can be unlocked and the dashboards and views can be further customized for your workflows.

The Custodian communication table is where information related to custodians and communications is located. The following views and dashboards can answer these questions:

- Has a custodian acknowledged all of the holds they are on?
- What communication has a department received and who are the people in that department who have received a communication?

### 37.1 Views

- **Acknowledged on behalf of**—this view provides high level details about the custodians with a hold acknowledged on their behalf.
- **Custodian Acknowledgement**—this view provides high level details on the acknowledgement status of legal holds.
- **Custodian Project View**—this view provides high level details on the projects a custodian is assigned to.
- **Custodian Status Closed Holds**—this view provides high level details on closed holds and the custodians associated with them.
- **Escalated Custodians**—this view provides high level details about custodians with hold notices escalated to their managers
- **Reminder Custodians**—the view provides high level details about custodians with reminders sent.

### 37.2 Dashboards

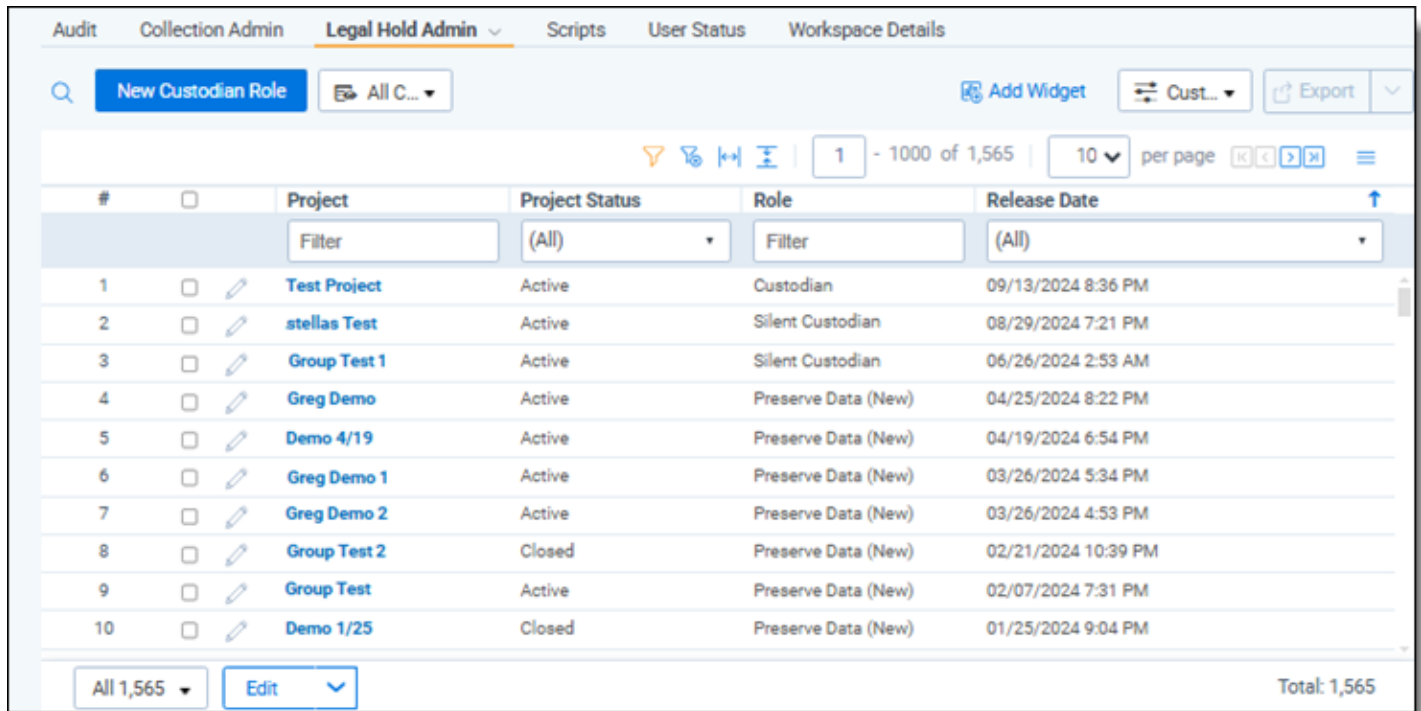
- **Custodian Status List**—this is the standard list of all of the custodian statuses.
- **Custodian Project Communication**—this dashboard provides table widgets and charts for analyzing custodian, project, and communication information.
- **Custodian Acknowledgement**—this dashboard provides table widgets and chart widgets for analyzing the acknowledgements of legal holds.
- **Escalated Custodians**—this dashboard provides table widgets and chart widgets to analyze data related to custodians with hold notices escalated to their managers.
- **Reminder Custodians**—this dashboard provides table widgets and chart widgets to analyze data related to custodians with reminder notices sent.

## 38 Custodian Projects tab

In the Custodian Projects tab, you can work with custodian information in a more dynamic way when analyzing legal holds.

The Custodian Projects tab in Relativity stores important information that ties custodians to projects. Working in this area of Legal Hold can create a challenge because data can be voluminous. It can appear to be duplicated. For example, custodians are listed for every project they are on in the Custodian Projects tab.

The Custodian Projects tab provides a method to manage and review the information.



#	Project	Project Status	Role	Release Date
1	Test Project	Active	Custodian	09/13/2024 8:36 PM
2	stellas Test	Active	Silent Custodian	08/29/2024 7:21 PM
3	Group Test 1	Active	Silent Custodian	06/26/2024 2:53 AM
4	Greg Demo	Active	Preserve Data (New)	04/25/2024 8:22 PM
5	Demo 4/19	Active	Preserve Data (New)	04/19/2024 6:54 PM
6	Greg Demo 1	Active	Preserve Data (New)	03/26/2024 5:34 PM
7	Greg Demo 2	Active	Preserve Data (New)	03/26/2024 4:53 PM
8	Group Test 2	Closed	Preserve Data (New)	02/21/2024 10:39 PM
9	Group Test	Active	Preserve Data (New)	02/07/2024 7:31 PM
10	Demo 1/25	Closed	Preserve Data (New)	01/25/2024 9:04 PM

Custodians must be added to a project before they can receive a communication. The Custodian Projects tab is where you can find information related to the custodian and the project.

**Note:** If a custodian has multiple roles on a project, it is an indication that the custodian was imported with duplicate roles. You must choose one to keep and delete the other. For more information, see [Importing hold data to RelativityOne on page 24](#).

### 38.1 Views and dashboards

The views provide customized ways to view the granular field data. The dashboards are used to group custodians, projects, and other common fields that cannot be grouped using conditions or filters.

The following views and dashboards can answer these questions:

- What projects does a custodian or a group of custodians belong to and what communications have they received?
- Are there custodians that have been added to a project, but have not received a communication?
- Can I find all the projects that are impacting the work of a particular department in the organization?

### 38.1.1 Views

The following are legal hold-specific views.

- **All Custodian Roles**—this view provides high-level details related to all custodians and their roles.
- **All Roles - Project**—this view provides high-level details related to custodians and their roles in different projects.
- **Custodian Role for Active Projects**—this view provides high-level details related only to the Active Projects in Relativity Legal Hold.
- **Custodian Role for Closed Projects**—this view provides high-level details related only to the Closed Projects in Relativity Legal Hold.
- **Custodian Role for Communication**—this view provides high-level details related to the Custodian and the projects and communications they are associated with. It is best to use the Custodian Role Overview with this view as it provides a quick way to narrow down the data on this table.
- **Released Custodians**—this view provides high-level details about custodians released from a hold. This view includes Active and Closed projects.

### 38.1.2 Dashboards

The following are legal hold-specific dashboards.

- **Custodian Role List**—this dashboard can be used to remove all widgets from your view.
- **Custodian Role Overview**—this dashboard provides tables for Custodians, Projects, and Communications. These table widgets aggregate the data in the table so the data can be more easily managed and reviewed.
- **Released Custodians**—this dashboard provides table widgets for Custodians and Projects and a chart for release dates.

## 38.2 Mass operation

Use the *Clean Up Duplicate Custodian Role* mass operation to clean up duplicate Custodian Role objects in specific projects.

Before using the mass operation, we recommend selecting the *Custodian Role for Active Projects* view. With this view, you can see the custodian, role, project, and email.

Use this mass operation when custodians have multiple roles in a project. Each custodian, or entity, must have only one custodian role associated to it for each project. Multiple custodian roles assigned to the same custodian for a single project will cause issues. These issues include assigning custodians, releasing custodians, sending emails, and closing the project.

After using this mass operation, Relativity re-assigns any communications sent to the ones we are deleting to the role we are keeping.

Custodian Projects						
<div> <div> <div></div> <div>Custodian Role for Active Projects</div> </div> </div>						
<div> <div> <div></div> <div>List</div> </div> </div>						
#		Custodian	Role	Project	Communications	Department
		Filter	Filter	Filter	Filter	Filter
1	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	_New Project		NA
2	<input checked="" type="checkbox"/>	Abot, Sue	Preserve in Google Vault	100001 - GDPR Consent	GDPR Consent Notice GDPR Consent Notice (payr Request for background ch	NA
3	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	479587 - Chicago Inc		NA
4	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	Aaron Demo 5/18		NA
5	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	BM Demo		NA
6	<input checked="" type="checkbox"/>	Abot, Sue	Silent Custodian	GCE Demo 088		NA
7	<input checked="" type="checkbox"/>	Abot, Sue	Preservation Hold	Home Depot LH		NA
8	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	Lit Supporty Advisory Bo...		NA
9	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	Maks and Frank G Demo ...	Legal Hold Notice Maks Te	NA
10	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	maks demo		NA
11	<input checked="" type="checkbox"/>	Abot, Sue	Custodian	Maks PiP Test STP Day		NA
12	<input type="checkbox"/>	Abot, Sue	Silent Custodian	Maks Project 9292021		NA
13	<input type="checkbox"/>	Abot, Sue	Custodian	maks project alex		NA
14	<input type="checkbox"/>	Abot, Sue	Custodian	Maks Project December 2		NA
15	<input type="checkbox"/>	Abot, Sue	Custodian	maks project december 2...		NA
<div> <div> <div>Checked (11)</div> <div> <div>Export to File</div> <div>Clean Up Duplicate Custodian ...</div> </div> </div> <div>Export to File</div> </div>						

The parameters of the mass action are as follows:

- You can select multiple duplicates, if duplicated two or more times.
- You must have duplicates selected. Relativity checks the entity ID and project ID to find duplicates.
- Roles in order of highest priority to keep:
  - Released.** If there is a released custodian and a duplicate active custodian, then Relativity keeps the released custodian.
  - Silent custodians.** If there is a silent custodian and a regular custodian, then Relativity keeps the silent custodian
  - New Preservation in-place.** If there is a custodian with a preservation and another custodian, Relativity keeps the one with preservation
  - Custom role.** If there is a custodian with a customer and another custodian with any default role, Relativity keeps the default role.

## 39 Custodian portal

Custodians can only access custodian portals via a secure link in a legal hold communication. Custodians do not need to have a Relativity account to view the portal. In the portal, custodians can acknowledge their participation in a hold, answer questionnaires, view all of the active projects they're associated with, and easily address any other outstanding tasks.

---

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

---

To see the requirements for the custodian portal to display, see [Custodian portal \(admin\) on page 40](#).

### 39.1 Custodian portal browser compatibility

Access the Custodian portal from the following browsers:

Browser	Supported Browser Version
Internet Explorer	9, 10, 11
Chrome	42+
Firefox	37+
Safari on Mac (OS X 10.9+)	7.1+

### 39.2 Accessing the Custodian Portal

To access the portal:

1. Click the portal link in the email. This 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 [Email merge fields on page 152](#).

---

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 informational communications that Legal Hold sends to employees that should not be treated as litigation holds.

---

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

---

The screenshot shows the Relativity Legal Hold interface. At the top, there's a header with the Relativity logo and 'Relativity Legal Hold'. Below this is a 'Home' section with two tabs: 'Tasks Requiring Attention (8)' and 'Completed Tasks (2)'. The 'Tasks Requiring Attention' tab is active, displaying a table with columns: Name, Project/Hold, Received, and Type. The table lists several items, including 'Legal Hold Notice' and 'Legal Hold Questionnaire Template' for various projects like 'Cyberdyne', 'Acme Corp', 'Spruce Tree', and 'Generic Company'. Below this is another section titled 'Active Holds (4)' with a table showing 'Hold Name', 'Communication', and 'Received' dates for holds like '102938 - Acme Corp' and '102940 - Oceanic Air'.

Name	Project/Hold	Received	Type
293877 - Legal Hold Notice	293847 - Cyberdyne		Communication
Legal Hold Notice	102938 - Acme Corp	11/21/2014	Communication
Legal Hold Notice - Spruce Tree	102938 - Spruce Tree	11/21/2014	Communication
Legal Hold Notice Template	102938 - Generic Company	11/21/2014	Communication
Legal Hold Questionnaire Template	102938 - Acme Corp	11/21/2014	Questionnaire
Legal Hold Questionnaire Template	102938 - Generic Company	11/21/2014	Questionnaire
Legal Hold Questionnaire Template	102938 - Spruce Tree	11/21/2014	Questionnaire
Legal Hold Questionnaire Template	293847 - Cyberdyne		Questionnaire

Hold Name	Communication	Received
102938 - Acme Corp	Legal Hold Notice	11/21/2014
102938 - Generic Company	Legal Hold Notice Template	11/21/2014
102938 - Spruce Tree	Legal Hold Notice - Spruce Tree	11/21/2014
102940 - Oceanic Air	1) Initial Legal Hold Notice - Third Party	6/10/2014

3. Click the links to open each outstanding item.
4. Once you've acknowledged participation in a project or answered a questionnaire, Relativity sends an acknowledgment notification to the project owner.

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

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

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

[Send Link](#)

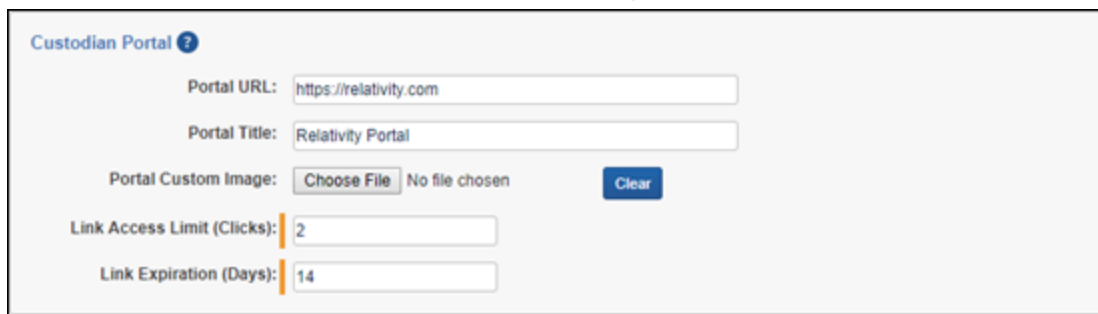
System admins can set the number of times custodians can access the portal link before it becomes invalid. See [Installing Legal Hold on page 18](#).

### 39.3 Customizing the Custodian Portal

System admins can customize the Custodian Portal's for the custodians in Legal Hold projects.

To customize the portal:

1. Navigate to the **Legal Hold Settings** tab.
2. In the Custodian Portal section, update the following fields:

A screenshot of the 'Custodian Portal' configuration form. The form has a title 'Custodian Portal' with a help icon. It contains five fields: 'Portal URL' with the value 'https://relativity.com', 'Portal Title' with the value 'Relativity Portal', 'Portal Custom Image' with a 'Choose File' button and 'No file chosen' text, a 'Clear' button, 'Link Access Limit (Clicks)' with the value '2', and 'Link Expiration (Days)' with the value '14'.

- **Portal URL**—this URL should only be modified if its displayed value does not match the current instance URL.
- **Portal Title**—enter a title that helps identify the name of the company, the litigation, or the custodian. The portal title appears on the top left of the custodian portal. By default, the maximum number of characters is 95. If you want to change that number, see Fields in the Admin Guide.
- **Portal Custom Image**—click **Choose File** and select a custom image for the portal. 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.
- **Link Access Limit (Clicks)**—enter the number of times between 1 and 100 that a custodian can click the link.
- **Link Expiration (Days)**—enter the number of days the link will be valid. This link can be valid for any number of days.

## 39.4 SSO for Custodian Portal

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

---

**Note:** Relativity Legal Hold supports OpenID Connect using Microsoft Entra ID. For more information, see [Integrating Azure with Legal Hold on page 92](#).

---

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

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

## 39.5 Custodian console

Within the Custodian console, you can send an email containing the link to the Custodian Portal or you can access the Custodian Portal as a specific custodian.

Navigate to the Entities tab and click on a custodian. Select the *Legal Hold Custodian* view, which contains the Custodian console. Within the console, click the **Send Portal Link** button or the **Use Portal As** button.

- **Send Portal Link**—sends an email with the link to the custodian portal to the custodian.
- **Use Portal As**—admin access to the custodian portal as the custodian.



CUSTODIAN

Use Portal As

Send Portal Link

Reports

Custodians

Question Responses

# 40 Projects

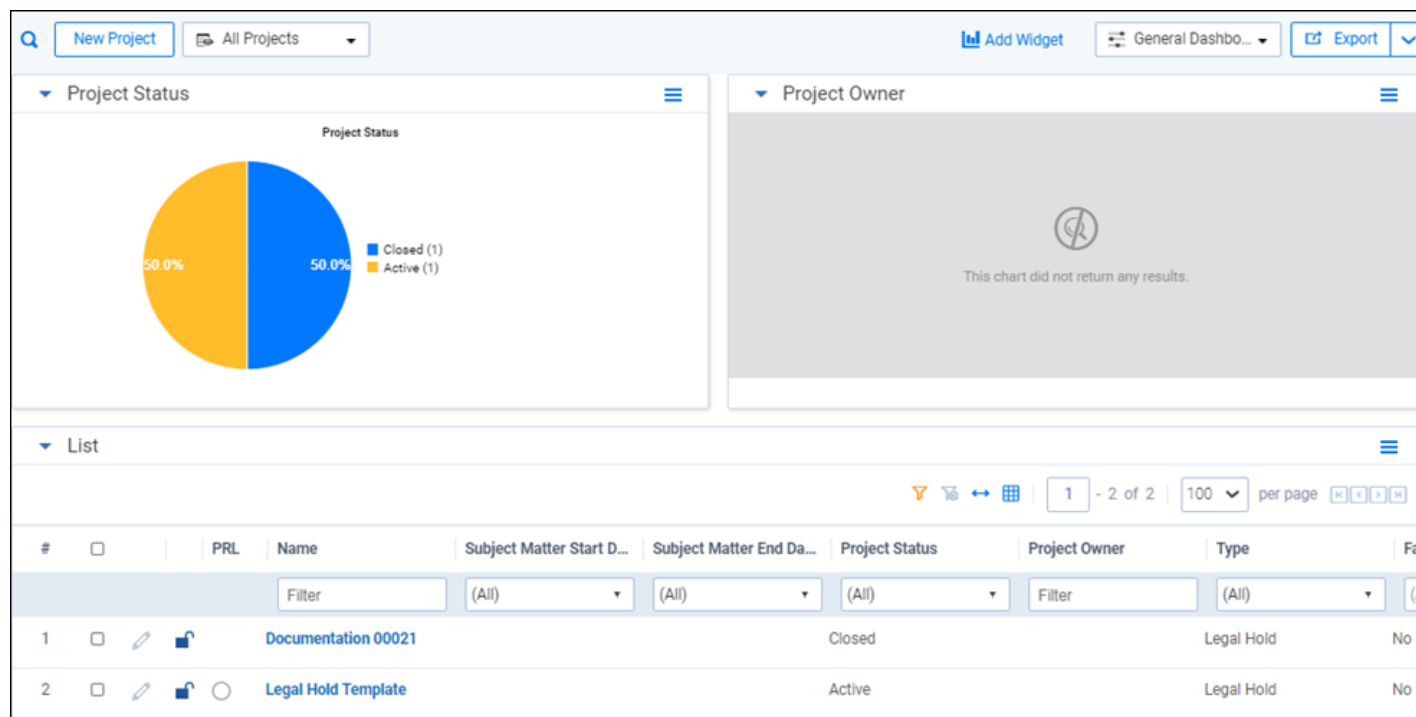
The Projects tab contains all information related to all Legal Hold projects. In this tab, you can create, review, update, and close projects.

## 40.1 Projects landing page

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

### 40.1.1 Project dashboards

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



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

#### 40.1.1.1 Group By/Pivot On fields

View Group By/Pivot On fields

- Case
- Company
- External Counsel
- Favorite
- General Counsel
- Project Attachments
- Project Close Date
- Project Owner
- Project Start Date

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

Object	Pivot-enabled field
Attachments	Communication Attachments::Acknowledgement Required
Communication	Acknowledgement Required
Communication	Template::Acknowledgement Required
Entity	Company
Entity	City
Entity	Country
Entity	Company
Entity	Current Title
Entity	Department
Entity	Document numbering prefix
Entity	Domain
Entity	Email
Entity	Employee Number
Entity	Employee Status
Entity	Employment End Date
Entity	Employment Start Date
Entity	First Name
Entity	Full Name
Entity	Last Name
Entity	Location
Entity	Manager
Entity	Past Department
Entity	Past Manager
Entity	Past Title
Entity	Phone Number
Entity	Redirect Recipient
Entity	Secondary Email

Object	Pivot-enabled field
Entity	State/Province
Entity	UniqueID
Entity	Username
Entity	Zip/Postal Code
Entity Role	Communications
Entity Role	Communications::Acknowledgement Required
Entity Role	Communications::Communication Type
Entity Role	Communications::Response Due Date
Entity Role	Custodian
Entity Role	Custodian::Department
Entity Role	Custodian::Email
Entity Role	Custodian::Office
Entity Role	Name
Entity Role	Notes
Entity Role	Project
Entity Role	Project::Project Status
Entity Role	Release Date
Entity Status	Custodian
Entity Status	Acknowledgement Required
Entity Status	Resolved By
Entity Status	Escalations Sent
Entity Status	Reminders Sent
Message	Communication::Acknowledgement Required
Project	Use As Template
Question	Answer Type
Question	Category
Questionnaire Question	Send Communication::Acknowledgement Required
Questionnaire Question	Alert Communication::Acknowledgement Required
Questionnaire Response	Communication::Acknowledgement Required

### 40.1.2 Legal Hold layouts

Legal Hold layouts are web-based coding forms that give you the ability to view and edit document fields. You can use layouts to develop workflows specific to the needs of your case. You can develop layouts that contain only the fields required to complete specific legal hold tasks, making the legal hold process clean and intuitive.

#### 40.1.2.1 Creating a custom layout

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

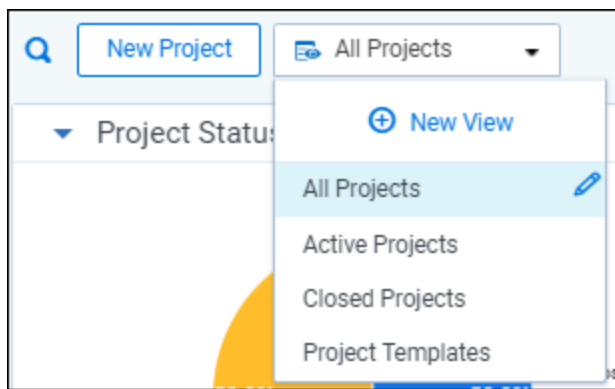
To create a custom layout:

1. From the **Workspace Admin > Layouts** sub-tab, filter using the **Project** object type.
2. Select the **Detail** layout.
3. From the Layout console, click **Build Layout**.
4. Edit fields and categories, add custom fields, and re-arrange the layout to your specification. See Layouts in the Relativity Admin guide.
5. Click **Save and Close** when finished.
6. Click **Edit**.
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**.



#### 40.1.3 Project views

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

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



##### 40.1.3.1 Creating or editing a project view

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

##### 40.1.3.2 Project response level

The Project Response Level (PRL) aggregates the number of communications sent and the number of responses. A percentage on the number of responsive custodians to the number of communications is created. The PRL percentage is then compared to the set PRL thresholds. As the PRL meets a custom thresholds, the PRL status

icon changes between red, yellow, green. The thresholds are set in Legal Hold settings. To learn how to set the PRL Thresholds, see [General settings fields on page 84](#).

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

The PRL gives a high-level overview of the project's responses. For a more detailed view of project communications, see [Communication Summary Report on page 126](#).

