
How to Apply for Employment Mediation online

Quick User Guide

Introduction

From 12 June 2017, requests for Mediation can be completed and submitted online via the Resolve online system. This User Guide takes you through the steps to take to request and submit an Employment Mediation application online.

Why request Mediation Services online?

Having the process to request mediation available online is part of our plan to make it easier, faster and more secure for people and businesses to access and interact with us as a service.

It means you can go into a secure online environment to request mediation, plus track the status of your application, receive notifications, send through supporting documentation quickly and securely, and see the outcome of your mediation.

Nothing changes about the way we schedule or carry out mediations, but it makes things like scheduling easier.

What do you need to request Mediation Services online?

You will need:

- A RealMe account and login, which is the Government's identification verification system
 - a working email address
 - A Resolve account and login: this is Employment Mediation Service's online service
 - Name and contact details of both parties
 - Scanned attachments of supporting information to your request such as employment agreements, wage and time records, letters, emails or text messages.
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What happens once you request Mediation Services online?

Once we have received your application for Mediation and supporting documentation, you and the other party will be contacted by one of our Employment Mediation Services staff to find a suitable time and place for a mediation meeting to occur.

Why go online?

Requesting an Employment Mediation online means you will be able to:

- Include all the necessary information upfront, which means better accuracy and more efficient processing

- Track the application for Mediation throughout the entire process, from initial submission through to conclusion
- Check and add to the information if needed before submitting.

It also means less manual handling of information, which makes for a more efficient, more consistent and more accurate process overall.

What about submitting a request for Mediation by post or in person?

For those who usually post or bring a request for Mediation to us, we will work with you over coming months to help you get used to using the new system.

For people without online access, we will still accept and manually process paper Mediation requests received by post or in person at our offices. Once the paper form has been received, processed and entered into our system, it will be placed in the queue to be allocated to a Dispute Resolution Co-ordinator.

Need more help or information?

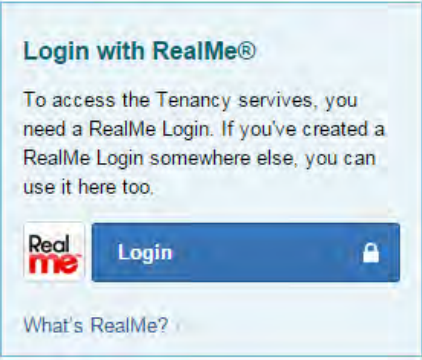


If you need help or more information about applying for Employment Mediation online or setting up a RealMe account and login, you can:

- visit www.employment.govt.nz and visit the Request for Mediation page
 - call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz
 - call our Employment Mediation Services Contact Centre
 - From within NZ, call 0800 20 90 20 during business hours (8.30am - 5.00pm Monday to Thursday, 9.00am - 5.00pm Friday excluding public holidays)
 - If you're calling from overseas, call +64 9 969 2950
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Creating a Resolve online account

<p>What is it?</p>	<p>A Resolve online account gives you automatic and secure access to our online Employment Mediation Services.</p> <p>From 12 June 2017, you can submit a Request for Mediation online using your Resolve account.</p>
<p>Who sets up the Resolve account?</p>	<p>The first user account created for your organisation becomes the Administrator by default. You need to decide how your organisation wants to set up and administer this Administrator account.</p> <p>Each organisation account has one Administrator who will be the only user in the organisation responsible for:</p> <ul style="list-style-type: none"> • adding registered members to the account to allow other individuals or staff members within the organisation to make applications and manage submitted applications on behalf of the organisation • assigning applications to any registered member or reassigning applications from one registered member to another • removing registered members when they are no longer approved to make or manage applications made on behalf of the organisation
<p>How many account members can each organisation have?</p>	<p>Your organisation can have as many members as required. These members can only view and manage applications they have either been assigned by their Administrator or have filed for the organisation using their registered member account.</p> <p>You may:</p> <ul style="list-style-type: none"> • have one account for your organisation and nominate your organisation's Administrator to set up the organisation's account • have multiple accounts for your organisation by setting up different organisation accounts for different regional offices and have an administrator in each office manage that office's account • prefer each individual staff member to create an individual account so that each staff member manages their own files themselves without the need for an Administrator for the organisation

