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ID Remote Review: Instructions and Policies

Purpose

This document provides information regarding remote review instructions and policies.

Communication Protocol for Technical Issues

If you encounter any technical issues, you must send an email to IT as follows so that they can try to troubleshoot your issue remotely:

- A. **TO:** RemoteSetup@innovativedriven.com
- B. **CC:** Project Manager(s)
- C. **SUBJECT LINE:** Project [Codename] – Technical Issue
- D. Send a short explanation of the issue with a screenshot of received error message.
- E. Include your phone number so that IT can reach out to further troubleshoot.

Email Protocol (Personal vs ID)

ID Email

- A. You are to use your ID email for ALL project communications.
- B. Limited exceptions to this rule are:
 - I. You are not able to access your ID email and need to contact RemoteSetup@innovativedriven.com for assistance.
 - II. Recruiting will send emails to personal email addresses at the start of a remote review to put the team on notice as to when it will start.
- C. You must frequently check your ID email throughout the workday, several times an hour, as this is how all project information will be transmitted.

Project Codename

- A. To protect client information, each project has been assigned a **project codename**.
- B. You should always use the project codename when referring to the project in writing.
- C. You should never include client or matter names in any subject line nor in the body of emails sent from (or to) your personal email.

Subject Lines

- A. You should always use the project codename at the beginning of each subject line, followed by a hyphen, then the type of email.
 - I. For example, “**Project Alpha – Login Issue**” or “**Project Golf – Review Question.**”

Billing Instructions

“Office” Hours

- A. You are allowed to work remotely only for the standard office hours for your project, as defined by your Project Manager(s).

Technical Issues

- A. Please be sure to immediately contact RemoteSetup@innovatedriven.com and copy your Project Manager(s), if you are encountering technical issues (see [Communication Protocol for Technical Issues](#)).
- B. Should you encounter technical downtime that lasts longer than 30 minutes, we require that you stop billing until your technical issues are resolved.

Billable vs Admin vs Non-Billable Time

A. Billable – Paid Time

- I. Time spent reviewing project-related emails and case updates in Outlook.
- II. Time spent reviewing Decision Logs.
- III. Time spent coding in Relativity.

B. Admin – Paid Time

- I. HR or Administrative Meetings
- II. Downtime where workspace resources are unavailable (i.e., Relativity link not working, etc.)
- III. Relativity workspace unavailable
 - a) Errors within Relativity
 - b) Workspace link unavailable

C. Non-Billable – Not Paid

- I. Technical issues caused by user-error.
- II. Technical issues due to insufficient remote system requirements
 - E.g., Your computer does not have appropriate operating system or browser to accommodate the workspace.
- III. Technical issues due to failure to review and/or follow written instructions.
- IV. Lockouts due to incorrect password entries
- V. Wait time between contacting RemoteSetup@innovatedriven.com and

resolution, if the technical issue is due to any of the above.

VI. Wait time exceeding 30 minutes due to ID system issues.

Installing and Activating DUO

Purpose

Innovative Driven uses multi-factor authentication for RDS access. You will be required to install an application called DUO on your iOS or Android smartphone.

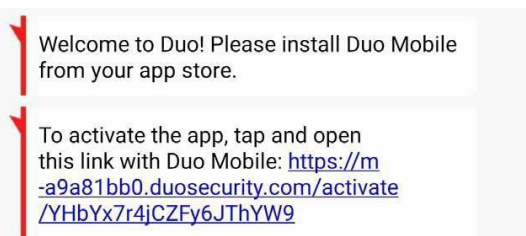
Installing DUO

Download the App

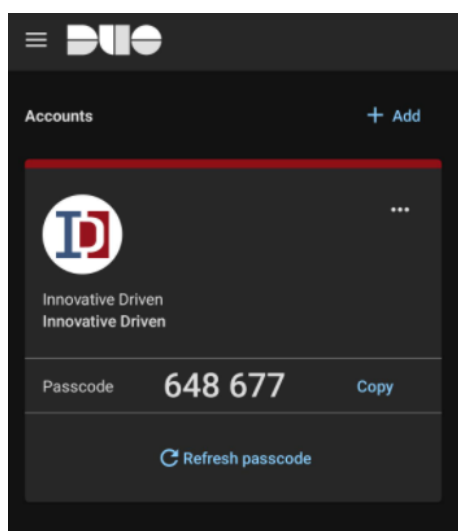
1. In the iOS app store or Google Play store, search for the DUO app.
2. Select **Install**
3. Once the application has installed, select **Open**.

Activating DUO for Innovative Driven

1. Once IT has enrolled you in DUO, you will receive an activation link via text message to complete the process.



2. Click on the activation link.
3. If duo mobile is already downloaded to your phone, the app will open and show you below image to confirm setup is complete.



Logging into RDS and Accessing Apps

Purpose

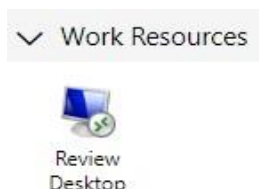
RDS is a workspace used by Innovative Driven that is accessed using multi-factor authentication through Duo Mobile. After you have approved access to RDS using Duo, this document provides instructions on accessing the apps within RDS (e.g., Outlook, Timekeeping, and Relativity).