## 40.2 Project Details

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

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

ProjectsTasksResponsesAdvanced

Project Overview

EditDeleteBackEdit PermissionsView Audit

92 of 92

Project Details

NameDocumentationFavoriteNo

OwnerOwner Emailtim.jee@relativity.comUse as TemplateNo

TypeLegal HoldGeneral Counsel

Preservation CaseDocumentation preservationExternal Counsel

Send Release Notices for Legacy ProjectsNo

Subject Matter Start Date

Subject Matter End Date

Description

CommunicationsCustodiansMailboxPreservation HoldPreservation TargetsTasks

1-4 of 410 per page

Name	Communication Type	Response Due Date	Acknowledgement ...	Questionnaire
Alert Notice Template	Alert Group		No	
Email Acknowledgement	Email Acknowledgement		Yes	
Legal Hold Notice Template	General Hold Notice		Yes	Legal Hold Questionnaire Template
Legal Hold Release Notice	Release Notice		No	

PROJECT

Manage Custodians

AssignChange RoleReleaseRemove

Manage Project

Create CommunicationProject ReminderClose Project

Data Preservation

Preserve Data

Reports

Active Preservation HoldsAll Preservation HoldsCommunication SummaryCustodian Active ProjectsCustodiansNon-Responsive CustodiansCustodian Open ItemsQuestion Responses

Project Details (Legacy)

Project Overview
Edit
Delete
Back
Edit Permissions
View Audit
1 of 2

Project Details

NameDocumentation 00021FavoriteNo

OwnerUse as TemplateNo

Owner Emailtim.leahy@relativity.comGeneral Counsel

TypeLegal HoldExternal Counsel

Preservation CaseDocumentation HoldSend Release Notices for Legacy ProjectsNo

Subject Matter Start Date

Subject Matter End Date

Description

PROJECT

Manage Custodians

Assign

Change Role

Release

Remove

Manage Project

Create Communication

Project Reminder

Close Project

Manage Preservation Targets

Discover Targets

Select Targets

Reports

Active Preservation Holds

All Preservation Holds

Communication Summary

Custodian Active Projects

Custodians

Non-Responsive Custodians

Custodian Open Items

Question Responses

CommunicationsCustodiansMailboxPreservation HoldPreservation TargetsTasks

1- 3 of 310per page

Name	Communication Type	Response Due Date	Acknowledgement ...	Questionnaire
Filter	(All)	(All)	(All)	
Alert Notice Template..	Alert Group		No	
Email Acknowledgeme	Email Acknowledgement		Yes	
Legal Hold Notice Tem	General Hold Notice		Yes	Legal Hold Questionnaire Template

- **Project Details**—see [Project Details layout fields on page 195](#).
- **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 146](#).
- **Custodians tab**—lists all of the custodians assigned to the project. Use the column filters to sort information and click on an item to view its details.
- **Mailbox tab**—lists all of the sent and received emails from communications for this project. Use the column filters to sort information and click on an item to view its details. See [Mailbox on page 141](#).
- **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 [Preservation hold \(Legacy\) on page 239](#).
- **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 242](#).

## 40.2.1 Project console

Use the Project console to take an action related to that project and its assigned custodians. Buttons are shaded gray when the action is unavailable or may not appear at all, depending on your permissions. See [Securing a project on page 44](#). For more information on data preservation, see [Creating a preservation on page 228](#).

PROJECT

Manage Custodians

Assign

Change Role

Release

Remove

Manage Project

Create Communication

Project Reminder

Close Project

Data Preservation

Preserve Data

Reports

Active Preservation Holds

All Preservation Holds

Communication Summary

Custodian Active Projects

Custodians

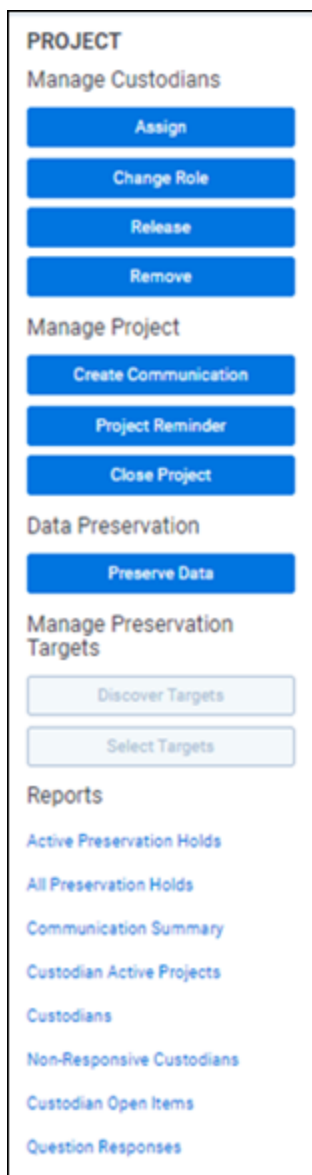
Non-Responsive Custodians

Custodian Open Items

Question Responses

Legacy preservation app





#### 40.2.1.1 Manage Custodians

Manage the project's custodians using the buttons in the Managing Custodians section.

---

**Note:** When adding custodians to the project, only add one custodian per email address. Multiple custodians with the same email address will cause issues when sending emails and releasing custodians.

---

The following buttons are available:

- **Assign**—select a custodian to add to the current legal hold project. See [Assigning custodians to a project on page 197](#).
- **Change Role**—select one of the legal hold roles and assign it to a custodian. See [Changing a custodian's role on page 187](#).
- **Release**—select a custodian and end their hold obligations in the current project. You must have a release communication created in order to release a custodian if you have previously sent them a communication from Legal Hold. See [Releasing a custodian from the project console on the next page](#).

- **Remove**—select a custodian to end their hold obligations and remove all record of their details from a specified project. See [Removing a custodian from the project console below](#).

### 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 will not receive a release notice. You can silently release a custodian even if they are not a Silent Custodian. See [Assigning roles to custodians on page 121](#).
3. Click **Release**.
4. From the Item picker, select custodians.
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 [Assigning roles to custodians on page 121](#). 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 Microsoft 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 95](#)

---

**Note:** We do not 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 custodians.
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 below](#).

---

### Changing a custodian's role

You can change a custodian's role on a project at any time. For information on each roles, see [Assigning roles to custodians on page 121](#).

To change a custodian's role:

1. From the Project console, click **Change Role**.
2. Select the checkbox next to a custodians.
3. From the Assign Role drop-down menu, select a new role for the custodians.
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 Microsoft 365 is no longer preserved.

---

### 40.2.1.2 Manage Project

Manage the project using the buttons In the Manage Project section to create communications, send project reminders, and to close the project. The following buttons are available:

- **Create Communication**—create a communication. See [Creating a communication on page 146](#).
- **Project Reminder**—send periodic reminders to all active, on-hold custodians to review their hold obligations on a specific project. These reminders can be sent without a required acknowledgement. For more information, see [Project reminders on page 255](#).
- **Close Project**—close a project. See [Closing a project on page 198](#).

### 40.2.1.3 Data Preservation

Manage your preservation holds from the Project console. Click **Preserve Data** to navigate to the preservation wizard.

## Manage Preservation Targets (Legacy)

Manage SharePoint preservation targets after they've been discovered. The following buttons are available:

- **Discover Targets**—manually start the Sharepoint preservation target discovery process for the project's custodians. Can use to retry errors.
- **Select Targets**—select Custodian's SharePoint target sites to be placed on a preservation hold. Access to the button when the custodian discovery status is *Discovered*. To learn how to select targets, follow the steps in [Selecting SharePoint targets below](#).

The length of the SharePoint targets discovery process in your environment depends on the size of your Microsoft 365 environment. Size depends on the number of users and how many custodians are on hold.

### Selecting SharePoint targets

After discovering SharePoint targets, you need to select targets based on SharePoint URLs associated to a custodian.

To select targets, follow the steps below.

1. Click the **Select Targets** console button.
2. In the Select window, select the check boxes next to the custodian name and target URL you want to put on a preservation hold.
3. Use the arrows to select the custodians.
4. Click **Select Targets**.

#### 40.2.1.4 Reports

Run a project-specific report from this section. The report appears inline. See [Report types on page 124](#) for more information about each report.

---

**Note:** You may not be able to view all reports depending on your permissions.

---

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.

# 41 Managing a legal hold project

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

## 41.1 Creating a project

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

To start creating a project, navigate to the Projects tab:

1. From the Projects tab, click **New Project**.  
The Create New Project dialog appears.
2. Select one of the following options:
  - **Create from Template**—create a new project using a existing template. See [Installing Legal Hold on page 18](#) for more information.
  - **Create Blank Project**—create a new project from scratch.
3. If you're creating a project from a template, select the template in the drop-down menu.
4. Select **Yes** to use the project wizard. Select **No** to use the alternate project creation method.
5. Click **Create**.



From here, use the Legal Hold Project Wizard.

---

**Note:** If the Project Wizard is disabled or you don't have the proper permissions, see the [Alternate project creation method on page 195](#).

---

### 41.1.1 Using the project wizard

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

When creating a new project, the project wizard appears by default. To disable to the project wizard, navigate to Legal Hold Settings. In Legal Hold Settings, set the Use Project Wizard value to No. When set to No, the wizard is hidden on the New Project modal when you click the New Project. For more information, see [Adding legal hold settings on page 61](#). When creating a new project, each step of creating a project is separate. For information on creating a project using the old method, see [Alternate project creation method on page 195](#).

#### 41.1.1.1 Legal Hold project wizard security permissions:

Object Security	Tab Visibility	Other Settings
<b>Attachment</b> - Create, Delete	<b>Legal Hold</b> <ul style="list-style-type: none"><li>• Projects</li></ul>	Manage Object Types
<b>Communication</b> - View, Create, Edit, Delete		
<b>Custodian Role</b> - View, Create, Delete		
<b>Entity</b> - View		
<b>Legal Hold Application</b> - View <ul style="list-style-type: none"><li>• Assign Custodian(s)</li></ul>		
<b>Project</b> - View, Create, Edit		
<b>Question</b> - Create, Delete		
<b>Questionnaire</b> - View, Create, Edit, Delete		
<b>Questionnaire Question</b> - View, Create, Edit, Delete		
<b>Role</b> - View		

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

#### 41.1.1.2 Project Details

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

1. Add information to fields.

- **Name**—the project name.
- **Owner**—(Optional) the project owner's name.
- **Owner Email**—the project owner's email address. There are two instances when a project owner receives email notifications:
  - When a custodian does not have an associated manager.
  - When custodian is externally removed or externally modified, meaning removed or modified in Microsoft's Security & Compliance Center.
- **Type**—(Optional) the type of project. By default, the Legal Hold Type is available. Click **Add** to add a new type choice.
- **Favorite**—select **Yes** or **No** to visually indicate whether the project is a favorite from the Projects landing page.
- **Send Release Notice for Legacy Projects**—(Optional) select **Yes** or **No** to allow users to send a release notice to custodians without prior communications. The default setting is set to **No**.
- **Use as Template**—select **Yes** to flag project as a template for future project creation use. This template will appear in the Create New Project drop-down list. Select **No** to not use this project as a template.
- **Subject Matter Start Date**—(Optional) the earliest date that data relevant to the matter exists.
- **Subject Matter End Date**—(Optional) the most recent date that data relevant to the matter exists.

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

2. Click **Next**.

The screenshot shows the 'Project Details' step of a six-step process. The steps are: 1. Project Details, 2. Communications, 3. Schedule, 4. Preserve in Place, 5. Manage Custodians, and 6. Summary. The 'Project Details' step is active and contains the following fields:

- Name:** Text input field.
- Owner:** Text input field.
- Owner Email:** Text input field.
- Type:** Dropdown menu with 'Legal Hold' selected.
- Favorite:** Radio buttons for 'Yes' and 'No' (selected).
- Send Release Notices for Legacy Projects:** Radio buttons for 'Yes' and 'No' (selected).
- Use as Template:** Radio buttons for 'Yes' and 'No' (selected).
- Subject Matter Start Date:** Text input field with a calendar icon.
- Subject Matter End Date:** Text input field with a calendar icon.
- General Counsel:** Text input field.
- External Counsel:** Text input field.

Buttons at the top include 'Save', 'Save and Close', and 'Next'.

#### 41.1.1.3 Communications

Complete the Communication set by assigning communications to the project. You can assign communications to multiple projects in your workspace. You will need to have already created communications. For information on creating communications, see [Creating a communication on page 146](#).

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

1. Locate communication in Unselected Communications.
2. Click the checkbox next to a communication.
3. Click **Next**.

The screenshot shows the 'Communications' step of the six-step process. It features two panels: 'Unselected Templates' on the left and 'Selected Templates' on the right. Both panels contain a table with columns: Name, Type, Acknowledgment Re..., and Questionnaire. The 'Unselected Templates' panel shows one item: 'Legal Hold Release Notice Template'. The 'Selected Templates' panel shows three items: 'Alert Notice Template', 'Email Acknowledgement Template', and 'Legal Hold Notice Template'. Buttons at the top include 'Previous', 'Save', 'Save and Close', and 'Next'.

#### 41.1.1.4 Schedule

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

Follow the steps below to schedule communications:

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

#### 41.1.1.5 Preserve in-place

Add a preservation hold by completing the Preserve in-place step.

**Note:** When creating a Legal Hold project, and both the Preservation hold (Legacy) app and the new Preservation in-place app are present, do not select Preservation in the wizard if you are intending to use the Preserve in-place app. If you do select Preservation, Relativity will hide any roles with the *Preserve Data (New)* tag along with the Preserve Data buttons.

**Note:** To successfully complete this step, you must create a preservation case and set up data sources. For more information, see [Preservation in-place on page 200](#).

To add a preservation hold, enter information in the following fields:

1. Add information to the preservation fields.
  - **Preserve in Place**—select **Yes** to add a preservation hold to project. Select **No** to skip this step.
  - **Name**—the name of the Preservation Case.
  - **Preservation source**—select the already created preservation source. To create a preservation data source, see [Data sources on page 203](#).
  - **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 Microsoft 365 for deletions, disabling, or edits to filter criteria made within Microsoft 365 Security & Compliance Center. Default is 1 hour.
- **Start Date**—(optional) a preservation filter criteria that preserves data starting with this date.
- **End Date**—(optional) a preservation filter criteria that preserves data ending with this date.
- **Auto-Discover Targets**—option to catalog all accessible sites in SharePoint. If not enabled, the target discovery process can be manually started later in the process.
- **Re-Discover Wait Window (Hours)**—the number of hours between each the next discovery process.

2. Click **Next**.

The screenshot shows a multi-step configuration interface for a preservation hold. At the top, a progress bar indicates six steps: 1. Project Details, 2. Communications, 3. Schedule, 4. Preserve in Place (current step), 5. Manage Custodians, and 6. Summary. Step 4 is highlighted with a green circle and a '4' inside. Below the progress bar, the 'Preservation Case' section is visible. It includes the following fields and options:

- Preserve in Place:** Radio buttons for 'Yes' (selected) and 'No'.
- Name:** A text input field.
- Preservation Source:** A dropdown menu with 'Select...' and a blue arrow icon.
- Retry Count:** A text input field with the value '10'.
- Retry Interval (Minutes):** A text input field with the value '30'.
- Monitoring Interval (Hours):** A text input field with the value '24'.
- Start Date:** A date picker field showing 'MM/DD/YYYY'.
- End Date:** A date picker field showing 'MM/DD/YYYY'.
- Auto-Discover Targets:** Radio buttons for 'Yes' (selected) and 'No'.
- Re-Discover Wait Window (Hours):** A text input field with the value '1'.

At the top of the form, there are buttons for 'Previous', 'Save', 'Save and Close', and 'Next'.

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

For more information on preservation holds, see [Preservation hold \(Legacy\) on page 239](#).

#### 41.1.1.6 Manage Custodians

Complete the Manage custodians step by assigning custodians to the project.

**Note:** When adding custodians to the project, only add one custodian per email address. Multiple custodians with the same email address will cause issues when sending emails and releasing custodians.

Follow the steps below to assign a custodian:

1. From the Unselected custodians table, use the column filters to locate custodians.
2. Click a check box next to a custodian.

3. Click the single-arrow icon to add select custodians. Click the multi-arrow icon to add all custodians.
4. Assign a role when adding a custodian using the Assign Role drop-down menu. See [Assigning roles to custodians on page 121](#).

**Note:** To assign a different roles, group a custodian or custodians by role when assigning custodians to a project.

#### 41.1.1.7 Summary

Complete the creation of the project by reviewing all steps taken when creating the project before finalizing. Complete the legal hold project setup by clicking **Complete Setup**.

Previous

Close

Complete Setup

1. Project Details

2. Communications

3. Schedule

4. Preserve in Place

5. Manage Custodians

6. Summary

Summary

Name:

Project Type: Legal Hold

Owner Email:

Create Preserve in Place Holds: Yes

Custodians Selected: 1

Scheduled Communications: Legal Hold Notice Template

Scheduled Time: 01/01/2021 06:59 AM

Selected Custodians

Items 1 - 1 (of 1) in sets of 10 per page

Full Name	Role	Email	Department	Company	Manager	Job Title	Employee Number	En
Oppen, Justin	Custodian	justin.oppen@relativity.com						

Selected Communications

Items 1 - 3 (of 3) in sets of 10 per page

Name	Type	Acknowledgement R...	Questionnaire
Alert Notice Template	Alert Group	No	
Email Acknowledgement Template	Email Acknowledgement	Yes	
Legal Hold Notice Template	General Hold Notice	Yes	Legal Hold Questionnaire Template

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

#### Alternate project creation method

1. Complete the fields on the Project Details layout. See [Project Details layout fields below](#).
2. Click **Save**. The newly created project details page appears, and is also added to the [Projects on page 178](#).
3. (Optional) From the Project Details page Project console, you can:
  - Assign custodians to a project. See [Assigning custodians to a project on page 197](#).
  - Close a project. [Closing a project on page 198](#).

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

### 41.1.2 Project Details layout fields

The Set Project Details layout contains the following fields:

Project Details

Name \*

Documentation 00021

Owner

Owner Email \*

tim.leahy@relativity.com

Type

Legal Hold

Manage

Preservation Case

Documentation Hold

Clear

Subject Matter Start Date

mm/dd/yyyy

Subject Matter End Date

mm/dd/yyyy

Description

Favorite

☐ Yes
☒ No

Use as Template \*

☐ Yes
☒ No

General Counsel

External Counsel

Send Release Notices for Legacy Projects

☐ Yes
☒ No

- **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**.

### 41.1.3 Assigning custodians to a project

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

To assign a custodian:

1. From the Project Details page, click **Assign** from the Project console. See [Project console on page 183](#).
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.

Assign Custodians to Project

Paste Email Addresses Paste Employee Num... Select All: ☐

Assign Role: Custodian

Full Name	Role	Email	Department
Filter	Filter	Filter	Filter
<input type="checkbox"/> Oppen II, Justin		justin.oppen@relativity.com	
<input type="checkbox"/> Oppen III, Justin		justin.oppen@relativity.com	

Full Name	Role	Email	Department
Filter	Filter	Filter	Filter

- **Paste Email Addresses**—add a list of email addresses, separated by a comma or new line.

Paste From Email Addresses

Enter multiple email addresses separated by a new line or comma.

Select Cancel

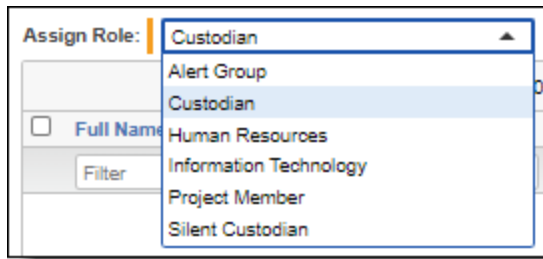
- **Paste Employee Number**—add a list of employee numbers, separated by a comma or new line.

Paste From Employee Number

Enter multiple employee number separated by a new line or comma.

Select Cancel

4. Assign a role when adding a person using the Assign Role drop-down menu. See [Assigning roles to custodians on page 121](#).



5. (Optional) Add more custodian information in the Advanced drop-down menu.
  - **Role Notes**—(Optional) add specific information regarding a custodian's involvement in a hold. For example, "Jane is a key player in this litigation, and we should plan to collect all her Word documents and emails."
  - **Access to Sensitive Material**—(Optional) select **Yes** or **No** to denote whether the custodian has access to sensitive material that may be involved in the litigation.

---

**Note:** You can view the Advanced custodian information from **Project Details > Custodians** tab. See [Project Details on page 182](#).

---

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

## 41.2 Securing a project

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

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

---

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

---

For more information, see [Securing a project on page 44](#).

## 41.3 Closing a project

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

To close a project:

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

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

### 41.3.1 Closing a project with a preservation hold

You must have the preservation hold permission to close a project with custodians that have preservation holds. If you don't have preservation permissions, you cannot close a project with an active preservation hold, and the **Close Project** button in the Project Console will be disabled.

To close a project with custodians on a preservation hold, follow the steps below

1. Click the Close Project button. The Close Project pop-up modal appears.
2. Select a **Release** option.
  - **with Communication**—select to alert the custodian that they've been released.
  - **Silently**—select to not alert the custodian that they've been released.
3. Click the **Using** drop-down menu if releasing with a communication, and select a communication.
4. Click **Send and Close**.

Once complete, the custodians will be notified they've been released.

## 41.4 Deleting a project

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

- To delete a project from the Project Details page, click **Delete**. At the prompt, click **Delete**. See [Project Details on page 182](#).
- 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 [Project Details on page 182](#).

---

**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 [Assigning roles to custodians on page 121](#).

---

## 42 Preservation in-place

With Relativity's preservation application, you can preserve Google Workspace data, Microsoft 365 data, and Slack data.

A preservation hold preserves data in:

- [Google Workspace](#)
  - Gmail
  - Chat
  - Drive
- [Microsoft 365](#)
  - Exchange mailboxes
  - OneDrive files
  - SharePoint directories
  - Teams channels
- [Microsoft 365 Government](#)
- [Slack](#)

Preservation holds are transparent to custodians. A preservation hold ensures that original copies, prior to any edits or deletions, of emails and files are preserved in a preservation folder, or 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.

---

**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 Microsoft Purview compliance portal and Google Vault.

---

### 42.1 Prerequisites

Before creating a Preservation Hold, add a Preservation Hold data source. Fill out the information for the Preservation Hold Data Source to create a data source to create preservation holds. To learn more about Preservation Hold, see [Creating a preservation data source on page 203](#).

### 42.2 Considerations

Before adding a preservation, consider the following list.

- If a data source is not listed, there are no considerations or limitations.
- We recommend creating a preservation with a maximum of 1,000 pieces of data.
  - This is to keep a high-performance level.
  - We recommend creating multiple holds for larger preservation projects.
- For more information see:
  - [Google Workspace considerations](#)
  - [Microsoft 365 considerations](#)
  - [Slack considerations](#)



## 42.3 Installing the app

To use the Preservation in-place app, you need to install both the Legal Hold app and the Preservation in-place app to one or more workspaces. You must install both apps in the same workspace.

Find and install the Preservation in Place app in the Application Library. The application name is *Preservation in Place*.

To install the Preservation in-place app to a workspace:

1. Navigate to the workspace where you want to install the application.
2. Navigate to the **Relativity Applications** 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 **Preservation in Place** on the Select Library Application dialog.  
This dialog only displays applications added 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.
  - **Map Fields**—there are no fields available in Relativity Legal Hold for mapping.
8. Click **Import** to install Preserve in Place into the workspace.
9. Review the import status of the application. Verify that the install was successful or resolve errors.

When installing the Preserve in Place app, you must first unlock the Legal Hold app and any other application installed in the workspace that uses the Entity object.

Once the application is installed you will need to setup a new preservation data source. For more information, see [Data sources on page 203](#).

## 42.4 Permissions

Enable the Preservation Hold security permission to add, edit, or remove Preservation Holds within projects. For more information on security permissions, see [Legal Hold Application Permissions on page 45](#).

**Note:** As of February 2025, the new Feature Permissions redefines Relativity's security management by shifting the focus from Object Types and Tab Visibility to feature-based permissions. This new method is simply another option; any feature-specific permissions information already in this topic is still applicable. This new interface enables administrators to manage permissions at the feature level, offering a more intuitive experience. By viewing granular permissions associated with each feature, administrators can ensure comprehensive control, ultimately reducing complexity and minimizing errors. For details see Instance-level permissions and Workspace-level permissions.

Object Security	Tab Visibility	Other Settings
Legal Hold Application Permissions Preservation Hold	Data Preservation	

Object Security	Tab Visibility	Other Settings
Preservation	Preservation	
Preservation Data Service	Preservation Hold	
Preservation Data Source	Preservation Data Source	
Preservation Error	Preservation Data Service	
Preservation Hold	Preservation Hold Job	
Preservation Hold Entity Status	Preservation Log	
Preservation Hold Job	Preservation Error	
Preservation Log	Preservation Hold Entity Status	
Preservation Product		
Preservation Product Source		

## 43 Data sources

A data source allows you to define where you want to put data on preservation hold. Set up workspace data sources before beginning preservations. Data sources are stores of information from which you preserve data. These data sources have parameters that you can set during the creation of a preservation job.

See these related topics:

- [Google Workspace preservation source on page 205](#)
- [Microsoft 365 preservation source on page 215](#)
- [Preservations on page 227](#)

### 43.1 Creating a preservation data source

There are multiple data sources to create within the Preservation app. Some sources need extra steps, but there is a general creation workflow.

To add a preservation data source:






1. Navigate to the **Preservation Data Source** tab.
2. Click the **New Preservation Data Source** button.
3. Enter in a unique name for the data source in the **Name** field.
4. Select a data **Source Type**.  
Fields will be different depending on the selected source type.
5. Enter in the data source-specific fields for your select data source. For more information, see [Create the Google Workspace data source on page 211](#) and [Creating the Microsoft 365 data source on page 221](#).
6. Click **Authenticate** for Google or **Validate Credentials** for Microsoft 365.
7. Select or sign into the account on which behalf preservations will be performed.  
If authentication is successful, a confirmation message appears.
8. Close the window the successful authentication window.
9. Click the **Re-Validate Authentication** button in the right pane on the Preservation Data Source that you created. You should see the following status, "The user credentials are authenticated and ready to use."