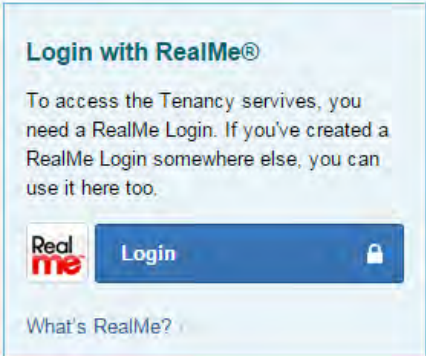
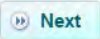
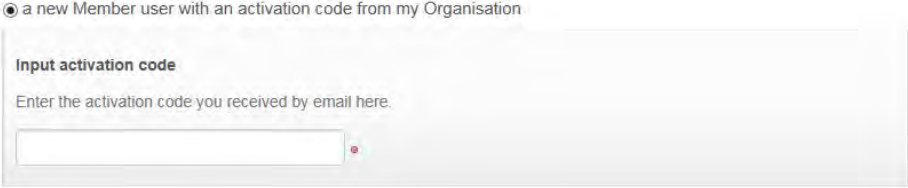

Registering a Resolve account for the first time

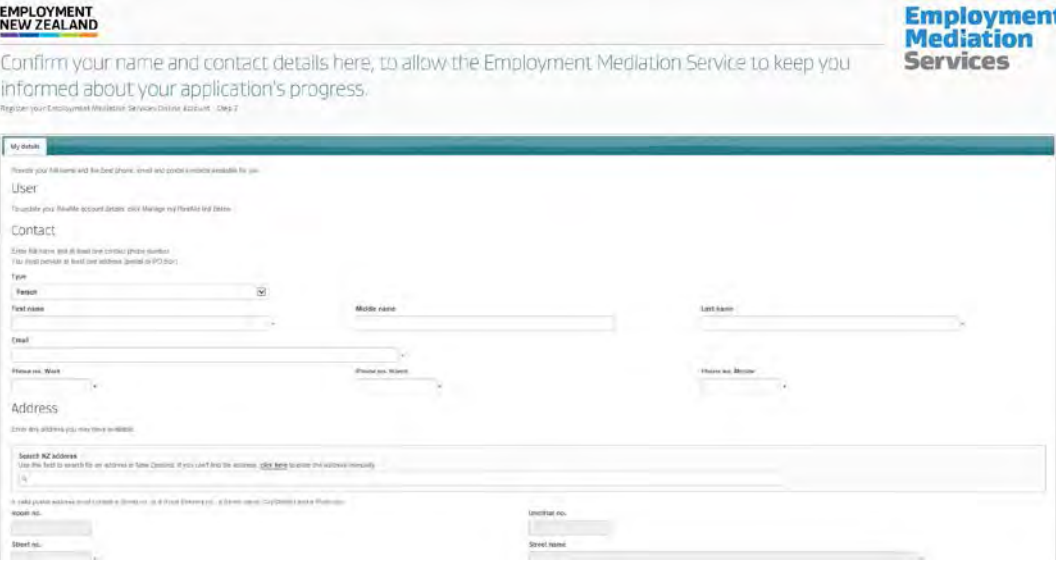

STEP	ACTION
1	Navigate to https://dispute.employment.govt.nz .
2	<p>Click Login. You need to login using a RealMe account.</p> 
3	<p>If you don't already have a RealMe account, see page 21 of this User Guide and follow the steps to create one.</p> <p>If you do have a RealMe account, log into it as usual and continue the steps below.</p>
4	<p>Click <input type="radio"/> an individual representing myself, or an Administrator user for my Organisation then check the mandatory boxes and click  at the bottom right of the screen.</p> <p>This displays the "Register your Employment Mediation Services account - Step 2" screen.</p>
5	<p>Complete all your details here and then click  at the bottom-right corner of your screen.</p> <p>You are now the Administrator for your organisation and are ready to make an online Employment Mediation Services application for your Organisation or to register or manage other members in your organisation.</p>

NOTE: As the Administrator for your Organisation, the contact details, name and address you provide in the [Register your Employment Mediation Services account - Step 2](#) screen will automatically populate in this screen when Members register with Employment Mediation Services. Think about what these defaults will be when an Administrator completes this section.

1. How to set up other Member accounts

Your organisation’s Administrator will need to add you as a registered Member and you will receive an activation code by email.

Step	Action
1	Navigate to https://dispute.employment.govt.nz .
2	<p>Click Login. You need to login using a RealMe account.</p> 
3	<p>If you don’t already have a RealMe account, see page 17 of this User Guide and follow the steps to create one.</p> <p>If you do have a RealMe account, log into it as usual and continue the steps below.</p>
4	<p>Click <input type="radio"/> a new Member user with an activation code from my Organisation and click  at the bottom right of the screen.</p> <p>Result: This box will display.</p> 
5	Copy the activation code from the email you received when your Organisation’s Administrator entered you as a registered Member, into the free-text field.
6	Click  at the bottom right of the screen.

