

# The CAR.ODR.com Handbook for Parties, Representatives & Interested Persons

## Table of Contents

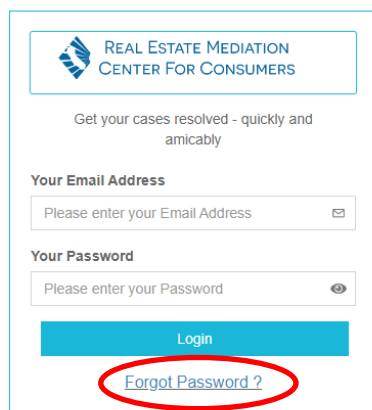
|                                |   |
|--------------------------------|---|
| Logging into the platform..... | 1 |
| Updating your profile.....     | 2 |
| Accessing your case .....      | 2 |
| Case Home.....                 | 3 |
| Intake Details.....            | 4 |
| Documents .....                | 5 |
| Users .....                    | 6 |
| Discussions .....              | 7 |
| Calendar .....                 | 8 |
| Mediator Rankings.....         | 8 |

## Logging into the platform

To enter the platform & access your case, visit <https://car.odr.com> to login. You will receive an email to login and create a password when your account is activated. *We recommend bookmarking <https://car.odr.com>, so you have easy access to login and access your account.*

If you do not receive this email, (or do not remember your password), you may click Forgot Password. This will trigger an email link to be sent to you to reset your password.

If you are having problems accessing your account, please contact us at [mediation@car.org](mailto:mediation@car.org).



Make sure to monitor your email for updates on the status of your mediation. You may also access the case within the CAR.ORD.com system.

## Updating your profile

You may update your profile by selecting the blue circle with your first initial at the top right of your account and then select “My Profile.” Update your contact information and select Submit. This will ensure that the Center & your mediator have your most up-to-date contact information. You may also contact us at [mediation@car.org](mailto:mediation@car.org) if you need assistance updating your contact information.

REAL ESTATE MEDIATION  
CENTER FOR CONSUMERS Home

C.A.R. K

Katy Perry

1 Add Person Details

User Type \*

Initiating Party

Email \*

katyperry@mailinator.com

The maximum characters allowed for this field is 128.

Address1

The maximum characters allowed for this field is 1000.

State

The maximum characters allowed for this field is 1000.

Phone

1234567890

The maximum characters allowed for this field is 1000.

Full Name \*

Katy Perry

The maximum characters allowed for this field is 256.

Organization

The maximum characters allowed for this field is 128.

City

The maximum characters allowed for this field is 1000.

Zip

The maximum characters allowed for this field is 1000.

Confidential notes

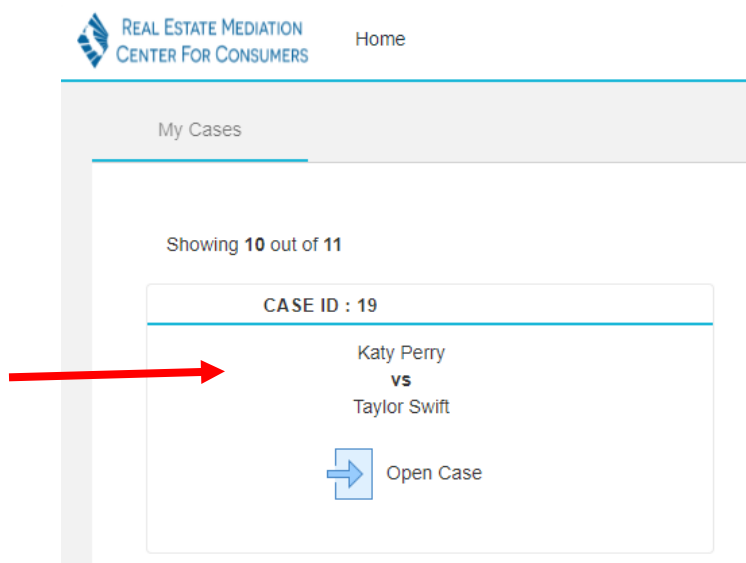
My Profile Sign out

Terms and conditions

Submit

## Accessing your case

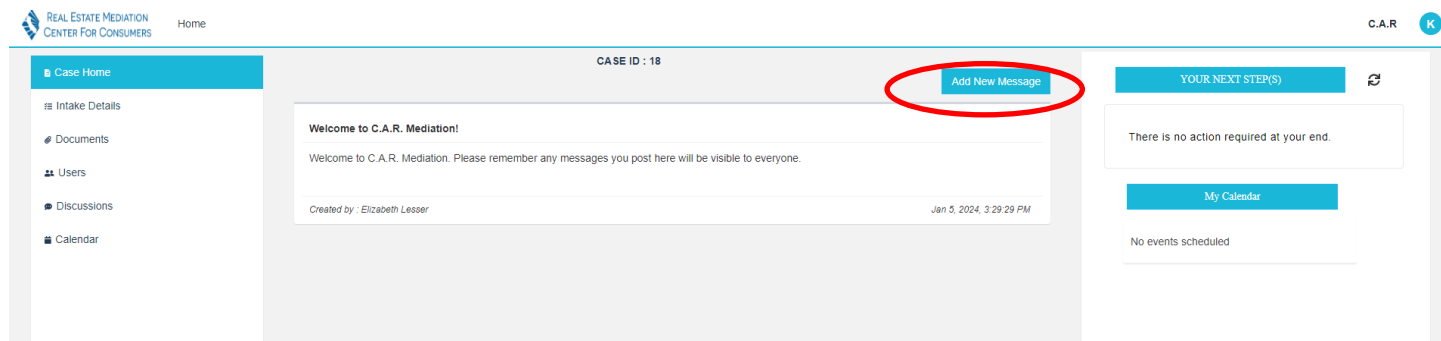
When you login, the home screen will show you the cases where you are listed as a party (e.g. Buyer/Seller, Landlord/Tenant, etc), representative (e.g. legal counsel, individual with power of attorney) or Interested Person (**relevant** individuals not contractually required to mediate but whom you intend to invite as voluntary participants to the mediation).