For data source-specific setup procedures, see [Google Workspace preservation source on page 205](#) and [Microsoft 365 preservation source on page 215](#).

### 43.2 Viewing preservation source details

After creating a data source, you can view the details page. The view includes the information you provided when creating the data source. For example, the Microsoft 365 data source page includes the client ID, certificate, and domain.

Preservation   Preservation Hold   **Preservation Data Source**   Preservation Data Service   Preservation Hold Job   Preservation Log   Preservation Error   More ▾

Preservation Data Source Layout  Edit Delete Back Edit Permissions View Audit 1 of 3    

**The user credentials are authenticated and ready to use**

Default Category

Name	RelativityTest 0365 Instance	Client ID	abcd1234-abcd-1234-abcd-abcd12344321
Source Type	Office 365 (Standard)	Certificate Password	
Entity ID Field	Email	Certificate	
		Tenant ID	
		Domain	relativitytest.onmicrosoft.com
		Certificate Guid	abcd1234-abcd-1234-abcd-abcd12344321

Services

Services: [RelativityTest 0365 Instance - Mailbox](#)  
[RelativityTest 0365 Instance - OneDrive](#)  
[RelativityTest 0365 Instance - SharePoint](#)

Validation

Validation Status	Valid	Validation Status Description	
-------------------	-------	-------------------------------	--

Validate Credentials  
Re-validate Authentication

Each data source details page includes a console to complete actions. Each data source has different actions.

- **Google**
  - **Authenticate**—click to authenticate the client ID and client secret with Google.
  - **Re-validate authentication**—click to re-authenticate the client ID and client secret with Google.
- **Microsoft 365**
  - **Validate credentials**—click to validate the client ID, certificate, and other credentials with Microsoft 365.
  - **Re-validate authentication**—click to re-authenticate the client ID, certificate, and other credentials with Microsoft 365.

## 43.3 Understanding data services

When you create a data source, you are connecting to data services. For example, you integrate Microsoft 365 with RelativityOne. After integrating the Microsoft 365 data source, you can select Microsoft data services. Microsoft data services include Microsoft 365 mailbox, SharePoint, and OneDrive.

You will select these data services in the Preservation wizard. For more information, see [Creating a preservation on page 228](#).

You can review these data services in the Preservation Data Service tab. On this data services list page, you can click into an existing data service. For example, you can click into the a Microsoft 365 SharePoint service. On the SharePoint data service details page, you will see a console with a Refresh Sites button. Click **Refresh Sites** to identify and add new SharePoint sites that were added after the initial integration with Microsoft.

## 44 Google Workspace preservation source

This topic provides details on how to configure and capture Google Workspace Gmail, Drive, Chats, and Groups data with the Preservation in Place app.

---

**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

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See these related topics:

- [Data sources on page 203](#)
- [Preservations on page 227](#)
- [Manage preservations on page 237](#)

### 44.1 Considerations

Consider the following when using the Google Workspace data source:

- This data source cannot preserve Google Groups.
- Inactive user data cannot be preserved. For more information, see [Google's documentation](#).

### 44.2 Requirements

Before setting up a Google Workspace preservation, you must complete the following:

1. [Create a Google Cloud project on the next page](#).
2. [Enable required APIs for the project on the next page](#).
  - Google Vault API
  - Admin SDK API
  - Cloud Storage API
3. [Set up OAuth2 consent screen on page 208](#).
4. [Create credentials on page 208](#).
5. [Create admin role for Vault API on page 209](#).
6. [Create admin role for the user accounts listing on page 210](#).
7. [Create admin role for the groups listing on page 210](#).
8. [Enable required privileges on page 211](#).

After completing these required steps, you can create a Google Workspace data source in RelativityOne.

### 44.3 Setting up a Google data source

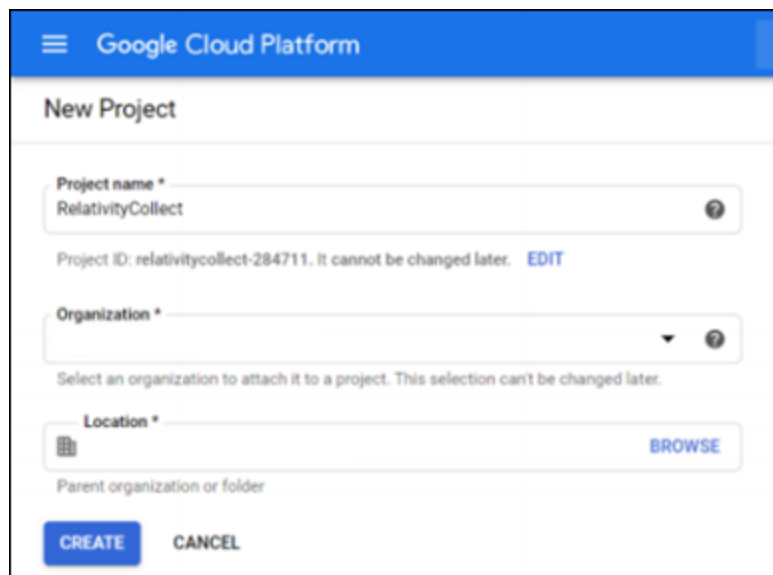
Connecting your Google Workspace to Preservation takes some setup in both Google and Relativity. Begin with the credential setup in Google.

### 44.3.1 Create a Google Cloud project

Create a Google Cloud project to create, enable, and use all Google Cloud services. You will use this account to manage APIs.

To create a Google Cloud project:

1. Open the Cloud Resource Manage page, then click **Create Project**.
2. Enter information into the fields:
  - **Project name**—enter a descriptive name for your project.
  - **Organization**—enter the name of your organization.
  - **Location**—enter the parent organization or folder.
3. Click **Create**.



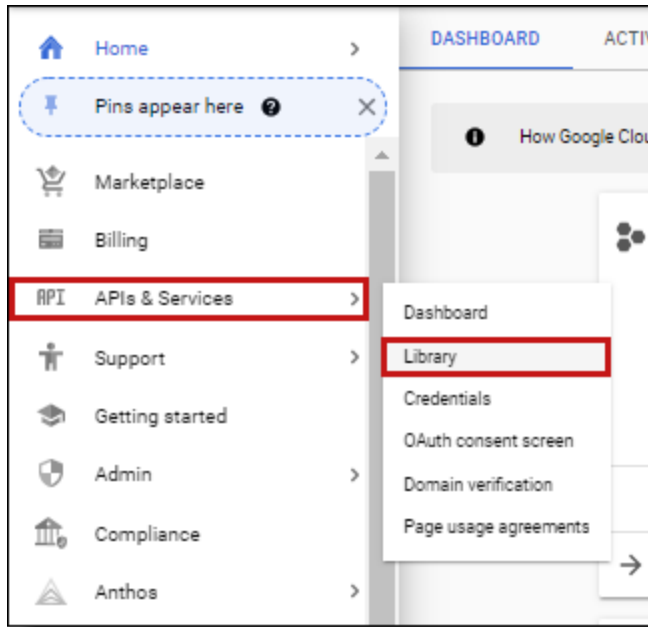
The screenshot shows the 'New Project' form in the Google Cloud Platform console. The form has a blue header with the Google Cloud Platform logo and a hamburger menu. The form itself is white with a blue border. It contains three main input fields: 'Project name \*' with the value 'RelativityCollect', 'Organization \*' with a dropdown arrow, and 'Location \*' with a 'BROWSE' button. Below the 'Location' field is a label 'Parent organization or folder'. At the bottom are 'CREATE' and 'CANCEL' buttons. A project ID is displayed below the project name: 'Project ID: relativitycollect-284711. It cannot be changed later. EDIT'.

### 44.3.2 Enable required APIs for the project

Continuing in this process, you now need to enable the required Google Cloud Console APIs and associate them to a new project.

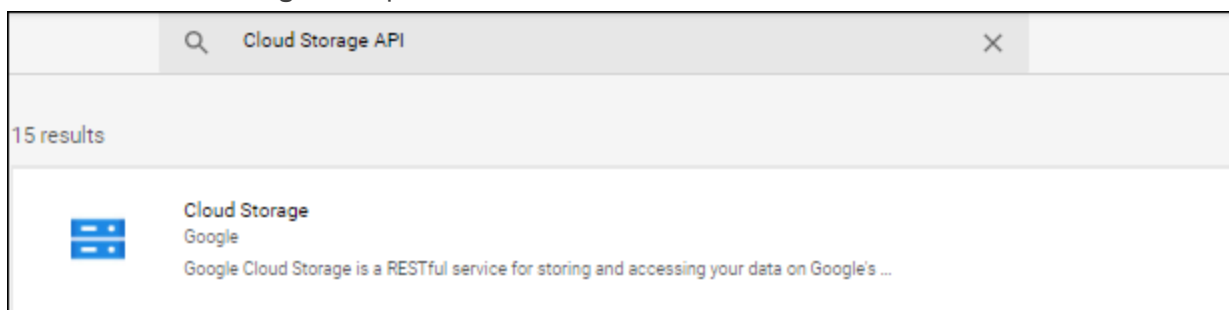
To start enabling APIs:

1. In the Google Cloud Console, select the newly created project.
2. In the left-navigation menu, select **API & Services > Library**.



This will open up the Library page that includes all available APIs.

3. Enter *Google Vault API* in the search bar and search.
4. Click the **Google Vault API** option, then click **Enable**.
5. In the top left corner, click the **Back arrow** icon.  
This will take you back to the search results page with the search bar.
6. Enter *Admin SDK API* in the search bar and search.
7. Click the **Admin SDK API** option, then click **Enable**.
8. In the top left corner, click the **Back arrow** icon.  
This will take you back to the search results page with the search bar.
9. Enter *Cloud Storage API* in the search bar and search.
10. Click the **Cloud Storage API** option, then click **Enable**.



---

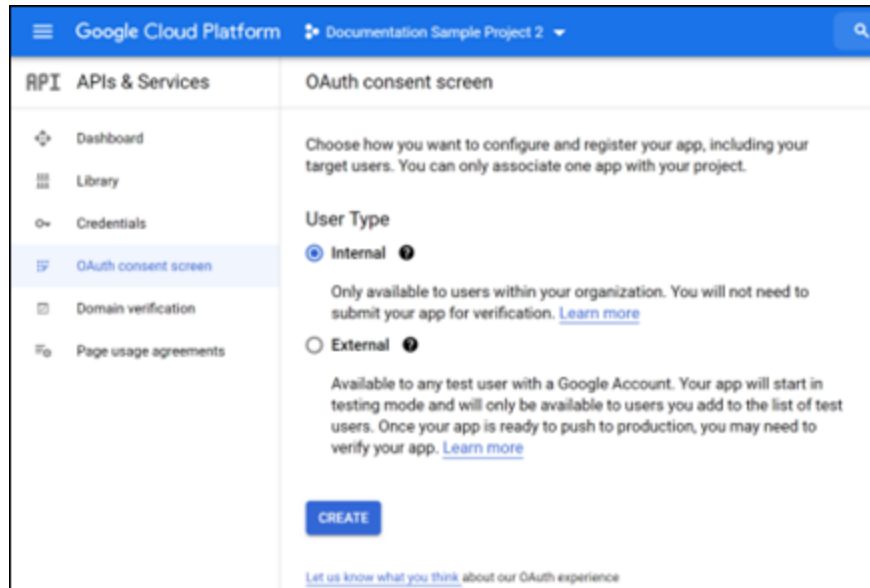
**Note:** This API may be enabled by default.

---

### 44.3.3 Set up OAuth2 consent screen

Follow the steps below to create an OAuth2 consent screen.

1. Open <https://console.cloud.google.com/> and select newly created project.
2. Click on the Navigation menu.
3. Select **APIs & Services > OAuth consent screen**.
4. Select **Internal** type and click **Create**.




5. Enter descriptive **App name**. For example, *Relativity Preservation*.
6. Enter a **User support email** from within your organization.
7. Enter *relativity.one* as **Authorized Domain**.
8. Enter an email from within your organization in the **Developer Contact Information** field.
9. Click **Save and Continue**.

On the next step, you will want to add scopes.

1. Click **Add or remove scopes**.
2. Enter filter and select <https://www.googleapis.com/auth/ediscovery> or enter it in a text box.
3. Click **Update**.
4. Click **Save and Continue**.

### 44.3.4 Create credentials

1. Click the navigation menu () in the top left corner.
2. Hover over **APIs & Services > Credentials**.
3. Click **Create Credentials**.
4. Click **OAuth Client ID** credentials.

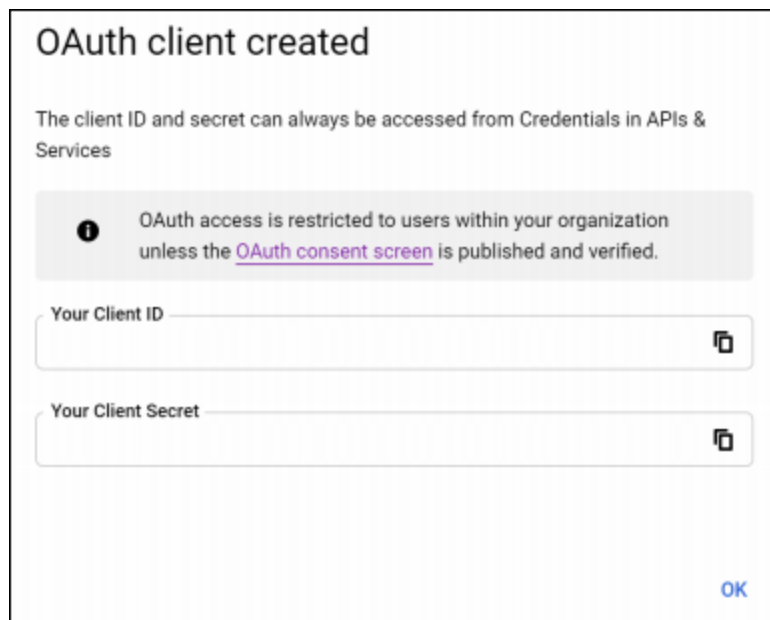


5. Enter the following information in the fields:

- **Application type**—select Web application.
- **Name**—enter a name for the credentials.
- **Authorized redirect URIs**—enter the URL based on the RelativityOne Data Center Geo you intend to run collections from.
  - For example, `https://{InstanceURL}/Relativity.REST/api/Preservations/v1/Sources/workspace/{WorkspaceID}/GoogleVault/HandleAuthenticationRedirect`.
  - When the `{InstanceURL}` is a Relativity instance URL and `{WorkspaceID}` is the Relativity workspace artifact ID where you are setting up the data source.

6. Click **Create**.

After clicking Create, you will have your **Client ID** and **Client Secret**. You will need to use them when creating the new data source under [Create the Google Workspace data source on page 211](#).



**OAuth client created**

The client ID and secret can always be accessed from Credentials in APIs & Services

**i** OAuth access is restricted to users within your organization unless the [OAuth consent screen](#) is published and verified.

Your Client ID

Your Client Secret

OK

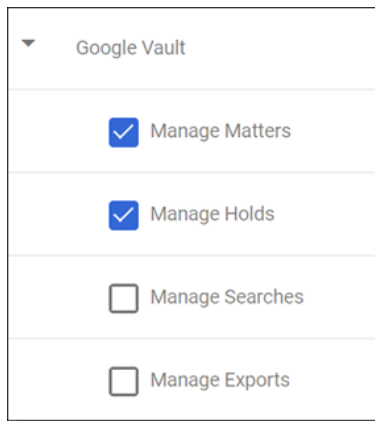
## 44.4 Google Workspace user account setup

A Preservation hold requires a user account on which behalf Relativity exports data. This can be a dedicated or an existing user account.

### 44.4.1 Create admin role for Vault API

1. Open `https://admin.google.com/ac/home`.
2. Click **Account > Admin roles** to open the up the page.
3. Click **Create New Role**.
4. Enter the role name. Relativity suggests *Relativity Preservation*.
5. Click **Continue** to select privileges.

6. Select the following privileges:
  - **Services - Google Vault > Manage Matters**
  - **Services - Google Vault > Manage Holds**



A screenshot of a web interface for selecting Google Vault privileges. At the top, there is a dropdown menu labeled 'Google Vault'. Below it, there are four rows, each with a checkbox and a label. The first two rows, 'Manage Matters' and 'Manage Holds', have their checkboxes checked. The last two rows, 'Manage Searches' and 'Manage Exports', have their checkboxes unchecked.

Google Vault	
<input checked="" type="checkbox"/>	Manage Matters
<input checked="" type="checkbox"/>	Manage Holds
<input type="checkbox"/>	Manage Searches
<input type="checkbox"/>	Manage Exports

7. Click **Continue**.
8. Click **Create Role**.

#### 44.4.2 Create admin role for the user accounts listing

1. Open <https://admin.google.com/ac/home>.
2. Click **Account > Admin roles** to open the up the page.
3. Click **Create New Role**.
4. Enter the role name. Relativity suggests *Users Reader for Preservation*.
5. Click **Continue**.
6. Select the **Admin API privileges - Users > Read** privilege.
7. Click **Continue**.
8. Click **Create Role**.

#### 44.4.3 Create admin role for the groups listing

1. Open <https://admin.google.com/ac/home>.
2. Click **Account>Admin roles** to open the up the page.
3. Click **Create New Role**.
4. Enter the role name. Relativity suggests *Groups Reader for Preservation*.
5. Click **Continue**.
6. Select the **Admin API privileges - Groups > Read** privilege.
7. Click **Continue**.
8. Click **Create Role**.

#### 44.4.4 Enable required privileges

1. Open <https://admin.google.com/ac/home>.
2. Navigate to **Directory > Users** to open the list of users.
3. Select or create the user you want to use.
4. Select and expand the **Admin roles and privileges** pane.
5. Assign the following roles to the user in All organizational units scope:
  - Relativity Preservation
  - Users Reader for Preservation
  - Groups Reader for Preservation

11 roles assigned

CREATE CUSTOM ROLE

Preservation

Role name	Scope of role	Assigned state	Condition
Relativity Preservation Relativity Preservation	All organizational units	<div><div></div></div> Assigned	
Users Reader for Preservation Users Reader for Preservation	All organizational units	<div><div></div></div> Assigned	
Groups Reader for Preservation Groups Reader for Preservation	All organizational units	<div><div></div></div> Assigned	

Rows per page: 10

Page 1 of 1

#### 44.5 Create the Google Workspace data source

There are specific steps to connect Google Workspace to Relativity when creating the Preservation data source. To set up the Google Workspace data source, you must enable API access with Google Workspace and then complete the data source settings in Relativity.

After confirming that your Discover APIs are enabled, complete the set up process in Relativity.

To add the Google Workspace data source, follow the steps below:

1. Within the Preservation application, navigate to the **Preservation Data Source** tab.
2. Click the **New Preservation Data Source** button.
3. Complete the **Google Vault** fields. For more information, see [Google Workspace user account setup on page 209](#).
4. This is required for setting up the Google Vault Data Source. For more information, see [Create credentials on page 208](#).
5. Click **Save**.

6. Enter in a unique name for the data source in the **Name** field.

Default Category

Name\*  Client ID

Source Type\* Google Vault  Client Secret

Entity ID Field\* Email

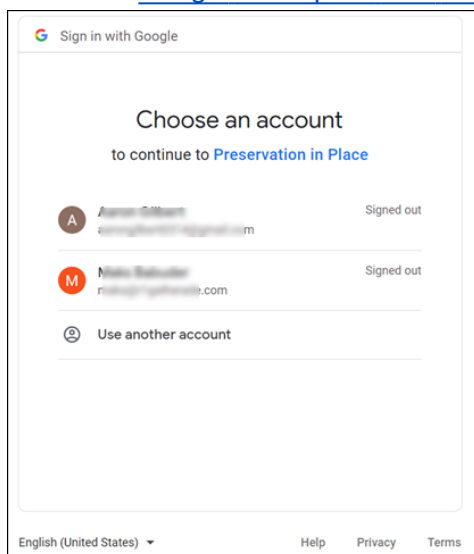
Services

Services

Validation

Validation Status Validation Status Description

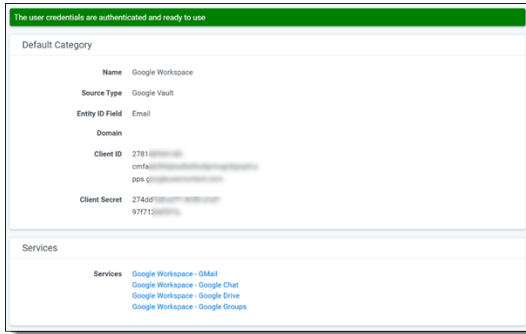
7. After saving, confirm that four services were created and linked to the data source. One for each of the following:
- Gmail
  - Google Chat
  - Google Drive
8. The status at the top of the page should read, "The user has never authenticated and must authenticate."
9. Click the **Authenticate** button in the right pane.
10. Select or sign in to the Google account on which behalf preservations will be performed. For more information, see [Google Workspace user account setup on page 209](#).



11. If authentication is successful, you will see the following message:

```
{"Message":"Successfully authenticated with Google, you may close this page","Success":true}
```

12. Close the window the successful authentication window.
13. Click the **Re-Validate Authentication** button in the right pane on the Preservation Data Source that you created. You should see the following status, “The user credentials are authenticated and ready to use.”



If you are not able to authenticate, or reauthenticate, and see the *No refresh token was retrieved, please re-authenticate* message, you can do the following:

- Use another account to authenticate Google with Relativity.
- Use a different application to authenticate. You must use a different application for each registration.
- Delete all connections to that user in Google. To delete connections in Google Cloud Console:
  1. Navigate to Manage your **Google Account > Data and Privacy**
  2. Scroll to find **Third-party apps & services** section.
  3. Locate and select the app you created in Google to authorize with Relativity.
  4. Click **Delete all connections you have with <app name>**.

After completing either of these tasks, retry authenticating.

### 44.5.1 Preservation data source fields

You must add Google-specific data into the fields in the Default Category during the creation of a Google Workspace data source.

- **Name**—enter a unique name for this preservation data source.
- **Source Type**—select a Google Workspace data source.
- **Entity ID Field**—select an entity type.
- **Client ID**—enter the Client Id copied from Google’s OAuth2 credentials page.
- **Client Secret**—enter Client Secret copied from Google’s OAuth2 credentials page. For more information, see [Create credentials on page 208](#).

After saving, confirm that four services were created and linked to the data source.

## 44.6 Data source details

Each data source details page includes a console to complete actions. Each data source has different actions.

For Google Vault:

- **Authenticate**—click to authenticate the client ID and client secret with Google.
- **Re-validate authentication**—click to re-authenticate the client ID and client secret with Google.

Preservation

Preservation Hold

Preservation Data Source

Preservation Data Service

Preservation Hold Job

Preservation Log

Preservation Error

More

Preservation Data Source Layout

Edit

Delete

Back

Edit Permissions

View Audit

2 of 3

The user has never authenticated and must authenticate

Authenticate

Re-validate Authentication

Default Category

Name	R1 Gatherade	Client ID	765432123456- abcd1234432123456i6765432123.app s.googleusercontent.com
Source Type	Google Vault	Client Secret	abcd1234-abcd-1234-abcd- abcd12344321
Entity ID Field	Email		

Services

Services	R1 Gatherade - Gmail R1 Gatherade - Google Chat R1 Gatherade - Google Drive R1 Gatherade - Google Groups
----------	---

Validation

Validation Status	Validation Status Description
-------------------	-------------------------------

## 45 Microsoft 365 preservation source

You can preserve data in Microsoft 365, and Microsoft 365 Government, after completing the integration between RelativityOne and Microsoft 365.

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**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

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See these related topics:

- [Data sources on page 203](#)
- [Preservations on page 227](#)
- [Manage preservations on page 237](#)

For more information on setting up and connecting the Preservation app to Microsoft 365, see Relativity Learning's Preservation Foundations: Registering Microsoft 365 data sources.

### 45.1 Licenses and access

You must create and configure a Microsoft 365 preservation data source before creating a preservation hold for a custodian. A legal hold admin will need to run through a one-time setup to connect Microsoft 365 to Relativity. Creating the data source temporarily grants admin permissions to the specified account user to find the custodian SharePoint site access privileges during target discovery. For more information, see [Setting up a Microsoft data source on the next page](#).

Preservation in-place functionality uses modern authentication. Modern authentication is certificate-based authentication (CBA) that allows for multi-factor authentication (MFA).

You can preserve data from Microsoft 365 or both Microsoft 365 and Microsoft 365 Government. This depends on your RelativityOne license, commercial or government, and your Microsoft tenant, Microsoft 365 or Microsoft 365 Government

#### 45.1.1 Microsoft 365 commercial

Preservation in-place is set up to point at commercial APIs. Commercial users can only preserve in Microsoft 365 tenants.

To use Microsoft's APIs, all custodians must have a E3 license, or higher.

#### 45.1.2 Microsoft 365 Government

Preservation in-place is also set up to point at Government APIs instead of commercial APIs. Government users can use Legal Hold in Microsoft 365 and Government 365 tenants. These data sources have different icons within Preservation in-place.