7	<p>The “Register your Employment Mediation Services account - Step 2” screen displays.</p> 
8	<p>Enter your details into this page then click  at the bottom right corner of your screen.</p>
9	<p>You are now ready to submit records of settlement to online on behalf of your Organisation.</p>

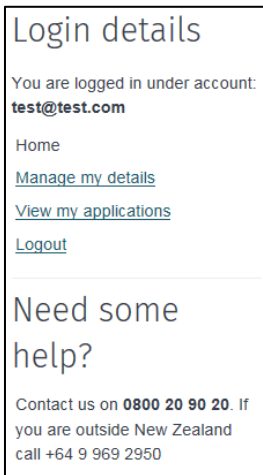
2. Managing Registered Members

As Administrator for Employment Mediation Services Online, you are responsible for maintaining your Organisation's profile, adding and deleting registered Members and delegating applications amongst registered Members.

In this section are steps showing how to:

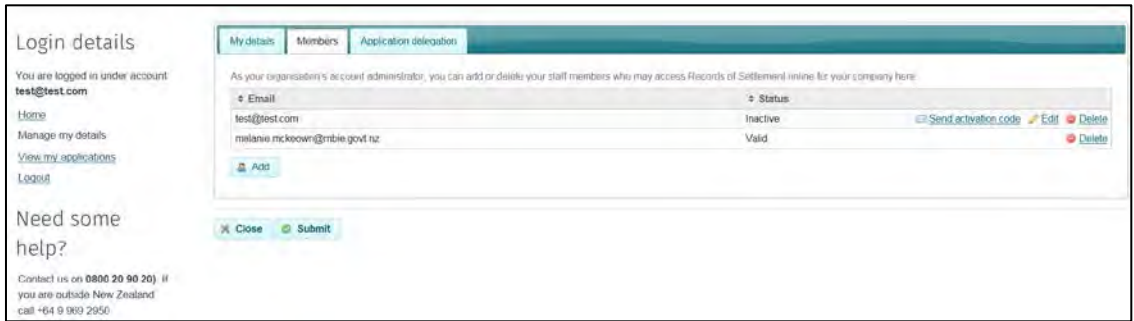
- A. Add registered Members
- B. Delete registered Members
- C. Delegate applications

A. Adding registered Members

STEP	ACTION
1	Login to Employment Mediation Services Online
2	Click Manage my details 

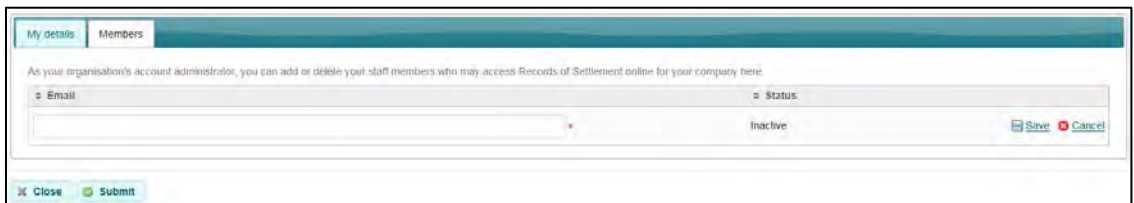
3

Click the Members tab.



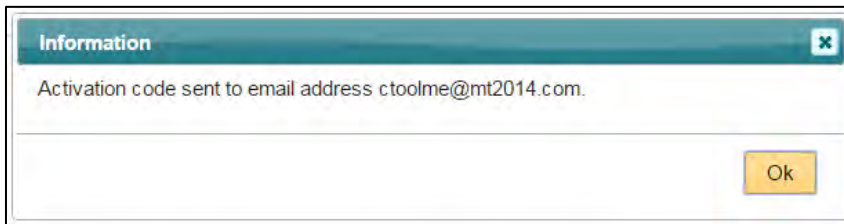
4

Click Add.



5

Type the email address for the Member you wish to add into the box and click Save. You will have a window pop up to confirm this has been done. Click Ok.



This causes an email to be sent to the Member to provide an activation code. This code must be used by the new Member to access Employment Mediation Services Online (following the steps outlined Registering a Member Account).