If you click on the case, it will take you to the Case Home.

## Case Home

Case Home is where you access all case information. Anyone associated with the case will be able to add and view messages on the case home screen. These messages are **visible to all case participants**. *All communications is to be professional at all times. While persuasive and forceful communication is not prohibited, civility and mutual respect is vital and will increase the likelihood of the parties reaching a mutually agreeable settlement. The conduct of all participants to the mediation ideally will reflect the goal of mediation to efficiently, swiftly and affordably resolve the parties' dispute.*



If you click “Add New Message,” the following screen will open for messages. These messages may be deleted by the individual that posted them after they have been saved.

The 'Add a note' modal form contains a 'Title' field with an asterisk, a 'Note' field with a rich text editor (including bold, italic, underline, and list icons), and a 'Save' button at the bottom right. A note at the bottom states: 'Important Information: This note is visible to all the case parties'.

Any actions required by you will be listed under “Your Next Steps.” If a calendar item has been created, it will be listed under “My Calendar” for quick reference.

The interface shows a sidebar with 'Case Home', 'Intake Details', 'Documents', 'Users', 'Discussions', and 'Calendar'. The main area displays 'CASE ID : 18' and a 'Welcome to C.A.R. Mediation!' message. On the right, there are two sections: 'YOUR NEXT STEP(S)' with a message 'There is no action required at your end.' and 'My Calendar' with a message 'No events scheduled'. A red arrow points to the 'My Calendar' button.

## Intake Details

If you click on “Intake Details”, you’ll see all the information that was submitted by the filer when they created the case. **This will be visible to everyone associated with the case.**

**REAL ESTATE MEDIATION CENTER FOR CONSUMERS** Home My Profile Manage Users UAT CAR S

**Intake Details**

**INTAKE SOURCE : 3**

Page : 1 / 4 **Request to Mediate**

A copy of the Request to Mediate Form will be visible to Parties and their Attorneys and Representatives.

**Subject Property Address\***

1234 Music Way

Los Angeles California 90210

PLEASE PROVIDE THE ADDRESS OF THE PROPERTY THAT IS THE SUBJECT OF THE DISPUTE. THE STREET ADDRESS WILL BE USED TO TRACK YOUR MATTER AND SHOULD BE INCLUDED IN ALL CORRESPONDENCE. THANK YOU.

Note that matters within the jurisdiction of a small claims court are excluded from the requirement to mediate in standard C.A.R. form agreements. Other exclusions may also apply. Please refer to the agreement to determine any exclusions to the requirement to mediate.

**Basis for the dispute**

Please select the basis for the dispute (Select all that apply). You will be given the opportunity to provide further details and a mediation brief directly to your mediator once the mediation is confirmed.\*

☐ Deposit dispute

☐ Failure to disclose a known defect

☐ Landlord-tenant dispute

☐ Homeowners association dispute

☐ Other

Estimation of Dispute Value - [This will be shared with Responding Party(ies)]

\$75,001 and over

Next

## Documents

If you click on “Documents,” you will see the documents that have been uploaded into the case and shared with you. Individuals uploading documents may specify which individuals will have access to uploaded documents.

**REAL ESTATE MEDIATION CENTER FOR CONSUMERS** Home Mail Manage Users C.A.R. C

**Documents**

CASE ID : 6

Add Document

| Documents                 | Category | Document Title        | Document D... | Uploaded By  | Created Date | Shared With | Delete |
|---------------------------|----------|-----------------------|---------------|--------------|--------------|-------------|--------|
| CAR Sample Document 1.pdf | Others   | CAR Sample Document 1 |               | Taylor Swift | 12/11/2023   |             |        |
| CAR Sample Document 2.pdf | Others   | CAR Sample Document 2 |               | Katy Perry   | 12/11/2023   |             |        |
| CAR Sample Dialogue       | Dialogue | CAR Sample            | CAR Sample    | Indraneel N1 | 12/11/2023   |             |        |

If you'd like to upload a document, just click “Add Document” and you'll be presented with a menu to upload the document, a drop down to categorize it, a description box, and options to decide who in the case will be able to see it. Anyone associated with the case will be able to access documents that are shared with them and share documents through this section.