To use Microsoft's Government APIs:

- Tenants must have Office 365 GCC High service.
- Custodians must have E3 license, or higher.
- Relativity will put APIs on allowlist for the customer.

## 45.2 Considerations

Consider the following information before creating a Microsoft 365 data source.

### Microsoft Outlook

- Legal Hold accepts one email for one employee at a time. Legal Hold does not set accept multiple email addresses for one employee.
- Relativity can preserve inactive employee mailboxes.

### Microsoft OneDrive

- Cannot preserve inactive OneDrives.
- Preserve custodian Teams chat attachments by placing a custodians OneDrive on hold.

### Microsoft Teams

- Preserve custodian one-on-one Teams chats data by placing a custodian's mailbox on hold.
- Preserve custodian Teams chat attachments by placing a custodians OneDrive on hold.
- Preserve Teams channel by placing the Group Mailbox and SharePoint site for the Teams Channel on hold.
  - Microsoft stores Teams Channel data in Group Mailboxes and Sharepoint sites.
  - You can preserve Teams Channel attachments if you know the SharePoint site they reside.

### Microsoft Government

- If you have a GCC high tenant, than you must use the GCC High connector when setting up a data source. For more information, see Microsoft's GCC endpoints documentation.
- If in GCC only, you can only use the Microsoft 365 commercial tile.

## 45.3 Setting up a Microsoft data source

Follow the steps to create and configure preservation hold credentials. This is a one-time setup to create data sources for a preservation hold.

There is a required, one-time setup to create data sources for a preservation hold. This setup takes place in Microsoft 365. The person completing the application registration process needs to be an Azure Administrator with sufficient privileges.

The Azure Admin must complete all steps to create and configure preservation hold credentials before creating a preservation data source in Relativity:

---

**Note:** You must complete all steps to use Preservation in-place.

---

1. [Register the application on the next page.](#)
2. [Modify the manifest on the next page.](#)
3. [Assign API permissions on page 218.](#)
4. [Generate certificate on page 219.](#)
5. [Assign application roles on page 219.](#)
6. [Run PowerShell script to create a Service Principal on page 220.](#)



After completing all these required steps, you can set up the Microsoft 365 data source in Relativity. For more information, see [Creating the Microsoft 365 data source on page 221](#).

### 45.3.1 Register the application

Follow the steps below to set up app-only authentication in Entra ID. For more information, see Microsoft's documentation for [setting up app-only authentication](#) in Entra ID. The person performing the steps below should be a Microsoft Azure admin and familiar with setting up certificates. For more information, see Microsoft's documentation.

Start with registering your app by following the steps below:

---

**Note:** The person completing the application registration process needs to be an Azure Administrator with sufficient privileges.

---

1. Open your [Azure Portal](#).
2. Click **More Services**.
3. Search for and select **Microsoft Entra ID**, formerly known as Azure AD.
4. In the left-navigation menu, select **Manage > App registrations**.
5. Click **New Registration**.  
This will open the Register an application page.
6. Enter an application name in the **Name** field.
7. Select **Accounts in this organizational directory only** as the supported account type.
8. Click **Register**.

For more information on registering an application in the Azure portal, refer to documentation on Microsoft's site.

After registering the application, you must modify the manifest to add the *Exchange.ManageAsApp* permission to the application. For more information, see [Modify the manifest below](#).

### 45.3.2 Modify the manifest

From the app's page, modify the app manifest and add permissions to the web API. During this procedure, you will add the *Exchange.ManageAsApp* permission to the application. To update the manifest, follow the steps below:

1. In the left-navigation menu, select **Manage > Manifest**.
2. Locate the *requiredResourceAccess* property in the manifest, and add the following JSON script inside the *requiredResourceAccess* square brackets ([ ]):

```
"requiredResourceAccess": [  
  {  
    "resourceAppId": "00000002-0000-0ff1-ce00-000000000000",  
    "resourceAccess": [  
      {  
        "id": "dc50a0fb-09a3-484d-be87-e023b12c6440",  
        "type": "Role"  
      }  
    ]  
  }  
]
```

```

    },
    {
      "resourceAppId": "00000003-0000-0000-c000-000000000000",
      "resourceAccess": [
        {
          "id": "e1fe6dd8-ba31-4d61-89e7-88639da4683d",
          "type": "Scope"
        }
      ]
    }
  ],

```

3. Click **Save**.

You have updated the manifest and added the *Exchange.ManageAsApp* permission to the application. This permission is needed so that the application can run cmdlets in Exchange Online in each tenant organization.

To verify that you added the *Exchange.ManageAsApp* permission:

1. In the left-hand navigation, select **Manage > API Permissions**.
2. Verify *Office 365 Exchange Online > Exchange.ManageAsApp* is listed and click **Grant admin consent for <Organization>, Yes**.  
The *Exchange.ManageAsApp* permission is needed so the application can run cmdlets in Exchange Online in each tenant organization.

---

**Note:** If you have trouble with the adding to the manifest, we recommend deleting the manifest and creating a new one.

---

Next, you must assign the Sites.Read.All API permission. For more information, see [Assign API permissions below](#).

### 45.3.3 Assign API permissions

You must add the *Sites.Read.All* API permissions to your application. The *Sites.Read.All* permission is needed to do OneDrive & SharePoint Discovery in Relativity.

To add the *Sites.ReadAll* permission,

1. In the left-hand navigation, select **Manage > API Permissions**.
2. Click **Add a permission**.
3. Click **Microsoft Graph**.
4. Select **Application Permissions**.
5. Select the **Sites.Read.All** option from the Application Permissions section.
6. Click **Grant admin consent for <Organization>, Yes**.

The *Sites.ReadAll* permission should now be added to your application.

Next, you must generate a self-signed certificate. For more information, see [Generate certificate on the next page](#).

### 45.3.4 Generate certificate

You must create a self-signed certificate. Use the script below. The script below will create two files:

- **mycert.pfx**—use the .pfx file to upload to Relativity.
- **mycert.cer**—use the .cer file to upload to the application in Azure.

The script creates a certificate that is valid for one year. After a year, you must replace this certificate with a new valid certificate.

To generate a self-signed certificate,

1. Copy the following PowerShell script. For more information on creating a x.509 certificate, see [Microsoft's documentation](#).

```
# Create certificate
$mycert = New-SelfSignedCertificate -DnsName "contoso.org" -CertStoreLocation "cert:
t:\CurrentUser\My" -NotAfter (Get-Date).AddYears(1) -KeySpec KeyExchange
# Export certificate to .pfx file
$password = ConvertTo-SecureString "test" -AsPlainText -Force
$mycert | Export-PfxCertificate -FilePath mycert.pfx -Password $password
# Export certificate to .cer file
$mycert | Export-Certificate -FilePath mycert.cer
```

---

**Note:** You can also use a purchased or generated certificate from your organization.

---

2. Replace the "**contoso.org**" value in the *-DnsName "contoso.org"* string with the matching the domain name in your Microsoft Entra admin center.

---

**Note:** Relativity does not validate or need this value to be RelativityOne's Instance DNS.

---

3. Replace the "**test**" value in the *\$password = ConvertTo-SecureString "test"* string with a secure password.
4. Run the script in Windows Powershell.
5. On your application page, select **Certificates & secrets**.
6. Click **Upload certificate**.

### 45.3.5 Assign application roles

To assign the required application roles,

1. In the top-most search bar, enter **Entra ID Roles and administrators**.
2. Select **Compliance Administrator**.
3. Click the **Add assignments** button.
4. Select the **Preservation in-place** app you created.
5. Click **Add**.

You now have the *Compliance Administrator* Entra role assigned to the application. For information on roles, see [Microsoft's documentation](#).

You will use the information created for the next steps.

### 45.3.6 Run PowerShell script to create a Service Principal

After setting up an app in Entra ID in the *Register the application* section, you need to create a Service Principal to associate with the app.

You may need to install the *AzureAD* and *ExchangeOnlineManagement* modules.

To install the modules:

```
1 | Install-Module AzureAD
2 | Import-Module AzureAd
3 | Install-Module ExchangeOnlineManagement
4 | Import-Module ExchangeOnlineManagement
```

To create the Service Principal and assign it to the application, you must have a Global Admin run the following PowerShell script.

**Note:** Use the copy button to copy the script.

```
1 | ## Authenticate with Microsoft (including providing answer for MFA)
2 | $AppId = "Application-ID-FROM-AZURE-AD"
3 | $appName = "AppNAME-FROM-Azure-AD"
4 | $spDisplayName = "your_sp_displayname"
5 | # access token is passed to Connect-AzureAD
6 | # the user logging, will require admin permissions.
7 | Connect-AzureAD
8 | $AADApp = Get-AzureADServicePrincipal -SearchString $appName
9 | # create service principal in scc
10 | connect-ippssession
11 | New-ServicePrincipal -AppId $AADApp.AppId -ServiceId $AADApp.ObjectId -DisplayName $spDisplayName
12 | $SP = Get-ServicePrincipal -Identity $spDisplayName
13 | Add-eDiscoveryCaseAdmin -Confirm:$false -User $appId
14 | disconnect-exchangeonline -Confirm:$false
```

Replace these values in the script with your information:

- **\$AppId**—replace "Application-ID-FROM-AZURE-AD" with the Application ID that you created during app registration. For more information, see [Register the application on page 217](#).
- **\$appName**—replace "AppNAME-FROM-Azure-AD" with the Application Name that you created during app registration. For more information, see [Register the application on page 217](#).
- **\$spDisplayName**—replace "your\_sp\_displayname" with a display name for your service principal. This can be any name that you want to use to identify the service principal, for example *RLH\_PIP\_ServicePrincipal*.

Next, you can open Relativity and use the information to create the Microsoft 365 data source. For more information, see [Creating the Microsoft 365 data source on the next page](#).

## 45.4 Creating the Microsoft 365 data source

Then create the Microsoft 365 data source in RelativityOne:

1. Navigate to the **Preservation Data Source** tab.
2. Click the **New Preservation Data Source** button.
3. Enter in a unique name for the data source in the **Name** field.
4. Select **Microsoft 365** or **Microsoft 365 Government** data *Source Type*.
5. Enter in the data source-specific fields for your select data source. For more information, see [Preservation data source fields below](#).
6. Click **Validate Credentials**.

---

**Note:** While the validation job is running, navigate to the Preservation Hold Jobs tab to see the status of the Validate Credentials job.

---

7. Close the window the successful authentication window.
8. Click the **Re-Validate Authentication** button in the right pane on the Preservation Data Source that you created. You should see the following status, "The user credentials are authenticated and ready to use."

### 45.4.1 Preservation data source fields

In RelativityOne, you must add Microsoft 365-specific data into the fields in the Default Category during the creation of a Microsoft 365 data source.

- **Name**—enter a unique name for this preservation data source.
- **Source Type**—select a Microsoft 365 source.
- **Entity ID Field**—select an entity type.
- **Client ID**—enter your application's ID.
- **Certificate Password**—enter the password that protects the private key of the certificate that you created in [Register the application on page 217](#).
- **Certificate**—add the self-signed certificate that you created in [Register the application on page 217](#).
- **Tenant ID**—enter the tenant ID created during registering the preservation application in Microsoft 365.
- **Domain**—enter the domain name of the Microsoft 365 tenant the preservation is for.

### 45.4.2 Validate preservation hold credentials

After saving the credentials, you have the option to validate the connection to Compliance Center. This step also validates that Relativity can place a hold in Exchange Mailbox and OneDrive.

On the Preservation Data Source page:

1. Click into your Microsoft data source.
2. Click the **Validate Credentials** button in the console.  
This will validate that modern authentication is configured correctly. It also creates, and then deletes, a sample preservation case in Microsoft Purview.

3. If the validation worked correctly, the Validation Status field will display *Validated*. If it did not, the Validation Error field will contain the error message and you will need to correct the error.
4. Once the validation is successful, you can set up preservation holds using the Legal Hold wizard. See [Preservations on page 227](#).

You will get a pop-up window to authenticate into Microsoft with the admin login credentials.

Click the Re-validate Authentication button to update the status bar near the top of the page.

## 45.5 Data source details

Each data source details page includes a console to complete actions. Each data source has different actions.

For Microsoft 365:

- **Validate credentials**—click to run a validation process with the client ID, certificate, and other credentials with Microsoft 365. You can see the result in the *Validation Status* field.
- **Re-validate authentication**—click to refresh the status of the credentials. To validate credentials, you must click *Validate credentials*.

Preservation Preservation Hold **Preservation Data Source** Preservation Data Service Preservation Hold Job Preservation Log Preservation Error More ▾

Preservation Data Source Layout Edit Delete Back Edit Permissions View Audit 1 of 3

**The user credentials are authenticated and ready to use**

**Default Category**

Name	RelativityTest O365 Instance	Client ID	abcd1234-abcd-1234-abcd-abcd12344321
Source Type	Office 365 (Standard)	Certificate Password	
Entity ID Field	Email	Certificate	
		Tenant ID	
		Domain	relativitytest.onmicrosoft.com
		Certificate Guid	abcd1234-abcd-1234-abcd-abcd12344321

**Services**

Services	RelativityTest O365 Instance - Mailbox RelativityTest O365 Instance - OneDrive RelativityTest O365 Instance - SharePoint
----------	--

**Validation**

Validation Status	Validation Status Description
Valid	

**Validate Credentials**  
**Re-validate Authentication**

### 45.5.1 Data services

On the data source details page, there is the Services section. In the Services section, you can click on a data source to see the service information.

For Microsoft OneDrive, you can override the entity field with the Entity OneDrive URL field.

#### 45.5.1.1 Entity OneDrive URL field

The *Sites.Read.All* GraphAPI permission is required for automated look up of a custodian's OneDrive Site URL. If the preservation account cannot be granted the *Sites.Read.All* GraphAPI permission, then enter the Entity OneDrive URL field for each custodian so that automated look up is not required.

When the preservation account used for Microsoft 365 preservations does not have the *Sites.Read.All* GraphAPI permission the Entity OneDrive URL field is the alternative way to put a custodian's OneDrive source on a preservation hold. When the Entity SharePoint URL is provided, Relativity Legal Hold uses it to put a custodian's OneDrive content on a hold.

If the User Principal Name in your Entra ID account does not match the email address, you can use the Entity OneDrive URL field to put a custodian's OneDrive account on hold. Sharepoint Sites cannot be placed on Hold if the User Principal Name is different from Email in your Entra ID account.

If the Entity OneDrive URL field setting is empty, Legal Hold reverts to the original logic and queries SharePoint directly for this information.

#### 45.5.1.2 Setting up Entity OneDrive URL field

An administrator needs to perform additional setup for this functionality to work. Use an existing field or create a new field on the entity object to host OneDrive URL information for each custodian. Use Integration Points or the Import/Export to populate this field with fully qualified OneDrive URL for each custodian.

Point Relativity to use such field as a reference to OneDrive URL information:

1. Navigate to the **Preservation Data Service** tab.
2. Click **Edit**.
3. Click the Entity OneDrive URL field **Select** button.
4. In the *Select Items - Entity OneDrive Url Field* modal, select an existing field that can contain OneDrive URL information. For example, select the Note field.
5. Click **Set**.
6. Enter each entity's OneDrive URL for their OneDrive site in the selected field. For example, enter *https://-company-my.sharepoint.com/personal/firstlast01\_company\_com* in the OneDrive URL in the Note field.
7. Click **Save**.

## 46 Slack data source

This topic provides details on how to capture Slack data with the Preservation in-place application.

---

**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

---

### 46.1 Requirements

Before setting up the Slack data source, you must make sure of the following:

- Your Slack organization must be on the *Enterprise Grid Plan*.
- The person authenticating Slack in Relativity must be in the Legal Holds Admin group. The user should also be a Slack *Org Admin*.

### 46.2 Considerations

Review the list of considerations before starting your preservation:

- With the Slack data source, Relativity defaults Slack to *All Channels and Direct Messages*.
- Currently, the *Non-Custodial Slack Channel Preservation* is not supported by Slack Legal Hold.
- Currently not integrated with GovSlack.

### 46.3 Creating the Slack data source

After going through the

In RelativityOne:

1. Navigate to the **Preservation Data Source** tab.
2. Click the **New Preservation Data Source** button.
  - **Name**—enter in a unique name for the data source.
  - **Type**—select the **Slack** data source.
3. Click **Save**.
4. In the console, click **Authenticate**.

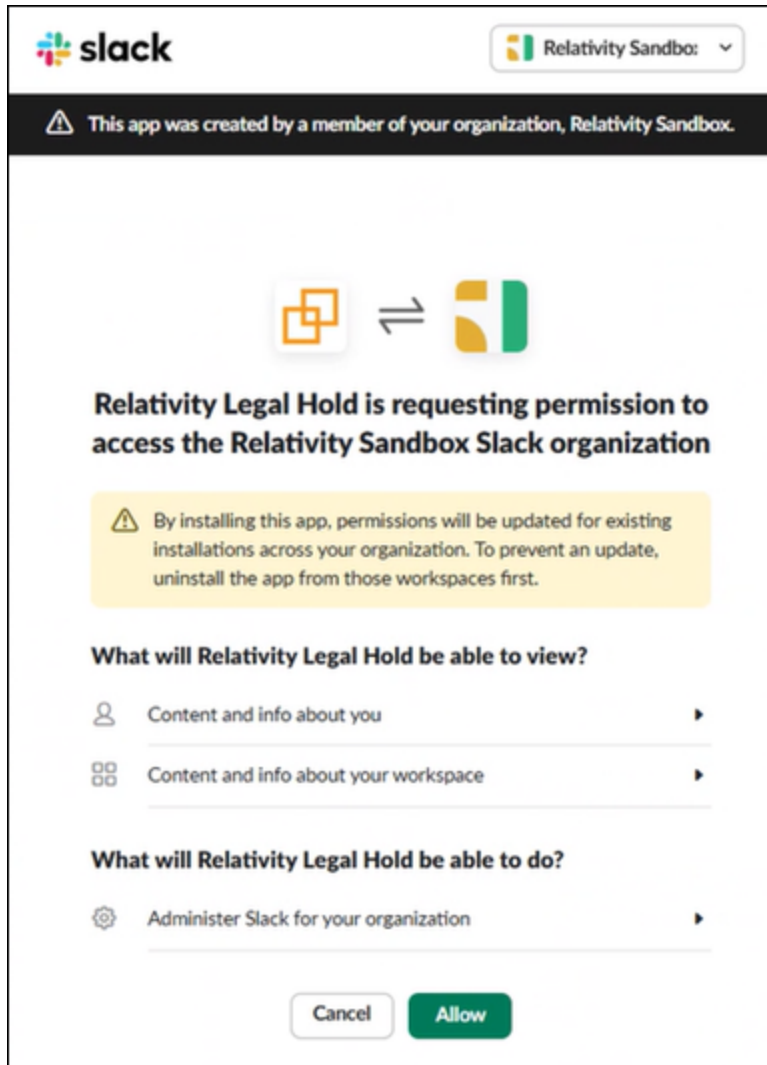
A window from Slack appears after clicking the *Authenticate*. You must disable pop-ups in your browser to see the window.



### Notes:

- If you already logged in, you will see a window with an Allow button to authorize the Preservation in-place application. If you did not log in, you must log in as the organization owner. Make sure you enter the organization URL when signing in.  
If you logged into multiple organizations, make sure to select the correct one in the drop-down menu in the top-right corner. If you do not know your organization URL, you can find it in the Overview section of **About This Workspace** in Slack.
- Add an organization to the drop-down menu by opening a new window outside of this workflow and sign into another organization. Another option is to log out of the current organization before clicking Install Application and logging in when requested.

5. Click the **Allow** button.



After authenticating, you can then validate your credentials.

To validate credentials,

1. Click the **Validate Credentials** button in the console.  
This will validate that modern authentication is configured correctly.

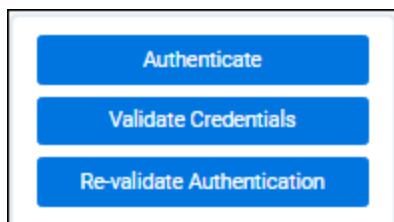
2. If the validation worked correctly, the Validation Status Description field will display *Validated*. If it did not, the Validation Status Description field will contain the error message and you will need to correct the error.
3. Once the validation is successful, you can set up preservation holds using the Legal Hold wizard. See [Preservations on the next page](#).

## 46.4 Data source details

Each data source details page includes a console to complete actions. Each data source has different actions.

For Slack:

- **Authenticate**—click to request permission to the Slack organization.
- **Validate credentials**—click to run a validation process with Slack. You can see the result in the *Validation Status Description* field.
- **Re-validate authentication**—click to refresh the status of the credentials. To validate credentials, you must click *Validate credentials*.



# 47 Preservations

After integrating RelativityOne with data source, creating data sources, and the rest of the setup, you need create the preservation hold. In RelativityOne, you can create a hold for multiple data sources, custodians, non-custodian data, and preserve the data.

To create a preservation project, you must create a legal hold project. After creating a legal project, you must click **Preserve Data** in the Project console.

## 47.1 Prerequisites

Before creating a preservation, you must take the following steps before starting the process.

- Create a preservation role.

---

**Note:** Do not add the legacy preservation role to the custodians.

---

- Assign the preservation role.

### 47.1.1 Preservation roles

Before creating a preservation, create a new preservation role and assign it to the custodians

#### 47.1.1.1 Create a Preservation role

To create the *Preservation* role:

1. Navigate to the **Roles** tab.
2. Click **New Roles**.
3. Enter a new role in the **Name** field. For example, Preservation.
4. (Optional) Select one or more Tags.
  - **Do Not Notify**—prevents custodians from receiving any communications.  
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 should not 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.
  - **Project Member**—used to indicate non-custodians that can be assigned tasks.
5. Click **Save**.

Next you must assign the *Preservation* role to custodians.

#### 47.1.1.2 Assign the Preservation role

To assign the *Preservation* role to a custodian:

1. From the Project Details page, click **Assign** from the Project console.
2. From the *Assign Custodians to Project* picker, use the column filters to locate custodians.
3. From the Unselected window, choose
  - **Select From List**—pick from a list of custodians in Legal Hold.
  - **Paste Email Addresses**—add a list of email addresses, separated by a comma or new line.
  - **Paste Employee Number**—add a list of employee numbers, separated by a comma or new line.

4. Assign a role when adding a person using the Assign Role drop-down menu.
5. (Optional) Add more custodian information in the Advanced drop-down menu.
  - **Role Notes**—(Optional) add specific information regarding a custodian's involvement in a hold.
  - **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 the **Project Details > Custodians** tab.

---

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

Now you can create a preservation without interruption.

## 47.2 Creating a preservation

To create a preservation in place for a data source, you need to create a preservation data source and a legal hold project.

- For more information on preservation data sources, see [Data sources on page 203](#).
- For more information on legal hold projects, see [Projects on page 178](#).

You can create preservations in the preservation wizard. After you have assigned custodians to the project, you can navigate to this wizard by clicking the **Preserve Data** button in the Legal Hold Project console. Please be sure to assign the **Preserve Data (New)** for *Custodian Role*.

---

**Note:** You will only see these buttons if the Preservation in Place application is installed in your Relativity workspace.

---

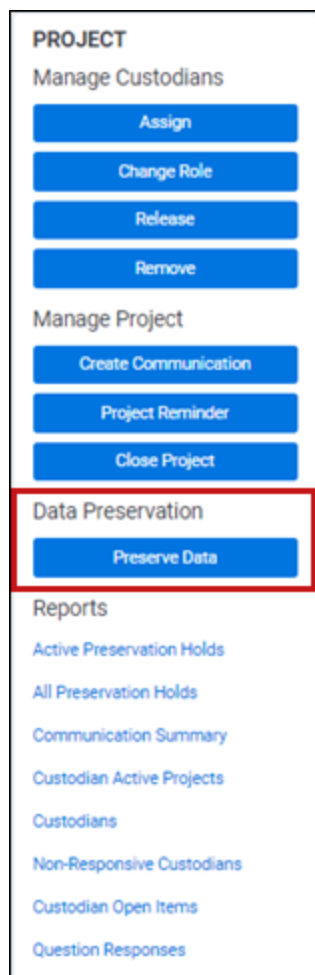
To create a preservation on the legal hold project details page:

1. Click **Preserve Data** in the Project console.  
This opens the Preserve Data wizard.

---

**Note:** We recommend creating a preservation with a maximum of 1,000 pieces of data. This is to maintain a high performance level. We recommend creating multiple holds for larger preservation projects.

---



2. Complete the wizard steps.
  1. Select a data source and click **Next**. For more information, see [Select data on the next page](#).
  2. Select the custodian data and click **Next**. For more information, see [Custodial data on page 231](#).
  3. Select the non-custodian data and click **Next**. For more information, see [Non-custodial data on page 232](#).
  4. Review the preservation summary details and click **Preserve Data**. For more information, see [Summary on page 233](#).
3. On the Preservation Details page, you can review preservation details or use the Manage Preservations console. For more information, see [Manage Preservations console on page 237](#).