Logging into RDS

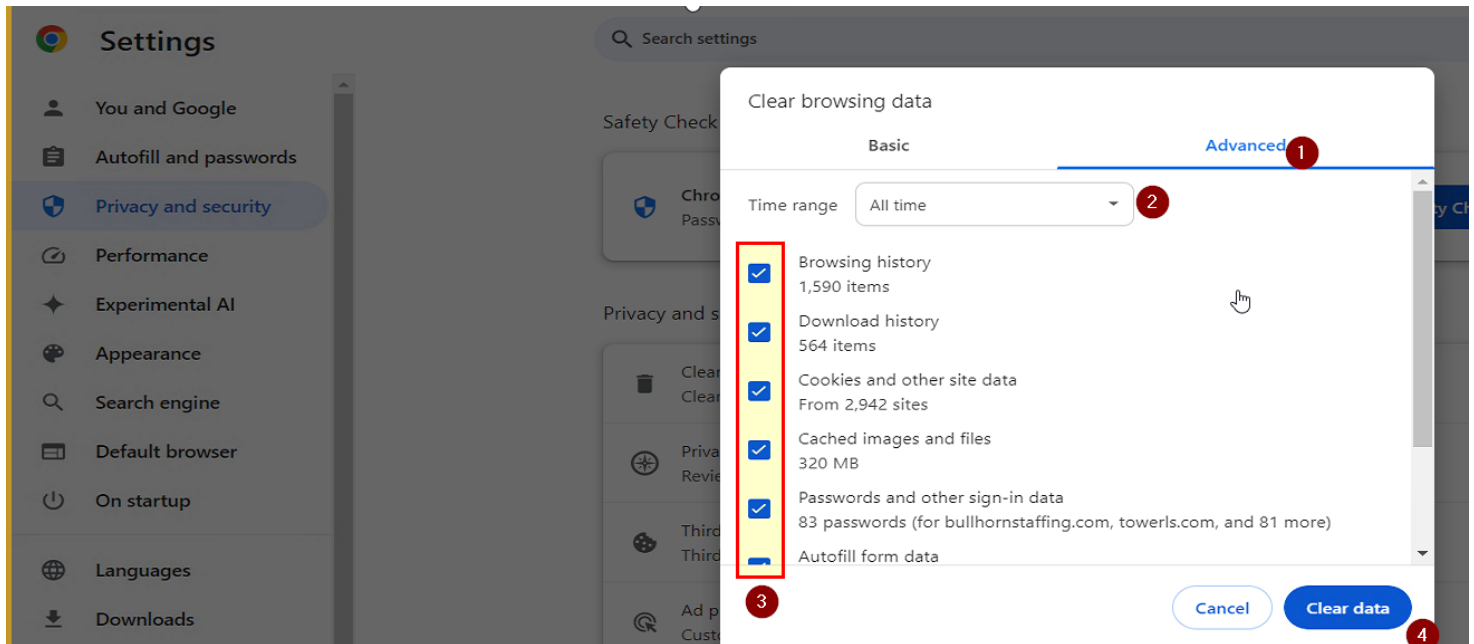
1. Navigate to <https://rds.idedd-review.com> in a supported browser:



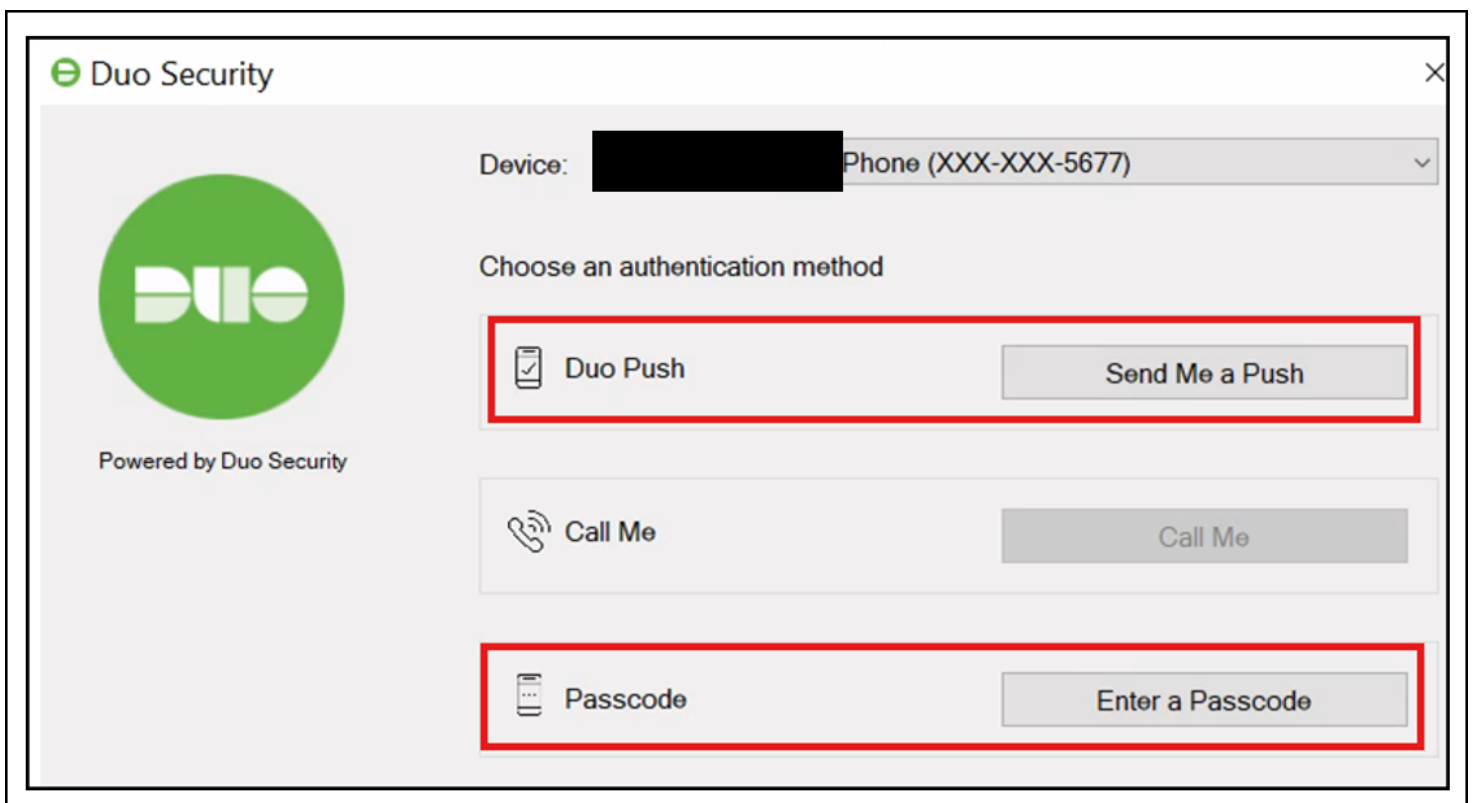
2. Sign in with your ID credentials provided to you via email:
 - I. The username is your **ID Email**.
 - II. if you need a password reset, please email IDR_NationalRecruiting@innovativedriven.com with your **Project Code Name** included in the subject line.
3. Click the "Review Desktop" icon to launch the desktop.



4. If you receive an error message saying "Oops, we couldn't connect to...", please clear your browser cache via your browser settings. After clearing the "cached images and files", close and reopen the browser. Use the following image from Google Chrome as guidance:



5. After signing in, you will be prompted for a DUO Mobile security passcode to be sent to your personal cell number. You will have the following options:
 - I. Have DUO send a notification push to approve or deny access.
 - II. Have DUO text you the passcode.
 - III. Please note that you will NOT have the call option.



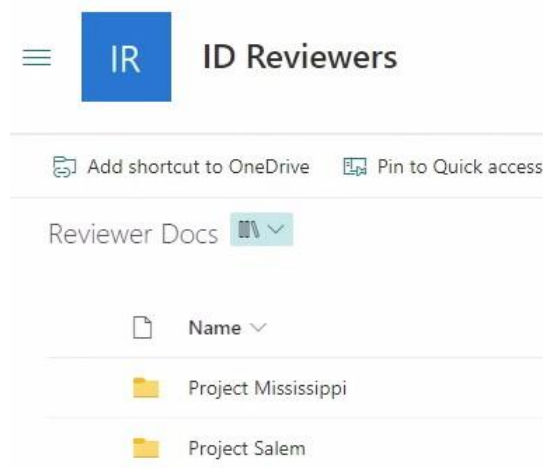
Reviewer Materials

Once signed in you will have access to the RDS desktop where you can open the Reviewer Share folder (through SharePoint), BMS Timekeeping, Relativity, Outlook and Google Chrome.



1. Reviewer Share Folder

- A. If your client did not approve hard copy or printed materials leaving the review center, we have made the Review Materials available via the ID SharePoint on RDS desktop.
 - i. After logging using your idedd-review credentials, you will have access to your reviewer share folder.



2. Taking Notes

- B. Similarly, if your client did not approve hard copy Review Materials leaving the review center, you can take notes only in NotePad++ or Microsoft Word within the RDS environment.
- C. DO NOT take or create any handwritten or personal notes outside of RDS, including on your personal computer outside of RDS.



Ending Your RDS Session

To end your session, you can choose the browser tab or follow the below instructions:

1. Right-click the Windows icon on the desktop,
2. select ***“Shut down or sign out,”***
3. then select ***“Disconnect”*** or ***“Sign out.”***
 - a. ***“Disconnect”*** ends the session on the user's end, but it will stay open on the server for 30 minutes. If you login within the 30 minutes, you will be logged into the same session without losing any of the previously opened tabs.
 - b. ***“Sign out”*** ends the session on the user's end as well as on the server. Previously opened tabs will be lost immediately.