You will see the status for the newly added Member shows as inactive and options are available to regenerate an activation code, edit the email address or delete the Member.

B. Deleting registered Member

STEP	ACTION
1	Login to Employment Mediation Services Online
2	<div data-bbox="336 439 635 972" style="border: 1px solid black; padding: 10px;"> <p>Login details</p> <p>You are logged in under account: test@test.com</p> <p>Home Manage my details View my applications Logout</p> <hr/> <p>Need some help?</p> <p>Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950</p> </div>
3	<p>Click the Members tab.</p> <div data-bbox="336 1093 1449 1413" style="border: 1px solid black; padding: 10px;"> </div>
4	<p>Locate the Member you wish to delete within the list and click Delete. A pop up window will appear asking you to confirm that you intend to delete this Member.</p> <p>Click on Yes if you are happy that you have selected the correct Member for deletion or No if you have not.</p> <div data-bbox="336 1637 1102 1827" style="border: 1px solid black; padding: 10px;"> <p>Confirmation ✕</p> <p>This action will remove the users access to Employment Mediation Services Online for your company. Do you want to continue?</p> <p><input type="button" value="Yes"/> <input type="button" value="No"/></p> </div>

C. Delegating applications

As Administrator for Employment Mediation Services Online, you are able to delegate applications amongst registered Members of your Organisation.

STEP	ACTION
1	Login to Employment Mediation Services Online
2	<p>Click Manage my details</p> <div data-bbox="336 586 655 1160" style="border: 1px solid black; padding: 10px;"> <p>Login details</p> <p>You are logged in under account: test@test.com</p> <p>Home</p> <p>Manage my details</p> <p>View my applications</p> <p>Logout</p> <hr/> <p>Need some help?</p> <p>Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950</p> </div>
3	<p>Click the Application delegation tab.</p> <div data-bbox="336 1279 1422 1599" style="border: 1px solid black; padding: 10px;"> </div>
4	<p>There are several ways you may locate files using the Search criteria. If you know the Ref no. for a file you can enter it in the corresponding box, click  and have the system locate your file this way. For example:</p>

My details Members Application delegation

As your organisation's account administrator, you may allocate Records of Settlement to your registered staff members.

Search

Ref. no. 160 Case type No selection Status Select

Submission date to

Search Clear

1 Application(s)

Ref. no.	Type	Status	Submitted date	User in charge	Modified date
160	Record of Settlement	Filed	11/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:18:59 p.m.

Select all - Select none Show / Hide columns

You can select one or more applications to delegate. Please ensure you select the correct user in-charge email to delegate the application(s) to:

Melanie McKeown (Person) test@test.com Delegate application(s)

Close Submit

In this example Ref no. 160 was searched for by entering the ref. no. in the Ref. no. field. No information was entered into the other search fields.

5 Alternative search methods include locating a file by its Status or Submission date.

6 To delegate one or more applications to a specific user, select the file(s) by clicking on the check box in front of the application.

My details Members Application delegation

As your organisation's account administrator, you may allocate Records of Settlement to your registered staff members.

Search

Ref. no. Case type No selection Status Select

Submission date 14/03/2016 to 18/03/2016

Search Clear


9 Application(s)

Ref. no.	Type	Status	Submitted date	User in charge	Modified date
136	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:26:17 p.m.
138	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:26:16 p.m.
152	Record of Settlement	Filed	16/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 12:18:35 p.m.
159	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:46 a.m.
135	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:37 a.m.
177	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:47:30 a.m.
197	Record of Settlement	Filed	17/03/2016	Melanie McKeown (Person) test@test.com	17/03/2016 11:03:49 a.m.
176	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	15/03/2016 11:02:22 a.m.
175	Record of Settlement	Filed	14/03/2016	Melanie McKeown (Person) test@test.com	14/03/2016 4:59:54 p.m.

Select all - Select none Show / Hide columns

You can select one or more applications to delegate. Please ensure you select the correct user in-charge email to delegate the application(s) to:

Melanie McKeown (Person) test@test.com Delegate application(s)

7 Using the drop down menu at the bottom right, select the User you want to delegate the applications to then click  Delegate application(s) . The applications will move to the selected User's applications list.