Default Category

Name

PIP Wizard Test 3

Preservation Holds

PIP Google Vault - Gmail Hold

PIP Google Vault - Google Chat Hold

PIP Google Vault - Google Drive Hold

PIP Q365 - Mailbox Hold

PIP Q365 - OneDrive Hold

Legal Hold Project

PIP Wizard Test 3

Status

Open

Manage Preservations

Preserve Additional Data

Retry Errors

Close Preservation

Project Events

Preservation Logs

Preservation Errors

Preservation Holds

Jobs

1

- 5 of 5

10

per page

Name	Service	Status	Start Date	End Date	System Last Modifi...	System Created On
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	(All)	(All)	(All)	(All)	(All)
PIP Wizard Test 3 Reli...	Relativity Test Q365...	Error			12/21/2023, 6:04 P...	12/20/2023, 3:30 PM MST
PIP Wizard Test 3 Reli...	Relativity Test Q365...	Error			12/21/2023, 6:04 P...	12/20/2023, 3:30 PM MST
PIP Wizard Test 3 R1	R1 Gatherade Googl...	Preserved			12/21/2023, 6:05 P...	12/21/2023, 6:04 PM MST
PIP Wizard Test 3 R1	R1 Gatherade Googl...	Preserved			12/21/2023, 6:05 P...	12/21/2023, 6:04 PM MST
PIP Wizard Test 3 R1	R1 Gatherade Googl...	Preserved			12/21/2023, 6:05 P...	12/21/2023, 6:04 PM MST

## 47.2.1 Using the preservation wizard

The preservation wizard takes you through each step to create a preservation. After completing the setup, start the preservation by clicking **Preserve Data** from the Legal Hold Project console.

### Preservation wizard permissions

- **Custodian**—View
- **Attachments**—Create, Delete
- **Custom Permission**—Assign Custodian

When a step is complete, click **Next** or the hyperlink under the next step shown. Click the **Previous** button to move to the previous step. Information is auto-saved when moving between steps. If any required information is wrong or missing, an error message displays and you cannot move to the next step.

#### 47.2.1.1 Select data

In this step of the wizard you will select data sources to preserve. These data sources must be already created. For more information on creating data sources, see [Data sources on page 203](#).

In this step, you can select all data sources, entire data sources, such as Google Workspace. You can also collect parts of a data source. For example, you can select Gmail, Drive, and Chat within one Google Workspace.

Each data source also includes optional filters.

Projects Tasks Responses Advanced

### Preserve Data

1 Select Data In Progress 2 Custodial Data Not Started 3 Non-Custodial Data Not Started 4 Summary Not Started

Select data sources to preserve \* Non-custodial data source

Select all sources

RelativityTest O365 Instance 3/3 Selected [Deselect all](#)

☒ O365 Mailbox ☒ OneDrive ☒ SharePoint

R1 Gatherade 0/4 Selected [Select all](#)

☐ Gmail ☐ GChat ☐ GDrive ☐ GGroups

Aaron Test 0/4 Selected [Select all](#)

RelQu Microsoft 0/3 Selected [Select all](#)

[Back](#) [Cancel](#) [Next](#)

#### 1. Select the data sources you want to preserve.

- Depending on your setup, you can select some or all from a single data source or all data sources.
  - Click the expand icon and select your sites from a single data source. For example, you can select Gmail, Drive, and Chat within one Google Workspace.
  - Click **Select all sources** to select all sites within a single data source.
  - Click **Select all sources** to preserve data in all sites and data sources.

#### 2. Click **Next**.

#### 47.2.1.2 Custodial data

On the Custodial Data step, you can view the data sources and the list of custodians you will be preserving data of.

By default, all custodians added to the project with the Preserve data role will be available to select for each custodial data source selected in the Select Data step.

**Preserve Data**

Select Data Completed      Custodial Data In Progress      Non-Custodial Data Not Started      Summary Not Started

Use the left panel to select individual data sources to make changes to the custodial data

Data Source

- All Data Sources
  - RelativityTest 0365 Instance
  - R1 Gatherade
  - Aaron Test

**All Data Sources**

1 - 10 of 95 10 per page

#	<input type="checkbox"/>	Custodian Name	Email Address	RelativityTest 0365 Instance - Mailbox	RelativityTest 0365 Instance - OneDri...	R1 Gatherade - GMail
1	<input type="checkbox"/>	Williams, Bill	bwilliams@relativitytest.onmicrosoft.com	✓		
2	<input type="checkbox"/>	Vuu, Hamilton	hamilton.vuu@relativitytest.onmicrosoft.com	✓		
3	<input checked="" type="checkbox"/>	user180, test180	testuser180@sub1.relativitytest.onmicrosoft.com	✓	✓	✓
4	<input checked="" type="checkbox"/>	User117, CollectTest	Collecttestuser117@relativitytest.onmicrosoft.com	✓	✓	✓
5	<input checked="" type="checkbox"/>	User115, CollectTest	Collecttestuser115@relativitytest.onmicrosoft.com	✓	✓	✓
6	<input checked="" type="checkbox"/>	user112, test112	testuser112@relativitytest.onmicrosoft.com	✓	✓	✓
7	<input checked="" type="checkbox"/>	user110, test110	testuser110@relativitytest.onmicrosoft.com	✓	✓	✓
8	<input checked="" type="checkbox"/>	user109, test109	testuser109@relativitytest.onmicrosoft.com	✓	✓	✓
9	<input checked="" type="checkbox"/>	user106, test106	testuser106@relativitytest.onmicrosoft.com	✓	✓	✓
10	<input type="checkbox"/>	user105, test105	testuser105@relativitytest.onmicrosoft.com	✓		
11	<input type="checkbox"/>	user100, test100	testuser100@relativitytest.onmicrosoft.com	✓		
12	<input type="checkbox"/>	user10, test10	testuser10@relativitytest.onmicrosoft.com	✓		
13	<input type="checkbox"/>	user1, test1	testuser1@relativitytest.onmicrosoft.com	✓		
14	<input type="checkbox"/>	User02, Teams	Teams02@relativitytest.onmicrosoft.com	✓		
15	<input type="checkbox"/>	User01, Teams	teams01@relativitytest.onmicrosoft.com	✓		
16	<input type="checkbox"/>	User, Test	test-user-small@relativitytest.onmicrosoft.com	✓		

Total: 95

Back Cancel Next

To select custodians,

1. Select the data source to modify in the left panel.
2. Select the custodians you want preserve data for. Click the top checkbox to select all custodians.

**Note:** If there is more than one data source, select repeat steps 1-2.

3. Click **Next**.

Click Edit Custodial Data. In edit mode, you can select, or deselect, custodians from an of the data sources. Click Exit Edit Mode to save.

#### 47.2.1.3 Non-custodial data

Select non-custodial data in this step. Non-custodial data is any data source that is not associated, or possessed, by a person with an email address. An example of a non-custodial data source is a SharePoint site.

**Note:** You can skip this step for Google Workspace preservations. Google does not have non-custodial data.



Projects Tasks Responses Advanced

## Preserve Data

Select Data  
Completed

Custodial Data  
Completed

Non-Custodial  
Data  
In Progress

Summary  
Not Started

Use the left panel to view individual data services to preserve non-custodial data for custodians on the preservation:

Data Source
Total Selected

RelativityTest 0365 Instance - Sha... 5

RelativityTest 0365 Instance - SharePoint

1 - 90 of 90 100 per page

#	<input type="checkbox"/> Name	URL
1	<input type="checkbox"/> Group for Answers in Viva Engage - DO NOT DELETE 7974934	https://relativitytest.sharepoint.com/sites/groupforanswersinivaengagedonotdelete7974934253
2	<input type="checkbox"/> Testing ReadOnly	https://relativitytest.sharepoint.com/sites/TestingReadOnly
3	<input checked="" type="checkbox"/> TestTeamSite - Extra Suspicious Team	https://relativitytest.sharepoint.com/sites/TestTeamSite-ExtraSuspiciousTeam
4	<input type="checkbox"/> Private Team 01 - Private Channel	https://relativitytest.sharepoint.com/sites/PrivateTeam01-PrivateChannel
5	<input type="checkbox"/> OrgWideTeamCreatedByDC - 1800GroupConversation-PrivateAlexGregKhalid	https://relativitytest.sharepoint.com/sites/OrgWideTeamCreatedByDC-1800GroupConversation-Private@etweenAlexAndO
6	<input type="checkbox"/> Public Team 01 - Private Channel	https://relativitytest.sharepoint.com/sites/PublicTeam01-PrivateChannel
7	<input type="checkbox"/> Relativity Team Test - Second channel for the test team private	https://relativitytest.sharepoint.com/sites/RelativityTeamTest-Secondchannelforthetestteamprivate
8	<input type="checkbox"/> OrgWideTeamCreatedByDC - 1800GroupConversation-PrivateMultipleOwners	https://relativitytest.sharepoint.com/sites/OrgWideTeamCreatedByDC-1800GroupConversation-PrivateMultipleOwners
9	<input type="checkbox"/> Let's Pip Org - Private Channel List	https://relativitytest.sharepoint.com/sites/LetsPipOrg-PrivateChannelList
10	<input type="checkbox"/> QualityAssurance - Private Test Channel	https://relativitytest.sharepoint.com/sites/msteams_b1f6f3-PrivateTestChannel
11	<input checked="" type="checkbox"/> Group Test Russell	https://relativitytest.sharepoint.com/sites/russelltestgroup
12	<input type="checkbox"/> Apps	https://relativitytest.sharepoint.com/sites/appcatalog
13	<input checked="" type="checkbox"/> Test Site for Modern Auth	https://relativitytest.sharepoint.com/sites/TestSiteforModernAuth
14	<input type="checkbox"/> Jeorge's Site 2: Electric Boogaloo	https://relativitytest.sharepoint.com/sites/Jeorge%27sSite2ElectricBoogaloo
15	<input checked="" type="checkbox"/> Maks communication site	https://relativitytest.sharepoint.com/sites/Makscommunicationsite
16	<input type="checkbox"/> Jeorge's Site	https://relativitytest.sharepoint.com/sites/Jeorge%27sSite

Back Cancel

Total: 90 Next

To select non-custodial data,

1. Select a data source to modify in the left panel.
2. Select the sources you want preserve data for. Click the top checkbox to select all custodians

**Note:** If there is more than one data source, select repeat steps 1-2.

3. Click **Next**.

#### 47.2.1.4 Summary

The Summary step is for you to review that everything is set up correctly.

Projects
Tasks
Responses
Advanced

### Preserve Data

Select Data  
Completed

Custodial Data  
Completed

Non-Custodial Data  
Completed

Summary  
In Progress

Project Details

Legal Hold Project
Aaron Preservation 1/22

Owner
Owner Email
aaron.gilbert@relativity.com

Preservation Holds: Custodial Data

RelativityTest 0365 Instance - Mailbox

Total Custodians
11 NEW

RelativityTest 0365 Instance - OneDrive

Total Custodians
11 NEW

R1 Gatherade - Gmail

Total Custodians
6 NEW

R1 Gatherade - Google Chat

Total Custodians
6 NEW

R1 Gatherade - Google Drive

Total Custodians
6 NEW

Preservation Holds: Non-Custodial Data

RelativityTest 0365 Instance - SharePoint

Total Sites
5 NEW

Back
Cancel

Preserve Data

After reviewing your setup, you can initiate the holds, by clicking **Preserve Data**.

# 48 Preservation data

After creating a preservation, more information becomes available to review and act upon. For example, you can find information on each preservation job in the Preservation Hold Job tab.

Preservation

Preservation Hold

Preservation Data Source

Preservation Data Service

Preservation Hold Job

Preservation Log

Preservation Error

Preservation Hold Entity Status

Non-Custodial Data

Preservation Hold Layout

EditBackEdit PermissionsView Audit

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Preservation Hold

Name

Bui Test 1 RelativityTest O365 Instance - OneDrive Hold

Status

Preserved

Service

RelativityTest O365 Instance - OneDrive

Start Date

End Date

Matter ID

e9af2b7e-4c37-465b-b923-461290701d52

Hold ID

System Created On

1/19/2024 10:52:11 AM MST

System Last Modified On

1/19/2024 10:57:51 AM MST

Preservation Holds

Bui Test 1

Entity Statuses

1 - 5 of 510 per page

Name	Entity	Non-Custodial Data	Status	System Created On	System Last Modified On
Filter	Filter	Filter	(All)	(All)	(All)
Todd:Hessel	Hessel, Todd		Preserved	1/19/2024, 10:52 A...	1/19/2024, 10:57 AM MST
Sarah:Higgins	Higgins, Sarah		Preserved	1/19/2024, 10:52 A...	1/19/2024, 10:57 AM MST
Maks:Babuder	Babuder, Maks		Preserved	1/19/2024, 10:52 A...	1/19/2024, 10:57 AM MST
Jonas:Cyvas	Cyvas, Jonas		Preserved	1/19/2024, 10:52 A...	1/19/2024, 10:57 AM MST
Russell:Craigie	Craigie, Russell		Preserved	1/19/2024, 10:52 A...	1/19/2024, 10:57 AM MST

Preservation Hold Errors

0 - 0 of 010 per page

Name	Error Type	Related Entity	Error Description	Error Recommende...	System Created On
Filter	(All)	Filter	Filter	Filter	(All)
No data.					

## 48.0.1 Preservation hold jobs

In the Preservation Hold Jobs tab, you can see a list of all jobs that have taken place in the workspace.

Click a job link to see the job details. Job details include name, job type, source, and other information. This information will help you and Relativity Support understand what happened to the job.

Preservation Job

Name

Demo 1/3 - R1 Gather Release

Job ID

RelativityTest O365 Instance - OneDrive

Job Type

Release

Preservation

Demo 1/3

Start Date

1/18/2024 3:55 PM

Source

R1 Gather

End Date

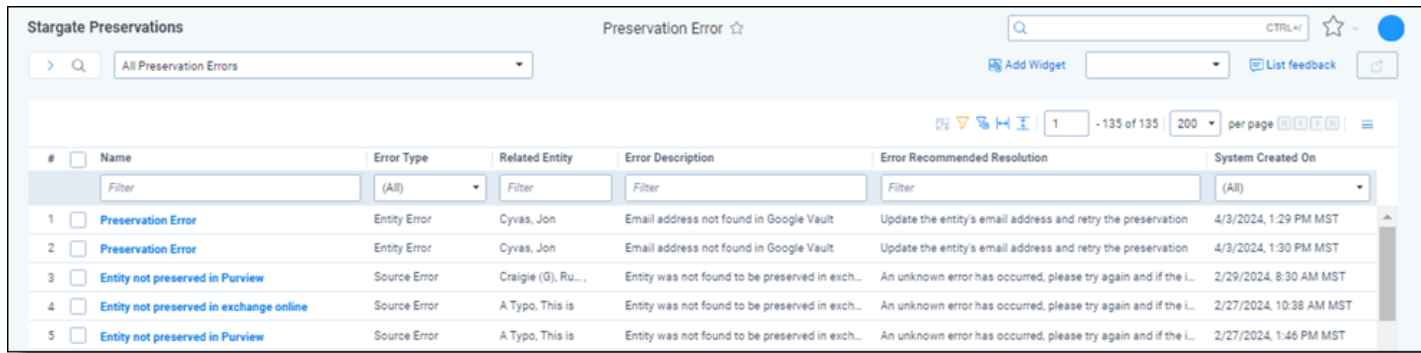
1/18/2024 4:29 PM

Status

Errored

## 48.0.2 Preservation error

On the Preservation Error tab, you see the list of errors in all preservation jobs. You can also find preservation-specific errors on the Preservation Hold tab.



The screenshot shows the 'Stargate Preservations' interface with the 'Preservation Error' tab selected. The table lists five errors, each with a checkbox, name, error type, related entity, error description, recommended resolution, and system creation date.

#	<input type="checkbox"/>	Name	Error Type	Related Entity	Error Description	Error Recommended Resolution	System Created On
1	<input type="checkbox"/>	Preservation Error	Entity Error	Cyvas, Jon	Email address not found in Google Vault	Update the entity's email address and retry the preservation	4/3/2024, 1:29 PM MST
2	<input type="checkbox"/>	Preservation Error	Entity Error	Cyvas, Jon	Email address not found in Google Vault	Update the entity's email address and retry the preservation	4/3/2024, 1:30 PM MST
3	<input type="checkbox"/>	Entity not preserved in Purview	Source Error	Craigie (G), Ru...	Entity was not found to be preserved in exch...	An unknown error has occurred, please try again and if the i...	2/29/2024, 8:30 AM MST
4	<input type="checkbox"/>	Entity not preserved in exchange online	Source Error	A Typo, This is	Entity was not found to be preserved in exch...	An unknown error has occurred, please try again and if the i...	2/27/2024, 10:38 AM MST
5	<input type="checkbox"/>	Entity not preserved in Purview	Source Error	A Typo, This is	Entity was not found to be preserved in exch...	An unknown error has occurred, please try again and if the i...	2/27/2024, 1:46 PM MST

On the Preservation Error list page, you can click on the name of the errors to see the following information:

- **Name**—lists the specific error name.
- **Error Type**—lists the general error type.
- **Related Entity**—lists the custodian name that the error effects.
- **Error Description**—describes the cause of the error.
- **Error Recommended Resolution**—describes the potential solution to resolve the error.
- **System Created On**—lists the date and time the error happened.

## 48.0.3 Entity status

On the Preservation Hold Entity Status tab, you see the list of all entities from all holds. Along with the name and the entity name, you can see the status of the entity's data. For example, it can list as *Preserved*, *Queued for Preservation*, and *Error*.

You can also find preservation-specific entity statuses on the Preservation Hold tab.

Click on an entity name to see more details.

## 48.0.4 Non-custodial data

On the Non-Custodial Data page, you can create a new non-custodial entry and view the non-custodial data. For example, name, identifier, and description.

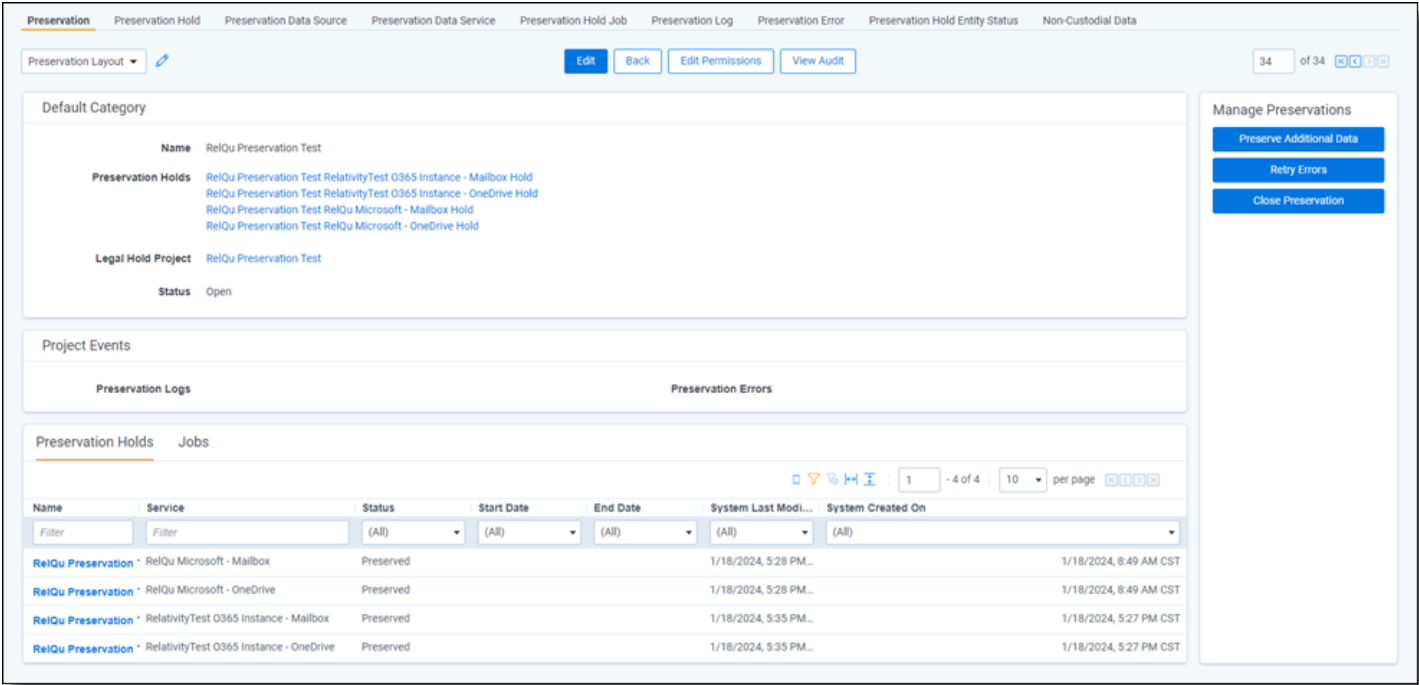
---

**Note:** You can skip this step for Google Workspace preservations. Google does not have non-custodial data.

---

# 49 Manage preservations

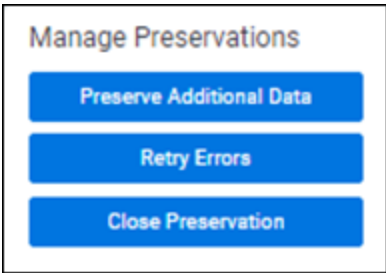
Manage your preservations in the console. The Preservation console is available on the Preservation Details page. To navigate to the Preservation details page, click **Manage Preservation** in the Legal Hold Project console or navigate to the **Preservation** tab and click into a preservation.



## 49.1 Manage Preservations console

With the console, you can preserve addition data, retry errors, and close a preservation.

- **Retry Errors**—click to restart the preservation job.
- **Retry Errors**—click to initiate a retry for any preservation data sources marked with an errors status. This will start another preservation hold job and attempt to place any data or custodians on hold that failed with an error. This will start a job for each preservation data source that is already preserved on a project.
- **Close Preservation**—click to release holds and the data within the holds.



## 49.2 Release a hold

To release a hold from the Manage Preservations console, click the *Close Preservation* button.

To release a hold, navigate to the Legal Hold Project console and click Release or Remove button in the Manage Custodians section. You can also click the Close Project in the Project console. For more information, see the Legal Hold guide.

## 50 Preservation hold (Legacy)

Use the new Preservation in-place application for any new preservation holds. For more information, see [Preservation in-place on page 200](#).

With the preserve-in-place feature, you can preserve Microsoft 365 data including Exchange mailboxes, OneDrive files, Skype for business conversations, and SharePoint directories. A preservation hold ensures that original copies, prior to any edits or deletions, of emails and files are preserved in a Microsoft 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.

A preservation hold preserves a custodian's data in:

- Exchange mailboxes
- OneDrive files
- Skype for business conversations
- SharePoint directories

Preservation holds are transparent to custodians. For more information on the Microsoft Purview, see Microsoft's documentation for Microsoft Purview compliance portal.

---

**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 Microsoft Purview compliance portal.

---

### 50.1 Permissions

Enable the Preservation Hold security permission to add, edit, or remove Preservation Holds within projects. For more information on security permissions, see [Legal Hold Application Permissions on page 45](#).

### 50.2 Prerequisites

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 [Adding preservation hold settings on page 244](#).

### 50.3 Licenses

This licensing applies to individual custodian accounts. To preserve custodian data in Microsoft 365, users must meet one of the following licensing requirements.

- Microsoft 365 E5/G5/A5/A3/A1
- Office 365 E5/A5/A3/A1
- Microsoft 365 E5/F5 Compliance
- Microsoft 365 E5/G5/A5 Insider Risk Management
- Microsoft 365 F5 Security + Compliance
- Office 365 E3 + Enterprise Mobility & Security E3 + E5 Compliance
- Office 365 E3 + Enterprise Mobility & Security E3 + Insider Risk Management
- Office 365 Advanced Compliance add-on (no longer available for new subscriptions)

## 50.4 Considerations

Before adding a preservation, consider the following list. If a data source is not listed, there are no considerations or limitations.

### Microsoft 365

- If you want to preserve data in multiple tenants, you must create two separate legal hold projects. One project for each tenant.
- You must have a user account with modern authentication to be able to preserve in Microsoft.
- With modern authentication, you must have an Exchange Administrator to configure preservation holds.
- The service account, URL, and other items related to Relativity's implementation of preservation cannot be made more secure than what is currently available.

### Microsoft OneDrive

- If you require multi-region preservation of OneDrive data, you will not be able to preserve SharePoint data in the same legal hold project

### Microsoft Outlook

- Legal Hold accepts one email for one employee at a time. Legal Hold does not set accept multiple email addresses for one employee.

### Microsoft SharePoint

- You will need to preserve SharePoint data in a different workspace if you require multi-region preservation of OneDrive data.
- The configuration on your SharePoint site can cause performance limitations. The larger the SharePoint footprint, the less performant preservation is.

### Microsoft Teams

- You can preserve data in one-on-one chats only. Teams Channels, group chats, are not preserved because channels are not tied to individual custodian mailboxes. Microsoft stores Teams Channel data in Sharepoint. They are stored in Group Mailboxes.
- You can preserve Teams Channel attachments if you know which SharePoint site they reside on.
- You must target OneDrive to collect all Teams data. Microsoft preserves Teams messages in a custodian's Outlook mailbox. Microsoft preserves Teams message attachments in a custodian's OneDrive.

## 50.5 Adding a preservation hold to a project

In the Projects edit layout, there is a Preservation Case field. Enter the created Preservation Hold Setting to the Preservation Case.

To create a preservation case:

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. Use alphanumeric characters only. For more information, see [Adding a preservation case on the next page](#).



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**.

## 50.6 Adding a preservation case

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

Preservation Case Layout [edit] [Save] [Cancel]

**Preservation Case**

Start Date (?)

Name\*

End Date (?)

Preservation Source\*

Auto-Discover Targets (?) ☐

Re-Discovery Wait Window (Hours) (?)

Retry Count (\*)

Retry Interval (Minutes) (\*)

Monitoring Interval (Hours) (\*)

> Advanced

- **Name**—the name of the Preservation Case. Use alphanumeric characters only.
- **Preservation Source**—the data sources created in Preservation Hold Settings for the Preservation Hold. For more information on Preservation Hold Settings, see [Adding preservation hold settings using Modern Authentication \(Legacy\) on page 244](#).
- **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 Microsoft 365 for deletions/disabling or edits to filter criteria made within Microsoft Purview compliance portal. Default is 0 hours, which means no monitoring by default.
- **Start Date**—(optional) a preservation filter criteria that preserves data starting with this date. If no date is entered, all data will be preserved.
- **End Date**—(optional) a preservation filter criteria that preserves data ending with this date. If no date is entered, all data will be preserved.
- **Auto-discover targets**—the option to catalog all the SharePoint sites that custodians on the legal hold have access to in your Microsoft 365 environment. Once SharePoint sites are discovered, you will need to proactively select the sites to place on preservation hold using the *Select Targets* Project console button.

---

**Note:** If you do not know if you need to preserve SharePoint data immediately, do not enable this field as it can lead to throttling of Exchange Mailbox and OneDrive holds. You can manually start the process from the Project console. For more information, see [Manage preservation targets on the next page](#).

---

- **Re-discover wait window (hours)**—the number of hours between each rediscovery process.

## 50.7 Preservation hold status

After running a preservation hold, a status of the hold is 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 Microsoft 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 Microsoft 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. For example, a user in Microsoft Purview compliance portal.
- **Externally Removed**—a user or some process outside of Relativity deleted or disabled the preservation hold. For example, a user in Microsoft Purview compliance portal.

## 50.8 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. Once complete each custodian assigned to the project, you can view a list of all SharePoint sites each custodian has access to and select the target you want to preserve by using the Project console. For more information, see [Selecting SharePoint targets below](#).
- **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 on page 183](#).

## 50.9 Manage preservation targets

Manage SharePoint preservation targets after they have been discovered. The following buttons are available in the Project console:

- **Discover Targets**—manually start the SharePoint preservation target discovery process for the project's custodians. Can use to retry errors. Refer to [Setting up SharePoint Discovery for preservation holds \(Legacy\) on page 248](#) for additional information.
- **Select Targets**—select Custodian's SharePoint target sites to be placed on a preservation hold. Access to the button when the custodian discovery status is *Discovered*. To learn how to select targets, follow the steps in [Selecting SharePoint targets below](#).

The length of the SharePoint targets discovery process in your environment depends on the size of your Microsoft 365 environment. Size depends on the number of users and how many custodians are on hold.

### Selecting SharePoint targets

After discovering SharePoint targets, you need to select targets based on SharePoint URLs associated to a custodian.

To select targets, follow the steps below.

1. Click the **Select Targets** console button.
2. In the Select window, select the check boxes next to the custodian name and target URL you want to put on a preservation hold.
3. Use the arrows to select the custodians.
4. Click **Select Targets**.

# 51 Adding preservation hold settings using Modern Authentication (Legacy)

Use the new Preservation in-place application for any new preservation holds. For more information, see [Preservation in-place on page 200](#).

Preservation Hold Settings must be configured before creating a preservation hold for a custodian. The Preservation Hold Settings page is used to add, edit, or remove preservation hold data sources from legal hold projects with Microsoft 365 data sources. Preservation hold settings temporarily grant collection admin permissions to the specified account user to determine custodian SharePoint site access privileges during target discovery.

Preservation in-place functionality uses modern authentication, which is certificate-based authentication (CBA) that allows for multi-factor authentication (MFA) and is known to be more secure than providing username and password via the basic authentication method.

A legal hold admin will need to run through a one-time setup to connect Microsoft 365 to Relativity. For more information, see [Adding preservation hold settings using Modern Authentication \(Legacy\) above](#).

## 51.1 Background information

Our previous preservation in-place functionality in the Legal Hold application used basic authentication, which involved providing username and password for authenticating with Microsoft Purview eDiscovery Standard.

Due to Microsoft's deprecation of basic authentication in many places of Microsoft 365, support for basic authentication in our product was deprecated as of June 1, 2023. We updated our authentication approach to use the modern authentication. For more information on Microsoft's deprecation of basic authentication, please refer to Microsoft's documentation.

## 51.2 Permissions

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 45](#).

## 51.3 Adding preservation hold settings

Follow the steps to configure preservation hold settings. This is a one-time setup to create data sources for a preservation hold.

### 51.3.1 Step 1: Setup in Microsoft

The person performing the steps below should be a Microsoft Azure admin and familiar with setting up certificates. Follow the steps below to set up app-only authentication in Entra ID. For more information, see Microsoft's documentation for [setting up app-only authentication](#) in Entra ID.

1. Register the application in Entra ID.
2. Assign the following API permissions with Admin consent granted to the application:
  - Exchange.ManageAsApp
  - Sites.Read.All (*this permission is for Graph API*)

3. Generate a self-signed certificate.

---

**Notes:**

- You will need the .pfx file, not the .cer file, generated when entering data in the *Step 3: Preservation Hold Settings Configuration* section.
  - You can also use a purchased or generated certificate from your organization.
- 

4. Attach the certificate to the Entra ID application.

5. Assign Entra ID roles of Compliance Administrator and Exchange Administrator to the application.

You will use the information created for the next few steps below.

### 51.3.2 Step 2: Run PowerShell Script to create a Service Principal

Now that you've setup an app in Entra ID in *Step 1: Setup in Microsoft* above, you need to create a Service Principal that is associated with the app. To do this, you will need to run the following PowerShell script:

```
1  ## Authenticate with Microsoft (including providing answer for MFA)
2  $AppId = "Application-ID-FROM-AZURE-AD"
3  $appName = "AppNAME-FROM-Azure-AD"
4  $spDisplayName = "your_sp_displayname"
5
6  # access token is passed to Connect-AzureAD
7  # the user logging, will require admin permissions.
8  Connect-AzureAD
9  $AADApp = Get-AzureADServicePrincipal -SearchString $appName
10
11 # create service principal in scc
12 connect-ippsession
13 New-ServicePrincipal -AppId $AADApp.AppId -ServiceId $AADApp.ObjectId
  -DisplayName $spDisplayName
14 $SP = Get-ServicePrincipal -Identity $spDisplayName
15
16 #this is the new command that is added
17 Add-eDiscoveryCaseAdmin -Confirm:$false -User $appId
18
19 disconnect-exchangeonline -Confirm:$false
```

Replace these values in the script with your information:

- **\$AppId**—replace "Application-ID-FROM-AZURE-AD" with the Application ID that was created in *Step 1: Setup in Microsoft*.
- **\$appName**—replace "AppNAME-FROM-Azure-AD" with the Application Name that was created in *Step 1: Setup in Microsoft*.
- **\$spDisplayName**—replace "your\_sp\_displayname" with a display name for your service principal. This can be any name that you want to use to identify the service principal, for example *RLH\_PIP\_ServicePrincipal*.

### 51.3.3 Step 3: Preservation Hold Settings configuration

Use the steps in this section to set up modern authentication in the Preservation Hold Settings object in your workspace.

1. Navigate to the **Preservation Hold Settings** tab within Legal Hold Admin.
2. Click the **New Preservation Hold Settings** button.
3. Fill out these fields as follows:

The screenshot displays the 'Legal Hold Admin - Preservation Hold Settings' configuration page. The page is divided into four main sections: Basic Settings, Modern Authentication Settings, Sharepoint Discovery Settings, and Validation. The Basic Settings section includes fields for Name (Modern Authentication), Domain Name (relativitytest), URL (https://ps.compliance.protection.outlook.o...), Account User, Account Password, and Resolve SharePoint Site Permissions (No). The Modern Authentication Settings section includes Enable Modern Authentication (Yes), Application ID, Certificate, Organization (relativitytest.onmicrosoft.com), and Tenant ID. The Sharepoint Discovery Settings section includes Enable Sharepoint Discovery (checked), Principal Client ID, and Principal Client Secret. The Validation section includes Validation Status (Validated) and Validation Error.

#### Basic Settings:

- **Name**—enter the name to identify the data source.
- **Domain Name**—enter the Microsoft 365 Tenant name. The domain name is located between @ and .on-microsoft.com. For example, the domain in *ediscovery@relativity.onmicrosoft.com* is *relativity*.
- **URL**—this read-only URL is the connection to Microsoft 365 Protection Services utilized by Legal Hold.
- **Account User**—leave this field blank. It is not used with modern authentication.
- **Account Password**—leave this field blank. It is not used with modern authentication.
- **Resolve SharePoint Site Permissions**—select **Yes** 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's documentation.

#### Modern Authentication Settings:

- **Enable Modern Authentication**—select **Yes**.
- **Organization**—enter the fully qualified domain name of your Microsoft tenant (organization), including the ".onmicrosoft.com" portion. For example, *relativitytest.onmicrosoft.com*.
- **Application ID**—enter the Application ID that you created in *Step 1: Setup in Microsoft*.
- **Tenant ID**—enter the Tenant ID that you created in *Step 1: Setup in Microsoft*.
- **Certificate**—attach the self-signed certificate that you created in *Step 1: Setup in Microsoft*.

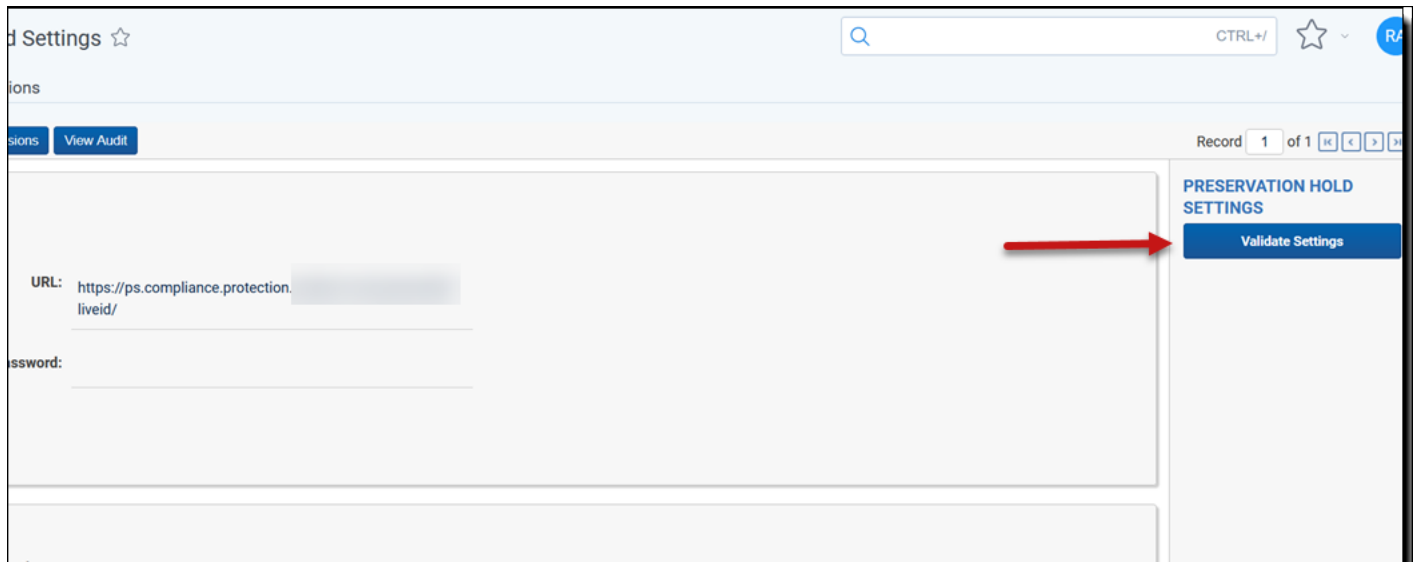
- **Certificate Password**—enter the password that protects the private key of the certificate that you created in *Step 1: Setup in Microsoft*.

4. Click **Save**.

### 51.3.4 Step 4: Validate preservation hold settings

After saving the Preservation Hold Settings, you have the option to validate the connection to Compliance Center. This step also validates that Relativity can place a hold in Exchange Mailbox and OneDrive.

1. Click the **Validate Settings** button under the Settings bar on the right side to validate that modern authentication is configured correctly.  
This will create and then delete a sample preservation case in Microsoft Purview.



2. If the validation worked correctly, the Validation Status field will display “Validated.” If it did not, the Validation Error field will contain the error message and you will need to correct the error.
3. Once the validation is successful, you are ready to set up preservation holds using the Legal Hold wizard. See [Preservation hold \(Legacy\) on page 239](#).

### 51.3.5 Step 5: Configuring SharePoint preservation holds

If you're interested in placing a hold on SharePoint sites, you will need to follow the steps in [Setting up SharePoint Discovery for preservation holds \(Legacy\) on the next page](#).

## 51.4 Deleting a preservation hold setting

1. 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 199](#).
2. 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 Legal Hold.

---

**Note:** Due to background processes, the preservation hold setting may not be immediately deleted.

---

# 52 Setting up SharePoint Discovery for preservation holds (Legacy)

Use the new Preservation in-place application for any new preservation holds. For more information, see [Preservation in-place on page 200](#).

This section explains how to configure SharePoint Discovery to use modern authentication via the CSOM API when executed from a RelativityOne Legal Hold project. This configuration will create an Enterprise application in Azure.

We use SharePoint Discovery to identify SharePoint sites that a given custodian has access to. This differs from manually doing so in Microsoft because you no longer need to know exact URLs to preserve (via copy and paste). Configuring this process reduces the need to manually look up SharePoint sites for each custodian or to only use custodian interviews, plus it helps eliminate errors from copying and pasting the information. By leveraging this set up, we're able to pass the details about a user to Microsoft and identify many of the SharePoint sites that a custodian has access to and also enable you to later select from a list of SharePoint sites to add to your preservation case.

For further reference, see Microsoft's documentation for information on granting access using SharePoint App-Only to set up an app-only principal with tenant permissions.

## 52.1 Configuring SharePoint Discovery

Follow the steps below to configure SharePoint Discovery.

1. Register a new principal as follows:
  - a. Navigate to a site in your tenant and call the **AppRegNew.aspx** page. For example, *https://relativitytest.sharepoint.com/\_layouts/15/appregnew.aspx*.
  - b. On the AppRegNew.aspx page, click the **Generate** button next to the **Client ID** and **Client Secret** fields to generate both values.

**Note:** Be sure to store the principal Client ID and Client Secret values because you'll need them when entering information into the Preservation Hold Settings page in step 3.

The screenshot shows the 'AppRegNew.aspx' page in a SharePoint tenant. The page has a left sidebar with navigation links: Home, Notebook, Documents, Pages, Justin Test Site, Site contents, and Recycle Bin. The main content area is titled 'App Information' and contains the following fields and buttons:

- Client Id:** A text input field with a 'Generate' button next to it.
- Client Secret:** A text input field with a 'Generate' button next to it.
- Title:** A text input field.
- App Domain:** A text input field with an example: "www.contoso.com".
- Redirect URI:** A text input field with an example: "https://www.contoso.com/default.aspx".

At the bottom right of the form, there are 'Create' and 'Cancel' buttons.

- c. Enter a **Title** for the new principal. For example, *RelativityTest App Principal*.
- d. Enter an **App Domain** URL value. This is the fully qualified domain name. For example, *www.relativitytest.com*.



- e. Enter a **Redirect URL** value. For example, *https://{RELATIVITY\_URL}/Relativity.Rest/API/kCura.LegalHold.Services.LegalHoldModule/GraphAuthorizationManager/graph-auth-response*.
2. Grant permissions to the newly created principal as follows:
    - a. Navigate to the **AppInv.aspx** page on the tenant administration site. For example, *https://relativitytest-admin.sharepoint.com/\_layouts/15/appinv.aspx*.

The screenshot shows the 'AppInv.aspx' page in a SharePoint tenant administration site. At the top, there are two blue buttons: 'Create' and 'Cancel'. Below them, the form is organized into sections. The first section, 'App Id and Title', contains an 'App Id' field, a 'Lookup' button, and a 'Title' field. The second section, 'App Domain', contains an 'App Domain' field with an example: 'www.contoso.com'. The third section, 'Redirect URL', contains a 'Redirect URL' field with an example: 'https://www.contoso.com/default.aspx'. The fourth section, 'App's Permission Request XML', contains a large text box for the 'Permission Request XML' with a description: 'The permission required by the app.' At the bottom of the form, there are two more blue buttons: 'Create' and 'Cancel'.

- b. Enter your **Client ID** and click **Lookup** to locate and select the principal created in step 1.
- c. Enter the following in the **Permission Request XML** text box to grant permissions:
 

```
<AppPermissionRequests AllowAppOnlyPolicy="true">
  <AppPermissionRequest Scope="http://sharepoint/content/tenant" Right-
    t="FullControl" />
</AppPermissionRequests>
```
- d. Click **Create**.
- e. When the permission consent dialog appears, click **Trust It** to grant the permissions.

3. Enter Legal Hold Preservation Hold Settings as follows:

a. Navigate to **Preservation Hold Settings** in RelativityOne.

Legal Hold Admin - Preservation Hold Settings

Legal Hold Settings Global Reminder **Preservation Hold Settings** Role Custodian Portal Authentication Provider Item Selectors Custodian Projects Custodian Communications

Preservation Hold Settings Layout

Save Undo Back Edit Permissions New Field

Record 1 of 1

Validate Settings

**Basic Settings**

Name: Modern Authentication

Domain Name: relativitytest

URL: https://ps.compliance.protection.outlook.com/

Account User:

Account Password:

Resolve SharePoint Site Permissions: No

**Modern Authentication Settings**

Enable Modern Authentication: Yes

Application ID: a65c0000000000000000000000000000

Organization: relativitytest.onmicrosoft.com

Tenant ID:

Certificate Password:

**SharePoint Discovery Settings**

Enable SharePoint Discovery: ☒

Principal Client ID: 05d10000000000000000000000000000

Principal Client Secret:

**Validation**

Validation Status: Validated

Validation Error:

b. Select the **Enable SharePoint Discovery** checkbox.

c. Enter the **Principal Client ID** that you stored in Step 1 above.

d. Enter the **Principal Client Secret** that you stored in Step 1 above.

e. Click **Save**.

SharePoint Discovery holds will now use modern authentication via the CSOM API when executed from a Legal Hold Project.

## 52.2 Limitations of SharePoint Discovery

The time it takes and success rate for a SharePoint Discovery job can vary greatly depending on a number of factors, including how many custodians are assigned to the project, how many SharePoint sites a Microsoft O365 tenant has, how large those SharePoint sites are, and how many integrations your O365 environment has. Essentially, the more custodians in a project and the more SharePoint sites to discover, the longer the job will take.

The SharePoint Discovery job is a resource intensive process and can also be throttled heavily by Microsoft depending on how busy the Microsoft environment is. Such as, the many applications that integrate with an O365 instance. It is recommended to run SharePoint Discovery after already putting Exchange Mailboxes on hold, as the discovery job could block those from finishing if run concurrently. We have seen success running the discovery job for up to 30,000 SharePoint sites on a Microsoft Purview instance and finishing within 3-5 days. The less custodians and SharePoint sites, the faster the job will go.

## 53 Preservation to collection best practices

Use the new Preservation in-place application for any new preservation holds. For more information, see [Preservation in-place on page 200](#).

We recommend configuring your preservation hold in a way that will make it easier for you to run a collection job.

When running a collection with Microsoft data sources, all available files, including preserved files, are collected. No extra steps need to be taken to collect preserved files as they are automatically included in the collection.

When Microsoft places a data source on a preservation hold, Microsoft creates a preservation hold library, a Recoverable Items folder. The addition of the Recoverable Items folder to Microsoft Exchange is a child folder that is collected with the parent folder in the hold. Relativity collects this folder because the Recoverable Items folder is an additional folder within the Microsoft data source you plan to collect.

Relativity collects all versions of the document available in the preservation library. Collecting all versions of a document means that Relativity collects multiple versions of the same file with the corresponding SHA-256 hashes for each version of the data. If there were changes in the file version, the hash should be unique.

### 53.1 Pre-requisites

Both Relativity Legal Hold and Collect require a specific setup in each application. You need to walk through both applications before completing your preservation hold to collection job workflow. Before walking through the applications:

- Identify the personnel responsible for configuring items on your side as far out as possible.
- Ensure that you have all of the pre-requisites for technical configuration and the right people around for a call to complete the configuration on one call.
- Request targeted technical setup information and the documentation for the administrator.

#### 53.1.1 Legal Hold pre-requisites

Within Relativity Legal Hold, [add preservation hold settings](#), and [create or import legal hold entities](#).

#### 53.1.2 Collect pre-requisites

Use the same entities that were created or imported for Legal Hold.

#### 53.1.3 Permissions

To work through this best practice, you need the following permissions:

##### 53.1.3.1 Legal Hold

This table includes the permissions to run a preservation hold and more. These permissions need to be combined with the Collect permissions.

Object security	Tab visibility	Other settings
<b>Attachments</b> – View, Edit, Add	<b>Entities</b>	<b>Admin Operations</b>
<b>Communication</b> – View, Edit, Delete, Add	Legal Hold	View All Audits
<b>Custodian Portal Authentication Provider</b> -	Projects	Manage Object Types*
<b>Custodian Role</b> – View, Edit, Delete, Add	Communications	

Object security	Tab visibility	Other settings
<b>Custodian Status</b> – View, Edit, Delete, Add	Reports	
<b>Entity</b> – View, Add	Question Responses	
<b>Field</b> – View, Add	Mailbox	
Add Field Choice By Link	Project Reminder	
<b>Job Schedule</b> – View, Edit, Delete, Add	Custodian Status Dashboard	
<b>Legal Hold Application Permissions</b> – View; Select all check boxes	Tasks	
<b>Legal Hold Selector Configurations</b> – View, Edit, Delete, Add	Legal Hold Libraries	
<b>Legal Hold Selectors</b> – View; Select all check boxes	Questionnaires	
<b>Legal Hold Task</b> – View, Edit, Delete, Add	Questions	
<b>Preservation Case</b> – View, Edit, Add	Attachments	
<b>Preservation Case Source</b> – View, Edit, Delete, Add	<b>Legal Hold Admin</b>	
<b>Preservation Custodian Hold</b> – View, Edit, Delete, Add	Legal Hold Settings** **Users will need to belong to the Legal Hold Security Admin group	
<b>Preservation Custodian Status</b> – View, Edit, Delete, Add	Preservation Hold Settings	
<b>Preservation Custodian Target</b> – View, Edit, Delete, Add	Roles	
<b>Preservation Hold Settings</b> – View, Edit, Delete, Add	Item Selectors	
<b>Preservation Source</b> – View, Edit, Delete, Add		
<b>Preservation Target Discovery Status</b> – View, Edit, Delete, Add		
<b>Preservation Target Filter</b> – View, Edit, Delete, Add		
<b>Preserve Product</b> – View, Edit, Delete, Add		
<b>Preserve Product Source</b> – View, Edit, Delete, Add		
<b>Project</b> – View, Edit, Delete, Add		
<b>Project Health</b> – View, Edit, Delete, Add		
<b>Project Questionnaires</b> – View, Edit, Delete, Add		
<b>Project Questionnaires Report Sub View</b> – View		
<b>Project Reminder</b> – View, Edit, Delete, Edit		

Object security	Tab visibility	Other settings
<b>Question</b> – View, Edit, Delete, Add		
<b>Questionnaire</b> – View, Edit, Delete, Add		
<b>Questionnaire Question</b> – View, Edit, Delete, Add		
<b>Questionnaire Response Answer</b> – View		
<b>Report</b> – View, Edit, Delete, Add		
<b>Roles</b> – View, Edit, Delete, Add		
<b>Scheduled Communication</b> – View, Edit, Delete, Add		
<b>Schedule Report</b> – View, Add		

### 53.1.3.2 Collection permissions

This table includes the permissions to run a collection job and more. These permissions need to be combined with the Legal Hold permissions.

Object security	Tab visibility	Other settings
<b>Collection</b> – View, Edit, Add	<b>Entities</b>	
<b>Collection Detail Custodian</b> – View, Edit, Add	<b>Collect</b>	
<b>Collection Detail Custodian Target</b> – View, Edit, Add	Matters	
<b>Collection Detail Custodian Target Result</b> – View, Edit, Add	Custodian	
<b>Collection Detail Request</b> – View, Edit, Add	Targets	
<b>Collection Detail Source Instance</b> – View, Edit, Add	Collections	
<b>Collection Detail Source Type</b> – View, Edit, Add	Status Summary	
<b>Collection Detail Summary</b> – View, Edit, Add	Target Status	
<b>Collection Matter</b> – View, Edit, Add	Collection Admin	
<b>Collection Source Instance</b> – View, Edit, Add	Monitor	
<b>Collection Source Instance Parameter</b> – View, Edit, Add		
<b>Collection Source Type</b> – View, Edit, Add		
<b>Collection Source Type Parameter Type</b> – View, Edit, Add		
<b>Collection Source Type Criteria</b> – View, Edit, Add		
<b>Custodian Target</b> – View, Edit, Add		
<b>Entity</b> – View, Edit, Add		
<b>Custom</b> – View, Edit, Add		

## 53.2 Creating a preservation hold

Follow the steps below to set up a preservation hold that can be collected:

1. [Create a Legal Hold project](#) and [add a Preservation Case](#).