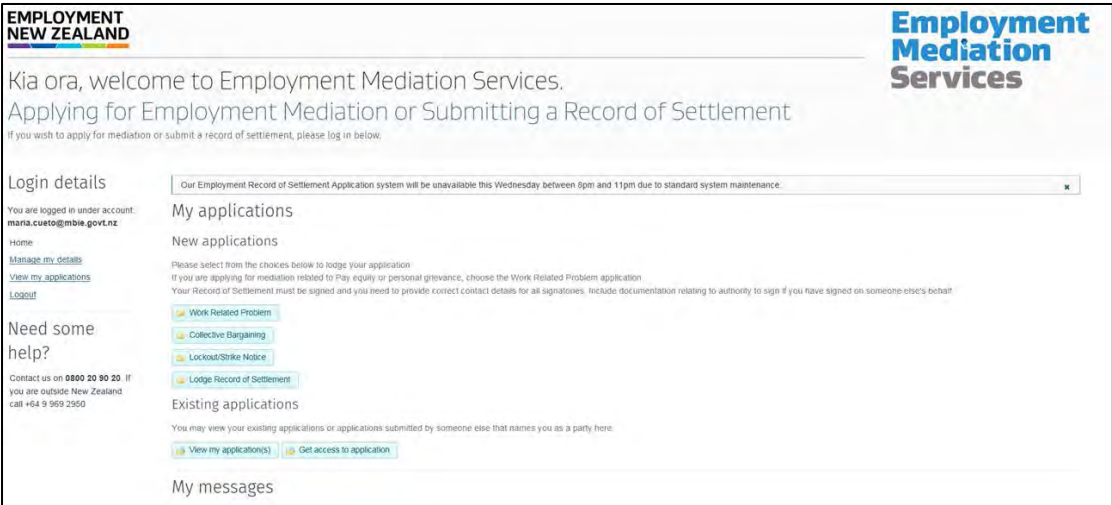
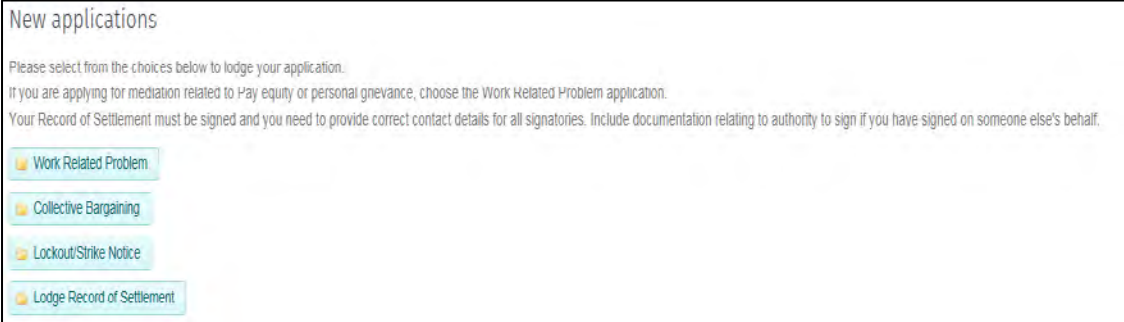
1. Apply

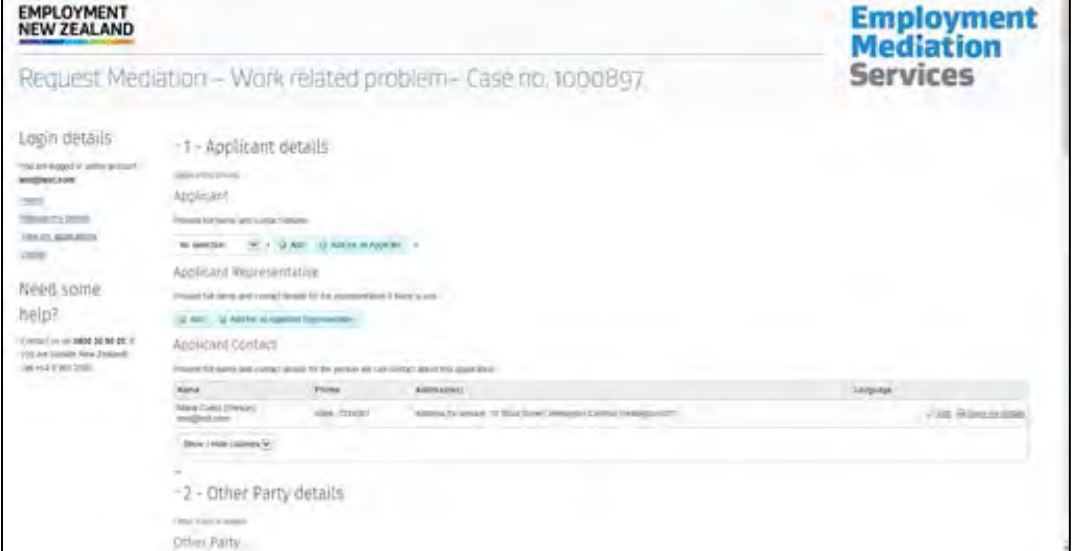
This section outlines the steps for:

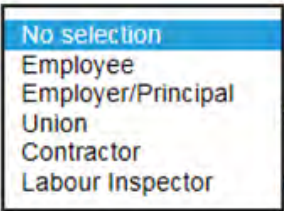


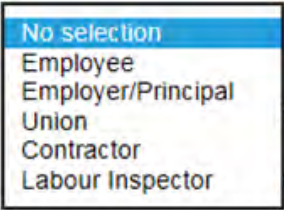
- A. Submitting a Request for Mediation online. There are three types of application that can be used depending on the nature of the problem being raised.
 - 1. Work related problem
 - 2. Collective Bargaining
 - 3. Lockout/Strike Notice
- B. Viewing draft or submitted Request for Mediation applications online



A. Submitting a Request for Mediation online

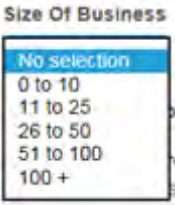


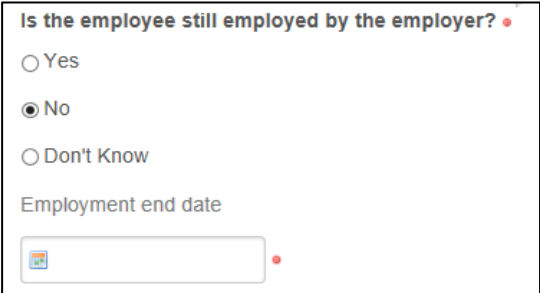

This table shows how to record details of and submit a Request for Mediation in Resolve


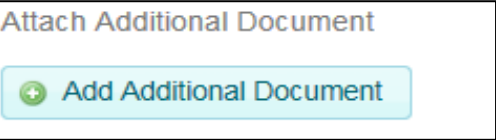
STEP	ACTION
1	<p>Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.</p> 
2	<p>Click Request for Mediation to start the submission process.</p> 
3	<p>The “Request for Mediation– Case no. xxxxxxx” will display.</p>

	 <p>The screenshot displays the 'Request Mediation' form for Case no. 1000897. The page header includes the 'EMPLOYMENT NEW ZEALAND' logo and 'Employment Mediation Services' branding. The main content is organized into several sections: 'Login details' on the left, '1 - Applicant details' at the top, 'Applicant Representative' in the middle, and 'Applicant Contact' at the bottom. The 'Applicant Contact' section features a table with columns for Name, Phone, and Address, listing 'Maura Cook (Plaintiff)' with contact details. A 'Show / Hide columns' link is also visible.</p>
4	<p>Enter all required information as below:</p> <p>N.B. To save details of an application at any stage before completing, click Save then Close. To retrieve the draft application again, select View my applications then Edit the draft application.</p>

Section	Notes or action
<p>1 – Applicant details</p>	<p>Applicant: Select the type of applicant from the drop down menu:</p>  <p>Click Add to display the Edit Applicant screen.</p> <p>Select the Type of entity from the drop down menu.</p>  <p>If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.</p> <p>Demographic Data: Select Age group, Gender and Ethnicity.</p>  <p>Applicant Representative: Click Add to enter the details of the Applicant’s representative. Enter contact and address details, then click Submit.</p>
<p>2 – Other Party details</p>	<p>Other Party: Select the type of party from the drop down menu:</p>  <p>Click Add to enter the details of the Other Party. Enter contact</p>

		<p>and address details, then click Submit.</p> <p>Select the Type of entity from the drop down menu.</p>  <p>If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.</p> <p>Other Party Representative: If applicable, click Add and enter contact and address details for the other party's representative.</p> <p>Other Party Signatory: If the Other Party is a company, click Add and enter the Contact and Address details for the signatory (person who signed the agreement on behalf of the company) and then click Submit.</p>	
	<p>3 – Industry details</p>	<p>Select an Industry your company belongs to. Select the industry from the drop down menu:</p> <p>Industry</p> 	