---

**Note:** If you are a power user, we recommend not using the legal hold project wizard. The wizard is for customers who are occasional users of legal hold. The wizard lacks some ease of use features and takes longer to go through setup.

---

2. [Assign custodians to the project](#) with a Preservation Hold role.
3. Preservation hold status is visible in the Preservation Hold and Preservation Target Status sections on the Projects tab.

## 53.3 Collecting preserved data

Follow the steps below to set up a collection job to collect your preserved data:

1. using that are inclusive of the preserved data. Create a collection using criteria that are inclusive of the preserved data.
2. Run collection.

## 54 Legal hold reminders

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

### 54.1 Considerations

Before sending reminders, consider the following:

- Acknowledgment is not required for global reminders and project reminders.
- Reminders do not work with migrated communications and projects. Relativity cannot send reminders for emails that were originally sent outside of Relativity.
- Each custodian should only be assigned one role per project. Duplicate custodian roles can impact the reminder jobs. For more information, see [Custodian Projects tab on page 171](#).
- Additional conditions that factor into the reminder functionality is the RemindersSent and Acknowledgement Date fields in custodian status load file and whether they are set.

### 54.2 Reminder types

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

#### 54.2.1 Project reminders

Use the Project Reminder functionality to manually or automatically send periodic reminders to all active, on-hold entities within in the selected legal hold project. This is accessed from the Project Details page or from the Project Reminder tab. In the Projects Console, click the **Send Project Reminder** button. See [Project console on page 183](#) for more information.

Project reminders can be sent without requiring acknowledgement.

---

**Note:** Only one project reminder per legal hold project.

---

#### 54.2.2 Global reminders

Use the Global Reminder functionality to automatically send periodic reminders to all active, on-hold entities to review their hold obligations.

The criteria used to determine which custodian will receive a Global Reminder is as follows:

1. Custodian is on an active project.
2. Custodian has not been released.
3. Custodian has a role that does not contain either of the following role tags:
  - Project Member
  - Silent
  - Do Not Notify

4. Custodian's Custodian Interaction field is set to a choice other than None.
  - During data import occasionally this value is not set.
  - If the value of the Custodian Interaction field is not set, it is treated as if set to Full.
5. The user has received a communication, and this communication is visible in the portal.  
This is controlled with the Is Legal Hold flag on the communication.

## 54.3 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 **Global Reminder** tab. To enable a project reminder, navigate to a Project Details page for a specific project. See [Project Details on page 182](#) for more information. Once the reminders are scheduled and sent, the entities will receive their emails after they are sent.

### 54.3.1 Scheduling a global reminder

---

**Note:** You can also manually send a one-time Global Reminder. See [Global Reminder console on page 260](#).

---

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

### 54.3.2 Scheduling a project reminder

---

**Note:** You can also manually send a one-time Project Reminder. See [Global Reminder console on page 260](#).

---

1. From the Projects page, click the **New Project Reminder** button.
2. On the **Enable Reoccurring Project Reminder** field, select the **Yes** radio button.
3. Click ellipses icon 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.

### 54.3.3 Schedule Email Job and Email layout fields

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

---

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

---



**Schedule Email Job**

Frequency:

Start Date:

End Date:

Scheduled Time:

## Scheduling

- **Enable Recurring Global Reminder**

- Select **Yes** to enable the scheduling functionality for the global reminder. See [Disabling reminders on page 261](#).
- 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 days that you want Legal Hold to send the reminder once every week.
  - **Reoccur**—enter the number of weeks 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 months in which Legal Hold recurrently syncs.
  - **Send On**
    - **Day \_ the month**—select the day of the month that you want Legal Hold to send the reminder.
    - **The \_ Day of the Month**—select this option for Legal Hold to send the reminder on the chosen day of every month.
- **Quarterly**—select the quarter of the year that you want Legal Hold to send the reminder.
  - **Send On**
    - **Day \_ the month**—select the day of the month that you want Legal Hold to send the reminder.
    - **The \_ Day of the Week**—select this option for Legal Hold to send the reminder on the chosen day of every month.
- **Yearly** - select the day of the year that you want Legal Hold to send the reminder once every year.
  - **Send On**
    - **Day \_ the month**—select the day of the month that you want Legal Hold to send the reminder.
    - **The \_ Day of the Week**—select this option for Legal Hold to send the reminder on the chosen day of every month.

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

---

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

---

- **End Date**—(Optional) the date that you want Legal Hold to stop sending the scheduled reminder. Only set an end date if you want to schedule a reminder to send during a known time period.
- **Scheduled Time**—the time at which Legal Hold sends the reminder. This time is local to your PC, not to the server.

## Email

- **Send As**—the email address you want to appear when sending a global reminder from Legal Hold. Using this feature, you can send a communication on someone else's behalf. For example, a junior attorney may send the email, but may want the email to appear as coming from the general counsel. If you leave this field blank, Legal Hold uses the default email in the Legal Hold Settings tab.
- **Send As**—only available for Graph API. After providing the Microsoft 365 account the proper email permissions, you can add that user email address in the Send As field. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#).

---

**Note:** If the added email address was not given the mailbox permissions, Relativity will default to the email settings fields. For more information, see [Adding Outgoing Email settings on page 64](#).

---

- If you want to send from another account that you did not use to authenticate with, you must give the mailbox permissions to the Microsoft 365 account you want to send from. For more information, see [Using Microsoft Graph API for sending email communications on page 80](#). If the permissions are not given to the other account, then Relativity will send communications as the registered account holder. For more information, see Microsoft's documentation:
  - For admin's adding up email settings, see [Give mailbox permissions to another Microsoft 365 user](#).
  - For user's creating communications, see [Allow members to send as or send on behalf of a group](#).
- **Subject**—the subject that appears in the email.
- **Body**—the message that appears in the email. Use the [PortalLink] email merge field to insert a link to the portal, or use the [Entities.Projects] email merge field to list all active projects in the email. See [Using the editor window on page 151](#).

---

**Notes:** Merge fields from other communications can't be used in reminders. For example, merge fields from a Hold Notice can't be used in a Global Reminder.

---

## Status

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

## 54.4 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 are unresponsive. Relativity Legal Hold will send a reminder when the custodian acknowledges the hold, but has not completed the questionnaire.

You can also utilize the global reminder functionality to send periodic reminders to all active, on-hold custodians to review their hold obligations. See [Enabling reminders on page 256](#).

To send a reminder:

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

### 54.4.1 Scheduling an automatic reminder

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

---

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

---

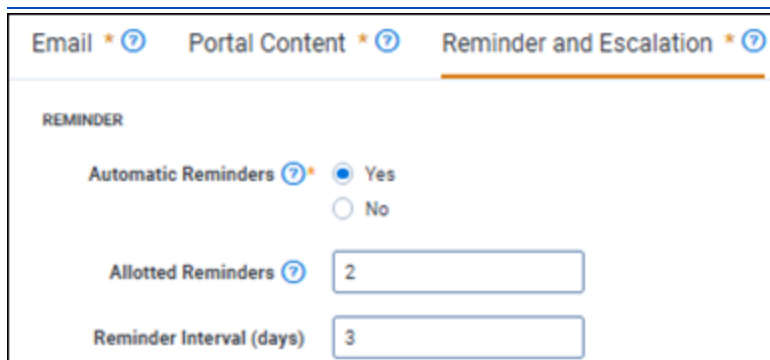
To schedule an automatic reminder:

1. Navigate to the specified Communication's detail page. See [Legal hold reminders on page 255](#).
2. Click **Edit**.
3. From the Reminder and Escalation tab, set the **Automatic Reminders** to **Yes**. Complete the following fields:
  - **Allotted Reminders**—the number of reminders allowed for this communication.
  - **Reminder Interval (in days)**—the number of days between each reminder.

---

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

---



The screenshot shows the 'Reminder and Escalation' tab selected. Under the 'REMINDER' section, 'Automatic Reminders' is set to 'Yes'. Below this, 'Allotted Reminders' is set to '2' and 'Reminder Interval (days)' is set to '3'. Each field has a help icon (question mark in a circle) to its left.

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

### 54.5 Sending an escalation

You can send an escalation to a custodian's designated manager. See [Legal hold reminders on page 255](#). Use escalations when a custodian is non-responsive or to have the manager acknowledge participation on a hold or respond to a questionnaire on behalf of the custodian.

To send an escalation:

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

---

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

---

Read reminder scenarios

## Scenario A

- Email is configured and approved.
- **Day 0** - Email is sent.
- **Day 10** - Automated reminders are turned on, set to remind every 7 days.
- **Day 14** - Automated (1st) reminder sent to custodians who haven't acknowledged.
- **Day 21** - Automated (2nd) reminder sent to custodians who haven't acknowledged.

## Scenario B

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

## 54.5.1 Scheduling an automatic escalation

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

---

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

---

To schedule an automatic escalation:

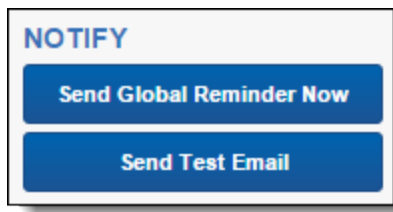
1. Navigate to the specified Communication's detail page. See [Legal hold reminders on page 255](#).
2. Click **Edit**.
3. From the *Reminder & Escalation* tab, set the **Automatic Reminders** to **Yes**.
4. Set the **Automatic Escalation** to **Yes**. Doing so sends the escalation email one iteration 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**.

## 54.6 Reminder consoles

Learn to use the Global Reminder and Project reminder console in this section.

### 54.6.1 Global Reminder console

The Global Reminder console contains the following options:



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

### 54.6.2 Project Reminder console

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

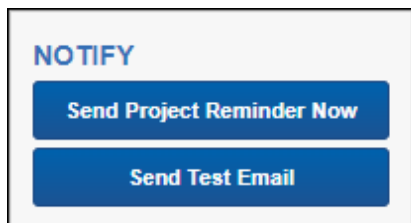
The Project Reminder console contains the following options:

- **Send Project Reminder Now**—immediately sends the Project Reminder to all active entities.
- **Send Test Email**—send a test email to a specified email addresses. 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](#).

---



## 54.7 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 to the **Global Reminder** tab and select the global reminder you wish to update. To disable a project reminder, navigate to the **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 reminder is now disabled.

## 54.8 Disabling escalations

When a custodian, or entity, is created and used within a Legal Hold project, there are optional fields to populate aside from the required basic fields. One of them will be the Manager field under the entity's Company information on the

Entity Details page. For more information, see [Creating legal hold entities on page 93](#).

If the Manager field is populated for a custodian, then the designated manager will continue to receive notices even if one acted on behalf of the custodian to acknowledge the communication. Especially if there is a questionnaire associated with that communication.

Therefore, when acting on behalf of a custodian to acknowledge a communication and you are taking action on behalf of that particular custodian, it will be important to also use the Entity Console in the Entity layout of the custodian that you wish to act on behalf of. Select the *Use Portal As* button to accomplish acting on behalf of the custodian (this will include filling out their Questionnaire if included in the communication).

After doing so, the escalation notices to the manager will no longer continue.

If you plan to act on behalf of a custodian to acknowledge a communication you should first meet the requirements below as well.

- Your role should be a *System Admin*.
- Even if you are a System Admin, you should still be added to the group that is part of the Legal Hold project where you plan to act on behalf of a custodian.
- The Legal Hold project group should also have object-level permission for *Legal Hold Application > Act on behalf of Custodian*.


## 55 Sending questionnaires

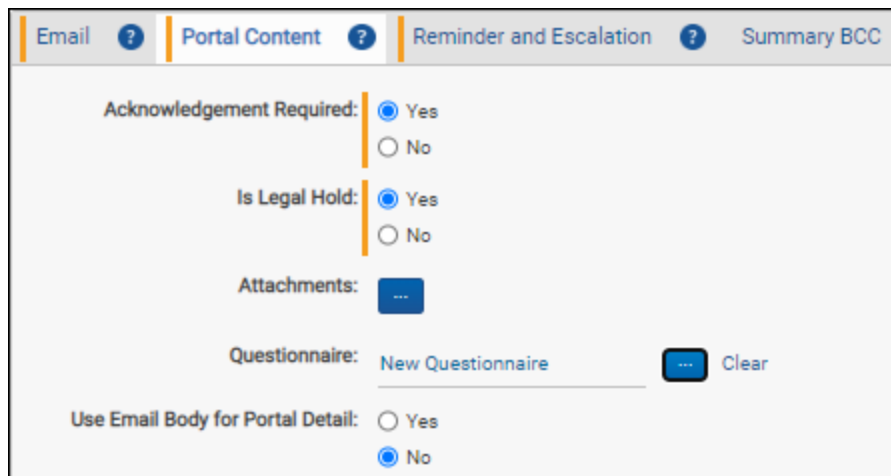
Use questionnaires to receive more information from custodians. Create customizable questionnaires to gather custodian information. Add questions to the questionnaire and conditions to the questions conditional questions, send automatic alerts, and review responses.

### 55.0.1 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 page.
2. Select the communication that you want to use to send the questionnaire.
3. Click **Edit**.
4. From the Portal Content tab, click **Add** to create a questionnaire on the fly; or click  to add an existing questionnaire. See [Creating a questionnaire on page 159](#).
5. Click **Save** when finished. The questionnaire is now attached to the communication. Click **Clear** to remove a



The screenshot shows a configuration form for a questionnaire. At the top, there are four tabs: 'Email', 'Portal Content' (which is active), 'Reminder and Escalation', and 'Summary BCC'. Each tab has a question mark icon. The form contains several sections: 'Acknowledgement Required:' with radio buttons for 'Yes' (selected) and 'No'; 'Is Legal Hold:' with radio buttons for 'Yes' (selected) and 'No'; 'Attachments:' with a blue button containing three dots; 'Questionnaire:' with a text input field containing 'New Questionnaire' and a blue button with three dots, followed by a 'Clear' button; and 'Use Email Body for Portal Detail:' with radio buttons for 'Yes' and 'No' (selected).

questionnaire.

---

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

---

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

---

**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.

---

### 55.0.2 Tracking question responses

Track all questionnaire responses in the Question Responses sub-tab. See [Question responses on page 145](#). You can also use the Questionnaire Response Report to view responses. For more information, see [Questionnaire Response report on page 134](#).

# 56 Sending a communication

To issue a legal hold and send other communications, use the buttons on the Communication console. See [Communication console below](#) for notification options.

**Note:** Once you've sent a communication or questionnaire, you cannot retract it. If necessary, a system admin can create and send a new communication or questionnaire. For more information, see [Creating a communication on page 146](#).

## 56.1 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.

Hold Notice Communication

EditDeleteBackEdit PermissionsView Audit

Details

NameLegal Hold Project Legal Hold NoticeProjectLegal Hold Project

TypeGeneral Hold Notice

Response Due Date

Description

Save as TemplateNo

EmailPortal ContentReminder and EscalationSummary BCC

Send As

SubjectLegal Hold Notice - [Project.Name]

BodyDear [Custodian.FirstName] [CUSTODIAN.LASTNAME].

Likely Litigation:

We anticipate that [litigation, a government investigation] is reasonably likely involving the above named [employee] [product] [company] [client] [government agency].

Compliance with this notice is extremely important; please read carefully and comply fully.

Background:

Example Background

Regards,

CustodiansQuestionnaire ResponsesMailbox

1-2 of 210 per page

Custodian	Communication Vie...	Acknowledgement ...	Questionnaire Sub...	Reminders Sent	Reminders Last Se...	Escalations Sent	Escalation Date	Resolved By User	Resolved By Custo...
Filter	(All)	(All)	(All)	Filter	(All)	Filter	(All)	(All)	Filter

Grant, Soil7/15/2024, 9:38 PM

Send Communications

Select From AllSelect From Unsent

Remind/Escalate

Manual RemindManual Escalate

Preview

Send PreviewPreview Portal

Acknowledge

Acknowledge on Behalf

Reports

Communication Summary

Custodians

Non-Responsive Custodians

Custodian Open Items

Question Responses

### 56.1.1 Communication console

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



The screenshot displays a vertical menu of buttons and links organized into several sections:

- Send Communications**
  - Select From All (white button)
  - Select From Unsent (blue button)
- Communication Approval Workflow**
  - Submit for Approval (blue button)
  - Approve (blue button)
- Remind/Escalate**
  - Manual Remind (white button)
  - Manual Escalate (white button)
- Preview**
  - Send Preview (white button)
  - Preview Portal (white button)
- Acknowledge**
  - Acknowledge on Behalf (white button)
- Reports**
  - Communication Summary (link)
  - Custodians (link)
  - Non-Responsive Custodians (link)
  - Custodian Open Items (link)
  - Question Responses (link)

## Send Communication

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

## Communication Approval Workflow

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

---

**Note:** This button is controlled by the *Hold Notices Require Approval* field in Legal Hold Settings. For more information, see [Adding legal hold settings on page 61](#).

---

- **Approve**—click *Approve* to allow the communication to be sent out to custodians. There is confirmation window after clicking *Approve*.

## Preview

- **Send Preview**—send a test email to a specified email addresses. Separate email addresses with a comma.
- **Preview Portal**—preview what the custodian will see in the Custodian Portal.  
If there is a questionnaire attached to the communication, you can click **To Questionnaire** to preview and interact with the questionnaire that the custodian will see.

**Note:** In preview mode, you cannot submit any questionnaire responses that you might have selected during your preview.

**Relativity** Portal

You are previewing this communication

### Acknowledgement and Questionnaire

[To Questionnaire](#) [Close](#)

Name:  
Project: Portal Preview  
Contact: Daniel

Please acknowledge the following:

**Legal Hold Requirements:**  
Every employee has a legal duty to preserve all records relating to the matter. This applies to current records, and those you create or receive subsequently. It is critical that employees **DO NOT DELETE, OVER-WRITE OR OTHERWISE ALTER OR DESTROY ANY DOCUMENTS, FILES OR OTHER RECORDS (IN PRINT OR ELECTRONICALLY STORED) WHICH MAY BE RELEVANT TO THIS MATTER. FAILURE TO COMPLY WITH THIS NOTICE COULD RESULT IN FINES, PENALTIES OR COURT SANCTIONS.**  
The worst thing you can do is destroy or change records, even in a well-intended vigilante effort to support the company. Doing so can create a legal inference that the records would have hurt our position, plus other sanctions (and you will be fired).  
"Records" include all drafts, final versions, and metadata, of all agreements and documents, including Word files, Google Docs, pdfs and any other formats; emails and attachments; chats and other instant messages; phone text messages; voice mail messages and telephone logs; calendar entries; correspondence, faxes, and memos (including handwritten notes); Salesforce tickets and other information; Power Point slides; Excel files and other spreadsheets; ZIP files; photos of white boards; diagrams, flow charts, and other drawings; databases; computer system activity logs; internet and intranet usage files; network access information; IT tracking logs such as email and internet traffic. This list is not exhaustive; it is provided by way of example only.  
"Electronically stored data" includes records (broadly defined as described above), whether on our computer systems and computers at our offices, co-location or back-up facilities; personal computers or laptop computers located at other places (such as home computers and laptops); cloud-based systems and intranets; cell phones, I-Pads and similar devices; network servers; disks, CDs or DVDs; thumb drives or removable devices; or any other systems or devices. If you use a personal email account to send emails related to work, you must preserve those emails. This list is not exhaustive; it is provided by way of example only.  
The IT Department is directed to suspend the following activities to the extent they could cause a destruction of records covered by this hold notice: routine email or document destruction procedures; rotation or changes in backup media or systems; and automatic deletion of information on network servers in the regular course of business. The IT Department will obtain forensic images of computer drives and devices of persons in this hold who leave the company.  
Managers, although we attempted to send this notice to all employees who may have relevant information or records, please review the list of recipients of this notice. If you are aware of anyone - either in your group or in another group - who is missing from this list and may have knowledge and/or records relating to this matter, please contact the sender of this notice with the employee's name. I will then send a copy of this notice. Managers are responsible for retaining records that could be relevant to this matter that relate to their group.  
All recipients, do not create any documents or other records in response to this notice. If you believe that an employee who has records subject to this notice has not received this notice, please contact the sender of this notice with the employee's name. Normal attorney-client privilege will apply to many items. If you are not sure if the notice applies to you, please contact the sender of this notice for clarification.

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

**Note:** To use the Preview feature, the Communication Portal Content tab must have the following fields populated: Acknowledgement Required, Questionnaire, Portal Detail. See [Communication details on page 264](#).

## Remind/Escalate

- **Remind**—sends a reminder communication to the selected custodian or custodians. See [Sending a reminder on the next page](#).

- **Escalate**—escalates the communication to the selected custodian's manager. See [Sending an escalation on the next page](#).

## Acknowledge

- **Acknowledge on Behalf**—acknowledge project participation on behalf of another custodian. See [Acknowledging on behalf of a custodian on page 271](#).

**Reports**—run a project-specific report from this section. The report appears inline. See [Report types on page 124](#) for more information about each report. Note that you may not be able to view all reports depending on your permissions.

## 56.2 Scheduling a communication

You can schedule email acknowledgement and general hold notice communications to be sent to a custodian or custodians.

Scheduling a communication is done in the third step of the project wizard. To set a schedule, follow the steps in the third step of the project wizard. For more information, see [Schedule on page 191](#).

## 56.3 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 are unresponsive. If a legal hold communication requires both an acknowledgement and a questionnaire response, then the reminders and escalations will continue until both have been satisfied.

You can also utilize the global reminder functionality to send periodic reminders to all active, on-hold custodians to review their hold obligations. See [Enabling reminders on page 256](#).

---

**Note:** Reminders do not work with migrated communications and projects. Relativity cannot send reminders for emails that were originally sent outside of Relativity.

---

To send a reminder:

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

### 56.3.1 Scheduling an automatic reminder

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

---

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

---

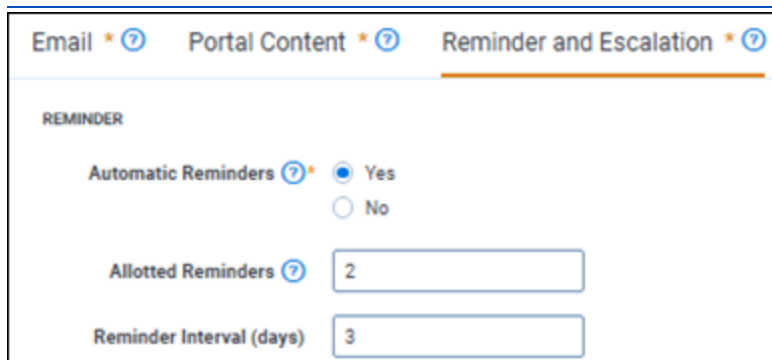
To schedule an automatic reminder:

1. Navigate to the specified Communication's detail page. See [Communication details on page 264](#).
2. Click **Edit**.

3. From the Reminder & Escalation tab, set the **Automatic Reminders** to **Yes**. Complete the following fields:

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

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



The screenshot shows a web interface with three tabs: 'Email', 'Portal Content', and 'Reminder and Escalation'. The 'Reminder and Escalation' tab is selected and highlighted with an orange underline. Below the tabs, the word 'REMINDER' is displayed. There are three configuration items: 1. 'Automatic Reminders' with a radio button set to 'Yes' (the 'No' option is also visible). 2. 'Allotted Reminders' with a text input field containing the number '2'. 3. 'Reminder Interval (days)' with a text input field containing the number '3'.

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

## 56.4 Sending an escalation

You can send an escalation to a custodian's designated manager. See [Communication details on page 264](#).

Use escalations when a custodian is non-responsive or to have the manager acknowledge participation on a hold or respond to a questionnaire on behalf of the custodian.

To send an escalation:

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

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

Read reminder scenarios

### Scenario A

- Email is configured and approved.
- **Day 0** - Email is sent.
- **Day 10** - Automated reminders are turned on, set to remind every 7 days.
- **Day 14** - Automated (1st) reminder sent to custodians who haven't acknowledged.
- **Day 21** - Automated (2nd) reminder sent to custodians who haven't acknowledged.

## Scenario B

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

### 56.4.1 Scheduling an automatic escalation

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

---

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

---

To schedule an automatic escalation:

1. Navigate to the specified Communication's detail page. See [Communication details on page 264](#).
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**.

## 56.5 Approving a communication

If enabled in Legal Hold Settings, general hold notices or email acknowledgements need to be approved if created by users that do not have the Approve communications permission. See [Legal Hold Settings](#) for more information.

Users without the Approve communications permission are required to send the communications to admins that have the approve communications permission. For more information, see [Securing a project on page 44](#).

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

When sending a communication and it needs to be approved, follow the steps below:

1. Open up a communication.
2. Enter the email address of the reviewer in the **Send to for Approvals** field.
3. Create or update a communication. For more information, see [Creating a communication on page 146](#).