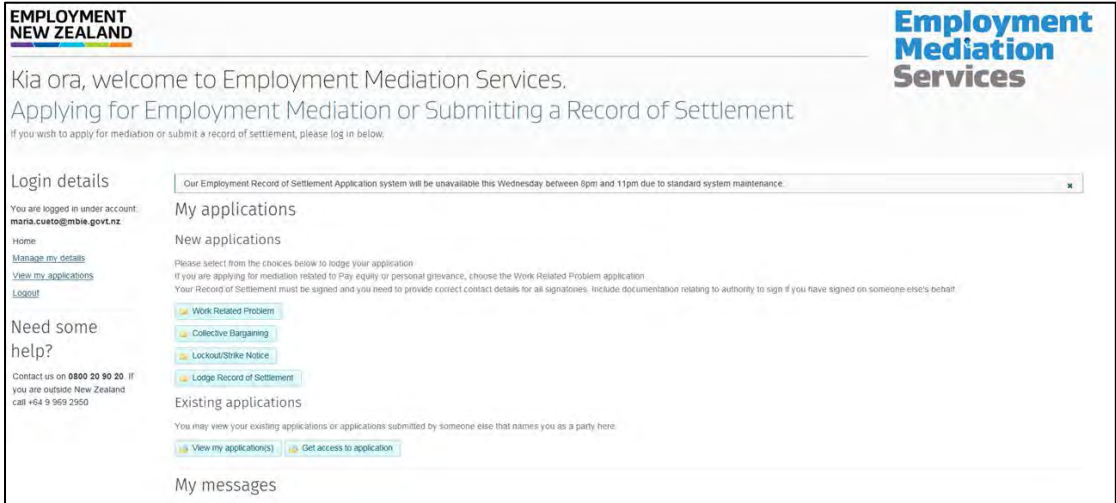
		<p>Select size of the business from the drop down menu:</p>  <p>Location of employment: Search or enter the address for the location of employment.</p>	
4 – Work Related Problem		<p>Select appropriate response to the questions for work related problem, Length of employment and nature of the problem:</p>  <p>Select length of employment from the drop down menu:</p>  <p>If the response to question “Is the employee still employed by the employer?” is No, enter the Employment end date.</p>  <p>Provide details on the nature of the problem.</p> 	
4 – Collective		<p>Select appropriate response for Collective Bargaining questions:</p>	


<p>Bargaining</p>	<p>4 - Collective Bargaining</p> <p>Collective Bargaining</p> <p>Is there a current collective? *</p> <p><input type="radio"/> Current Collective</p> <p><input type="radio"/> Expired Collective</p> <p><input type="radio"/> No Collective</p> <p>Reason Mediation is being requested</p> <p>Has the issue been mediated by MBIE before? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't Know</p> <p>Coverage of the collective agreement:</p> <p>No selection ▼</p> <p>Is the collective bargaining within an essential service? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>If the collective is current or expired, enter the expiry date of the current collective. Provide the reason why the mediation is request.</p> <p>If issue has been mediated by MBIE before, provide information about the previous mediation.</p> <p>Coverage of the collective agreement:</p> <p>Select from the drop down menu:</p> <p>Coverage of the collective agreement</p> 
<p>4 – Lockout/Strike Notice</p>	<p>4 - Strike/Lockout Notice</p> <p>Strike/lockout notice</p> <p>Has the issue been mediated by MBIE before? *</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't Know</p> <p>Previous Mediation information</p> <p>Is the strike/lockout notice(s) within an essential service? *</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="text" value="0 - Strike/lockout notice(s)"/></p>	<p>Select appropriate response for Strike/Lockout Notice questions:</p> <p>If the issue has been raised with MBIE before, provide previous mediation information.</p> <p>Attach a copy of the strike/lockout notice(s) with the application.</p>
<p>Attach Document</p>	<p>Attach any additional document to support the problem being raised.</p>	<p>Attach Additional Document</p> 


	Additional Information	Provide anything that the Employment Mediation Services need to know to manage your application effectively e.g. dates you are unavailable for a mediation, etc.	
		<div style="border: 1px solid black; padding: 5px;"> <p>- Additional information</p> <p>Additional Information</p> </div>	
5	<p>Click Submit.</p> <p>The application will then be submitted and will display in your View my application(s) page.</p>		

B. View Applications

This table shows the steps to view your draft or submitted Request for Mediation.

STEP	ACTION
1	<p>Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.</p> 
2	<p>Click View my application(s) to view all your draft or submitted mediation applications.</p> <p>Result: The View my application(s) page displays.</p>





View my application(s)

View your Records of Settlement here.

Login details

You are logged in under account: **maria.cuelo@mbie.govt.nz**

[Home](#)

[Manage my details](#)

[View my applications](#)

[Logout](#)

Search

Ref. no.

Submission date to

Case type: No selection Status: [Select](#)




9 Application(s)

Ref. no.	Type	Status	Submitted	Parties	Updated date	
1000882	Collective Bargaining	Under Assessment	24/05/2017	Applicant (Employer): Maria Cueto Other Party (Union): Testing Union Maria Union	24/05/2017 2:54:19 p.m.	Lodge ROS Update Withdraw
1000881	Work related problem	Under Assessment	24/05/2017	Applicant (Employee): Maria Cueto Other Party (Contractor): Testing AFS	24/05/2017 2:52:20 p.m.	Lodge ROS Update Withdraw
1000776	Work related problem	Closed	19/05/2017	Applicant (Employee): Maria Test Other Party (Employee): Testing Again	23/05/2017 11:54:12 a.m.	
1000232	Work related problem	To be scheduled for Mediation	01/05/2017	Applicant (Employee): Maria Cueto Other Party (Employer/Principal): Testing Employment	19/05/2017 2:45:00 p.m.	Lodge ROS Update Withdraw
1000271	Collective Bargaining	To be scheduled for Mediation	01/05/2017	Applicant (Employer): Maria Cueto Other Party (Union): Testing Employment Union Maria Testing	11/05/2017 10:55:52 a.m.	Lodge ROS Update Withdraw

3 Click Close or Home to return to your My Inbox.

2. Setting up a RealMe account and login

N.B. If you need help setting up a RealMe account and login, you can call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz

STEP	ACTION
1	<div data-bbox="316 524 659 851" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">Create a RealMe login</p> <hr/> <p>To access this service you need a RealMe login.</p> <p>This will give you access to a range of services with a single username and password, and much more. You only need one RealMe login and it's designed to protect your privacy and security.</p> <p style="text-align: center;">Create your RealMe login now</p> </div> <p>If you don't have RealMe account and login, follow the steps below to create one: Click Create your RealMe login now.</p>
2	<p>Complete the Create a RealMe login form. Your email address, username and password are mandatory. You are also required to provide responses to three security questions and accept the RealMe Terms of Use.</p> <div data-bbox="443 1144 700 1216" style="border: 1px solid black; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Create my RealMe login</p> </div> <p>Then click</p>
3	<p>You will receive an email from RealMe and be navigated to this page:</p> <div data-bbox="316 1344 1182 1924" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 90%;"> <div style="text-align: center;">  </div> <div style="background-color: #fff9c4; padding: 5px; text-align: center; margin-top: 10px;"> <p>Your RealMe login is ready</p> </div> <div style="margin-top: 10px;"> <p> You can now use this one login to access lots of different online services.</p> </div> <div style="background-color: #e8f5e9; padding: 10px; margin-top: 10px;"> <p>We've sent you an email.</p> <p>Did you realise you can do other useful things with RealMe@? Like being able to prove who you are online, without needing to visit a branch or office every time! You only need to reverify your identity once every five years. Check your email to find out more.</p>  </div> <p style="margin-top: 10px;">You need to return to Tenancy Tribunal Application where you will be logged in.</p> <div style="text-align: right; margin-top: 10px;"> <p>Continue</p> </div> </div>
4	<p>Click Continue. You will be returned to Employment Mediation Services and asked to</p>

register your Resolve account.

The screenshot shows a web form titled "Register your Employment Services account - Step 1". It contains the following elements:

- Title:** Register your Employment Services account - Step 1
- Section: I am:**
 - an individual representing myself, or an Administrator user for my Organisation
 - a new Member user with an activation code from my Organisation
- Text:** You are creating a new account for you/your organisation and will automatically become the Administrator for this account.
- Text:** As the Administrator you will have access to all records of settlement submitted under this account. You must maintain the confidentiality of the parties involved in the applications at all times.
- Section: Your responsibilities as the Administrator include:**
 - Adding members to the account to allow other individuals or staff members within your organisation to make and manage applications on behalf you/your organisation
 - Assigning applications to any registered members of the account
 - Removing registered members when they are no longer approved to make or manage applications on behalf of you/your organisation
- Text:** If a registered member is removed from the account, any active applications that were assigned to them will now be automatically assigned to you as the Administrator
- Checkboxes:**
 - I understand that setting up this organisation account will automatically make me the Administrator and the implications of this.
 - I have read and understood the [New Zealand at Work Privacy Statement](#).
- Button:** Next