---

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

---

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

## 56.5.1 Reviewing communications

Once the communication is submitted for approval, an email is sent to the approval user and the Approval Status is listed as Pending Approval in the Communications tab on the Projects Details page. For more information on being a user that can approve communications, see [Securing a project on page 44](#).

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

1. Review the communication using the rich text editor. For more information, see Using the rich text editor in the Admin Guide.

---

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

---

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

Send Communications

Select From All

Select From Unsent

Communication Approval Workflow

Submit for Approval

Approve

Send Back for Revision

Remind/Escalate

Manual Remind

Manual Escalate

Preview

Send Preview

Preview Portal

Acknowledge

Acknowledge on Behalf

Reports

Communication Summary

Custodians

Non-Responsive Custodians

Custodian Open Items

Question Responses

Once the communication is approved, the Send Communication button becomes available in the console and any user with communication permissions can use the custodian picker buttons. From the approval time moving forward, the communication can be sent out to whoever and whenever. Changes to the communication cannot be edited after it has been approved.

## 56.6 Acknowledging on behalf of a custodian

A custodian may be unable to acknowledge, or officially accept, their participation in a hold. For example, the custodian does not 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 custodians on the left side of the item picker.
3. Click **Select**.

4. Click **Proceed**.
5. Enter a reason for your acknowledgment.
6. Click **Acknowledge**.



## 57 Custodian status dashboard

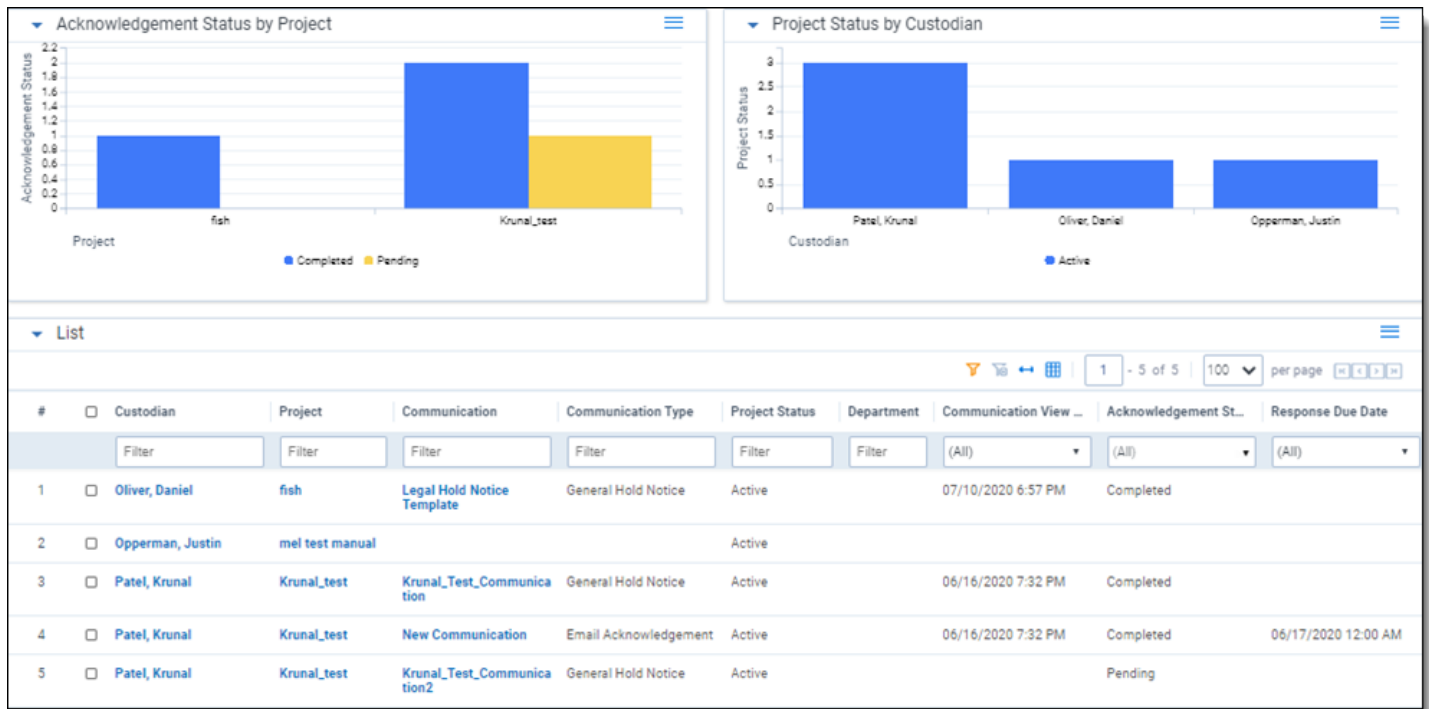
Create custom custodian dashboards to view the status the custodians, the number of acknowledgements, and the overall health of your projects.

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

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

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

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



## 58 Responding to emails

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

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

---

**Note:** Select Yes in the Forward Reply Emails to Project Owner field to automatically forward all custodian replies to the project owner. See [Project Details on page 190](#).

---

After sent a response, the message status is marked *Responded*.

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## 59 Glossary

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### A

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#### **Admin**

An Admin is a Relativity system administrator.

#### **Agent**

An Agent is a process manager or worker that runs in the background of Relativity to complete jobs initiated by user actions.

#### **Analytics**

Analytics is a conceptual search engine that indexes files based on co-occurrences of words and recognizes concepts among documents; Analytics is supported by the mathematically-based latent semantic indexing (LSI) technology.

#### **Analytics Categorization Set**

An Analytics Categorization Set is a group of parameters used for gathering example documents that Analytics uses as the basis for identifying and grouping other conceptually-similar documents.

#### **Analytics Index**

An Analytics Index is an index that organizes and assess the semantic content of large, diverse and/or unknown sets of documents by searching for keywords and concepts and finding related documents based on words, phrases, or entire documents.

#### **Analytics Profile**

An Analytics Profile is a group of parameters used for specifying an Analytics Index's dimensions, concept noise words, dtSearch noise words, and filter configurations.

#### **API**

An API, or application programming interface, is a source code-based specification intended to be used as an interface by software components to communicate with each other; Relativity maintains an Import API and Services API.

#### **Append**

Append, as found in Append Only or Append/Overlay, is an option in the Overwrite setting on the Relativity Desktop Client that lets an admin to import only files whose control numbers do not already exist in the target workspace.

#### **Application**

An Application is a customizable collection of Relativity objects that provides improved case and matter management.

---

## **Application Deployment System**

The Application Deployment System (ADS) is a Relativity component used to develop and implement custom solutions for improved case and matter management that lets an admin create, install, and delete applications directly in the web interface.

## **Application Library**

An Application Library is a repository from which an admin can select Relativity applications to import into a workspace through the web interface.

## **Assemblies**

Assemblies, also known as event handlers and syncs, are DLL files containing compiled source code used to apply special rules to coding forms.

## **Assisted Review**

Assisted Review is an application that uses Analytics categorization to teach Relativity how to determine whether a document is responsive or non-responsive, as well as what issues apply to that document so that the system can then determine how the rest of the documents in the data set should be coded.

## **Associative Object**

An Associative Object is an object type that an admin can link to another object type through a single- or multiple-object field on the original object; the relationship can be one-to-many or many-to-many.

## **Audit**

An audit is a recorded action listed in the History tab and through the View Audit button on individual objects.

## **B**

---

## **Bandwidth Tester**

The Bandwidth Tester is the tool inside Relativity's core reviewer interface used to test the capacity of a network connection.

## **Batch**

A Batch is a group of documents assembled based on criteria that an admin sets and then assigns to a reviewer for review.

## **Bates number**

A Bates number is an incremental number that occurs on every page of every document of a production set, as specified by an admin in the Begin Bates and End Bates fields on the Production Set layout.

## **Branding**

Branding is the application of redactions, headers, footers, and other modifications to a document in a production.

## **CaseMap**

A CaseMap is a database solution for law firms practicing complex litigation that connects facts and objects; the Send to CaseMap feature in Relativity lets an admin bulk-send items from a workspace to this solution through a wizard.

## **Categorization**

Categorization is a process of Relativity Analytics in which an admin can gather large groups of documents based on a few examples that represent a single concept and centralize those documents in a Categorization Set.

## **Child object**

A child object is an object that lives under, and inherits permissions from, a parent object.

## **Choice**

A Choice is a value applied to a single or multi-choice list field that is used in coding fields to allow reviewers to record decisions on a document.

## **Client**

A Client is an object type associated with the User and Matter object types.

## **Clustering**

Clustering is the process of using a Relativity Analytics index to identify conceptual groups within an entire workspace or sub-set of data.

## **Command Line**

A Command Line is an interface or dialog between the user and a program, or between two programs, where a line of text (a command line) is passed between the two; an admin can use the Windows Command Line to import documents into Relativity, which allows for automation of document importing along with other parts of processing and integration.

## **Compare**

Compare is a system field (Relativity Compare) that compares the extracted text of two specified documents.

## **Concept searching**

Concept searching is the logic that drives Relativity Analytics by allowing a user to find information without a precisely phrased query but instead by applying a block of text against the database to find documents of similar conceptual content.

## **Configuration table**

The configuration table is a database table that contains settings and defaults values that correspond to functions inside Relativity.

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## Conversation Index

Conversation Index is an indentation method for a view with a visualization type of Indented List in Relativity where an admin can display conversation threads in a document view; also pertaining to Conversation Index Parsing, which is a transform handler that parses the Microsoft Exchange field Conversation Index to use the related items functionality in Relativity.

## Core Reviewer Interface

The Core Reviewer Interface is the area in Relativity containing the viewer, Related Items pane, persistent highlight sets tree, and layouts in which the reviewer codes documents and applies redactions and markups.

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## D

### Deduplication

Deduplication is a setting in the Processing object that, when enabled, removes duplicate files from the processing set data on either a global or custodial basis, depending on an admin's selection.

### DeNIST

DeNIST is a setting in the Processing object that, when enabled, separates and removes files found on the National Institute of Standards and Technology (NIST) list from the data an admin plans to process so that those files don't make it into Relativity when the admin publishes a processing set.

### Dependencies

Dependencies are the child and associative object relationships that an admin must delete when attempting to remove an object that has children and/or associative objects through the Delete Object Dependencies function.

### Discover Files

Discover Files is the phase of processing in which an admin can retrieve deeper levels of metadata not accessible during the previous phase (Inventory) and prepare that metadata for publishing to a workspace.

### Document

A Document is a record within a workspace and an available Object Type for an admin creating a View.

### Domain Parsing

Domain Parsing is a transform handler that extracts email domains from email addresses in a document.

### dtSearch

dtSearch is a search index option a user can perform proximity searches, stemming, and other advanced keyword searching options.

## Email threading

Email threading is an option for displaying email chains with indentation in a view in Relativity.

## Errors

Errors is a tab available from Home that lists all errors that have occurred throughout the Relativity environment.

## Event Handler

An Event Handler is an assembly that helps facilitate the completion of document review and various other functions in Relativity by applying custom business logic to corresponding user actions.

## Extracted Text

Extracted Text is document metadata removed during file processing and placed in a separate file, which is then loaded into Relativity as part of a larger load file and contained in the Extracted Text field.

## F1

F1 is a measure of the harmonic mean, or the weighted average of precision and recall, that Relativity Assisted Review uses to gauge the accuracy of its results and includes in several reports.

## Fact Manager

Fact Manager is an application where an admin can organize and analyze case details such as facts, issues, organizations, people, interview questions and documents, which then helps identify strengths and weaknesses in litigation strategy, and leads to better preparation for depositions, interviews, and trial.

## Favorites

Favorites is a feature on the greetings menu in which a user can bookmark their most visited areas of Relativity so that they can easily navigate to those areas after logging in, thus limiting the number of required clicks.

## Field

A Field is used to store Document metadata and coding values within Relativity.

## File Repository

A File Repository is a Relativity-accessible data structure stored on a server that contains files and directories associated with a workspace.

## Filtering

Filtering is a way to search for a specific single item or group of items within a list in Relativity.



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## Finalization set

A Finalization set is a snapshot of a project Universe at a given time where the categorization values for documents in the universe are preserved from further changes by being copied to a separate database field. During Finalization the categorization values are prepended with a Finalization Set prefix to indicate their distinction from other Finalization Sets which may be created.

## Folder

A Folder is a container of documents in Relativity that are arranged in a hierarchy in the folder browser.

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## G

## Group

A Group is a basic Relativity object with which one or more users is associated and in which an admin determines those users' permissions on a workspace-by-workspace basis.

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## H

## Handler

A Handler is a set of rules used by a transform set to identify relevant content in a field.

## History

History is a tab containing audit records that track the actions performed by admins and reviewers throughout the workspace.

## HTML alert

An HTML alert is a custom message that appears when a reviewer opens a document in the core reviewer interface.

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## I

## Imaging

Imaging is the process of converting a group of documents to images in Relativity using imaging profiles and sets.

## Import API

The Import API is an extensibility tool used to import processed data such as documents and metadata into Relativity without the need for the Relativity Desktop Client or a load file.

## Indented List

An Indented List is an option for displaying levels within an email relationship, such as a in a conversation thread, which allows for easier understanding of the order of information in the family.

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## Inline Tagging

Inline tagging is a feature where a reviewer can tag sections of text within a transcript that are then available to reference through hyperlinks.

## Inventory Files

Inventory Files is the phase of processing in which an admin can eliminate irrelevant raw data from the discover process through a variety of preliminary filters that exclude certain file types, file locations, file sizes, NIST files, date ranges, and sender domains.

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## K

## Keyboard Shortcuts

Keyboard Shortcuts are combinations of two or more keys that, when pressed, perform a task that would typically require a mouse.

## Keyword expansion

Keyword expansion is a searching method within Analytics for finding how different language is used to express identical or conceptually similar concepts and terms in an index.

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## L

## Latency

Latency is the total time for a network packet to travel from the application on one server, through the network adapter, over the wire, through the second adapter, and into an application on another server; an admin can execute a latency test in Relativity through the bandwidth tester.

## Layout

A Layout is a web-based coding forms that gives reviewers access to view and edit document fields and complete specific review tasks.

## License Key

A License Key is a string of characters used to install a product, as found in the Apply License Key option in the License Console in Relativity.

## List Properties

List Properties are a heading on the field form where an admin can control how an item displays in a view.

## Lists

Lists are an option in Relativity for saving a group of items without having to specify the types of conditions required for a saved search, which means they remain constant unless someone replaces them with an existing list.

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## Load Balancing

Load Balancing is the process of distributing a workload across multiple web servers, as found in the Enable User Load Balancing setting in the Servers tab in Relativity.

## Load File

A Load file is the file used to import data into a workspace through the Relativity Desktop Client.

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## M

### Markup

Markups are highlights and redactions a reviewer adds to documents in the Relativity image viewer.

### Markup Set

A Markup Set is a securable sets of annotations and redactions available to reviewers for applying text redactions to documents in the viewer.

### Mass Operations

Mass Operations are single actions performed on multiple documents or objects at the same time, such as mass edit, move delete, produce, replace, image, print image, send to CaseMap export file, cluster, and process transcripts.

### Matter

Matters are basic Relativity objects associated with one or more workspaces, to which Clients are then associated (mirroring the billing structure of most law firms); matters are used to define different cases, disputes, or consulting instances that a firm may encounter with a client.

### MotD

MotD is the message of the day displayed to all users when they log in to Relativity.

### Move (Mass Operation)

Move is a mass operation an admin can use to move multiple documents to a new folder with one action.

### MyTerm

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## N

### Native File

A Native File is a file format native to a program that other programs may not recognize. Native File pertains to the Native File Behavior setting on the Relativity Desktop Client, which an admin can use to import a load file into a workspace.

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## Native Type

A Native Type is a Relativity-supported file type that an admin can import and image; Native Type pertains to the Native Types tab and list, which an admin references when selecting file types to restrict from imaging.

## Nested

Nested is a term used when referencing Relativity tabs that appear under a parent tab.

## Network Connection

A Network Connection is an association that a network layer establishes between two users so they can transfer data.

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## O

### Object

An Object is a workspace item that stores information and can connect to other workspace objects.

### Object-Level Permissions

Object-Level Permissions are per group security rights to view, edit, delete, add, and edit security for Relativity objects such as fields, tabs, workspaces, and layouts. Security rights work jointly with tab visibility or browser permission.

## OCR

OCR is an industry acronym for Optical Character Recognition, a Relativity feature that uses pattern recognition to identify individual text characters on a page—such as letters, numbers, punctuation marks, spaces, and ends of lines—and translates text in images, such as scanned and redacted documents, into actual text characters.

## Overlay

An Overlay is a setting in the Relativity Desktop Client that replaces existing documents in Relativity with new import files whose control numbers already exist in the target workspace.

## Override Production Restrictions

Override Production Restrictions is a permission that lets an admin override the setting in the production restrictions option on the workspace details page and produce documents that contain conflicts defined by these restrictions.

## Overturn

An Overturn is a document that was coded one way in one finished round and then coded another way in a subsequent finished round.

## Overwrite

Overwrite is a setting in the Relativity Desktop Client that erases existing documents in Relativity and replaces them with new import files.

## **Persistent Highlight Set**

A Persistent Highlight Set is a reusable, transferable set of persistent highlight specifications a reviewer can select in the Viewer to assist in document review.

## **Picker**

A Picker is a pop-up dialog where an admin can select objects and values when creating fields, filtering, setting up saved searches, and setting other configurations in a Relativity workspace.

## **Pivot**

A Pivot is a Relativity feature an admin can use to quickly analyze case data to identify trends and patterns in a case by summarizing data in tables and charts to simplify analysis.

## **Process Transcripts**

Process Transcripts is a mass operation that reads an ASCII text file, identifies page breaks, and parses out the transcript content into a hyperlinked word index for fast searching.

## **Processing**

Processing is a Relativity feature used by an admin to ingest raw data directly into a workspace for eventual search and review without the need for an external tool.

## **Produce**

Produce is a Processing term used when preparing documents, electronically stored data, and other tangible items for submission to a party during the discovery phase of litigation.

## **Production Set**

A Production Set is a saved set of parameters that Relativity uses when running a production. A Production set includes a markup set for redactions, document numbering, image placeholder, branding, and other settings.

## **Propagation**

Propagation is a setting that automatically forces a coding value to a specified group of related items such as duplicates, family, similar documents, etc. during document review.

## **Publish Files**

Publish Files is the final stage of processing, in which an admin can load processed data into the environment so reviewers can access the files.

## **Queue**

A Queue is an area of Relativity that stores jobs that have already been created and are in some stage of being completed, whether their status is pending, waiting, processing, stopped due to error, or completed.

## RDC

RDC is the Relativity Desktop Client, which an admin uses to import a document load, image, and production files to Relativity and to export production sets, saved searches, and folders, as well as to both import and export custom Relativity applications and object information.

## Redirection Attempts

Redirection Attempts is the number of times a user is unable to redirect to the URL provided.

## Redistributable

Redistributables are software packages that can be redistributed by a third party as part of its own software. For example, Microsoft Visual C++ 2010 Redistributable, which is required to operate certain versions of Relativity.

## Related Items

Related Items are documents deemed relational based on their similar content and grouped together into duplicates and email families. Related Items are accessible via the related items pane in the core reviewer interface.

## Relativity Binders

Relativity Binders is an iPad application where users can securely view evidence and prepare narratives on their iPads. With this app, users can view, annotate, and organize documents from Relativity. The app synchronizes and saves the user's annotation information in Relativity.

## Relativity Binders Admin

Relativity Binders Admin is an application where users can generate PDFs from a set of documents in Relativity and then provide those PDFs as a "binder" for Relativity Binders iPad app users.

## Relativity Dynamic Object

A Relativity Dynamic Object is an object that an admin can customize and link to documents and to each other to create powerful custom applications.

## Repeated Content Filter

A Repeated Content Filter is an object under the Analytics tab that removes text that doesn't contribute to the conceptual content of a document, such as confidentiality footers or standard boilerplates, which then prevents the Analytics engine from discovering unwanted term correlations.

## Replace (mass operation)

Replace is a mass operation that an admin can use to replace existing field text with new content.

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## Resource Files

Resource Files is a Relativity feature in which an admin can upload files or assemblies with custom code for use in applications and provide custom functionality for a Dynamic Object or other features.

## Resource Pool

Resource Pool is a set of servers (agent and SQL) and file repositories associated with a workspace based on litigation matter, location, or other categories.

## Review Manager

Review Manager is an application where admins can generate forecasts, insights, and optimizations to help track the time and cost of review and provides graphical reports of key review metrics help streamline workflow and implement best practices.

## Round

A Round is a set of documents that are categorized by Assisted Review and checked by a reviewer for accuracy.

## S

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## Sample set

A Sample set is the group of documents produced by Assisted Review to be submitted to reviewers as a means of training the system. A Sample Set is randomly created by Assisted Review. The number of documents in the Sample Set is determined by the overall size of the Data Set, in conjunction with one of the following sampling types: statistical sampling, percentage sampling, or fixed sample size.

## Saved Search

A Saved Search is a saved set of admin-defined criteria with custom queries and unique views used to return the latest documents that meet the defined criteria.

## Script

A Script is a SQL-based command that admins can use to customize and augment Relativity functionality. Scripts are deployed with Relativity and reside in the Relativity script library.

## Search Index

A Search Index is an admin-defined set of specifications to facilitate a search across content and isolate individual terms within individual documents.

## Search Terms Report

A Search Terms Report is a Relativity feature where an admin can enter a list of terms or phrases and generate a report listing those words' frequencies in a set of documents.

## Servers

Servers is a tab available from Home in which an admin can add new resource servers, including Analytics and processing servers, to the environment and view a list of the various servers

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currently in use in the environment.

## **Services API**

Services API is a set of web services used to programmatically create, read, update, delete, and query some of the most commonly used Relativity object/artifact types.

## **Similar document detection**

Similar document detection is a feature within Analytics that identifies groups of highly related documents based on conceptual similarity and displays them as related items in Relativity.

## **Skip**

Skip is a feature that accelerates document review by advancing a reviewer to the next document in the queue that meets the condition of the view when propagation is enabled.

## **SQL Server**

SQL Server is a relational database management system and relates to the SQL Server setting on the resource pool layout, to which an admin can add the name of a an SQL Server available on the network.

## **Structured Data Analytics**

Structured Data Analytics is an operation within Analytics that analyzes text to identify the similarities and differences between the documents in a set so that users can quickly assess and organize a large, unfamiliar set of documents. Using Structured Data Analytics can shorten review time, improve coding consistency, optimize batch set creation, and improve Analytics indexes.

## **Summary Report**

A Summary Report is an aggregate tally of field values that an admin can run from the Summary Reports tab.

## **System admin**

A system admin is a Relativity admin with rights to view every item within a Relativity environment, including access to all admin tabs from Home, an admin can create and edit new clients, matters, users, groups, and views, among other features.

## **System Objects**

System Objects are system components such as fields, views, layouts, and groups that are intrinsic to Relativity and can't be modified or removed.

## **T**

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## **Tab**

A Tab is an interface component that gives the admin or reviewer access to an assortment of Relativity functionality.



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## **Tally/Sum/Average**

Tally/Sum/Average is a mass operation to tally, sum, or average the values of fixed-length text, choice, user, and number field types associated with documents and objects. This feature is used to determine the number of pages in a print job or production.

## **Textual near duplicate**

Textual near duplicate is an option within Structured Data Analytics that identifies records in which most of the text appears in other records in the group and in the same order. This option returns a percentage value indicating the level of similarity between documents.

## **Transcript**

A Transcript is a document version of an attorneys' dictation made during litigation.

## **Transform Set**

A Transform Set is a Relativity feature that uses handlers to analyze and extract the contents of one field and copy them to another.

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## **U**

### **URL**

A URL, or Uniform Resource Locator, is a web address that pertains to a field on the servers layout, the WebService URL field on the Relativity Desktop Client, the Download Handler URL field on the workspace layout, and the Relativity Analytics Server field on the Analytics Index.

### **User**

A User is an individual with access to the Relativity environment.

### **Utilities**

Utilities are settings in Relativity that allow an admin to manage system keyboard shortcuts, download the Relativity Desktop Client and the viewer installation kit, and view users' personal items.

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## **V**

### **View**

A View is a customizable list of items in Relativity from which a user can sort and filter to locate specific items.

### **Viewer**

The Viewer is the area of the core reviewer interface in which document review takes place. It displays loaded forms of documents from the workspace and provides options for controlling the mode in which those documents display. Reviewers can apply markups, redactions, and persistent highlights to documents in the viewer.

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## W

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### **Web API**

A Web API is a defined set of HTTP request messages along with a definition of the structure of response messages; Web API pertains to one type of server displayed on the Servers tab and available to associate with a resource pool.

### **Web Server**

A Web Server is a server that delivers content to Relativity to make it accessible through the Internet; Web server pertains to the servers displayed on the Servers tab that are available to associate with a resource pool.

### **Workspace**

A Workspace is a securable document repository used to facilitate productions, witness testimony, and other documents in which admins and reviewers conduct searches for relevant material and set up Views to organize that material.

### **Workstation**

Workstation is a general term for the platform that hosts the software, hardware and utilities required to operate Relativity.

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## X

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### **XML**

XML is a markup language that defines a set of rules for encoding documents in a format readable by both humans and machines.