Mediators encourage parties to share documents for a more effective mediation, although they cannot compel them to. **We recommend adding documents after the assigned mediator has contacted you.** When you share your documents, you may then give access to any parties and the mediator to view. If you do not give access to someone, you may need to upload it again to give additional access.

## Users

To view all parties, Interested Persons and the mediator assigned to the matter, you may view the Users tab. If someone is not listed or needs to be removed, please contact C.A.R. Mediation Center or your assigned mediator.

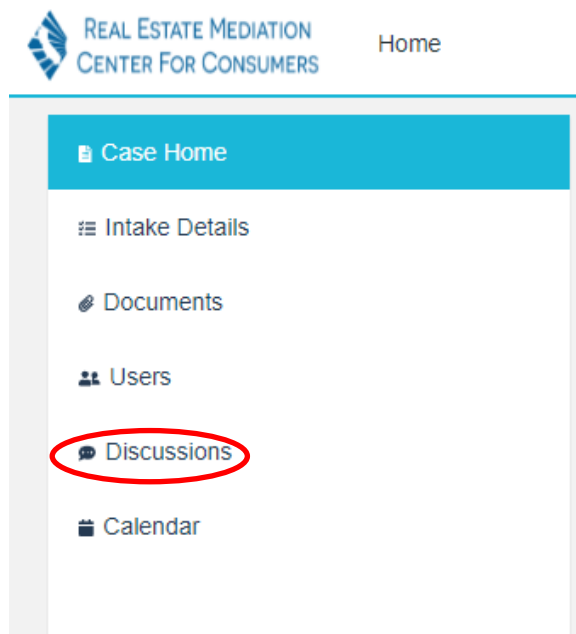
| Role                            | Full Name        | Email ID                   | Phone        | Contact For  |
|---------------------------------|------------------|----------------------------|--------------|--------------|
| Admin                           | Elizabeth Lesser | elizabethl@car.org         | 213-739-8261 |              |
| Initiating Party                | John Perry       | johnperry@mailinator.com   |              |              |
| Initiating Party                | Katy Perry       | katyperry@mailinator.com   | 1234567890   |              |
| Responding Party                | Taylor Swift     | taylorstift@mailinator.com | 0987654321   |              |
| Responding Party Representative | John Doe         | johndoe@gmail.com          |              | Taylor Swfit |

If you have a concern with sharing your contact information with the other party, you may consider creating a temporary email account (using gmail, yahoo or other free email service) for the mediation. Alternatively, we can edit your account to remove your contact information. If we remove your email address, you will not be able to access your case within Caseload Manager.

If you have an attorney, both you and your attorney may have access to the system. Only those with an email address in the system will be able to access the case to monitor it and participate in discussions.

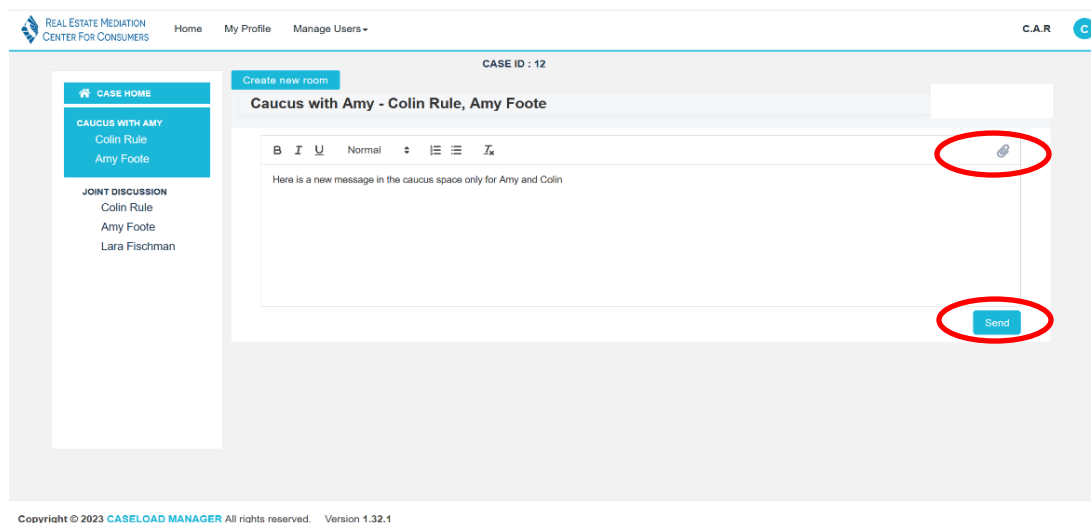
## Discussions

The mediator, parties, representatives and Interested Persons will have access to read the discussions tab once it has been initiated by the mediator. The mediator will be able to create private caucus rooms (for example, a room with just you and the mediator) as well as open a joint discussion for all parties.



To create and send a message, type in the textbox, and click send. Everyone in the discussion room will be notified by email that there is a message.

You can also attach a file to a message posted in the discussion forums – just click the paper clip icon, and you can select a file to attach to your message. Once you send, it will appear in your discussion thread (and it will be added to the documents area in the case as well).



## Calendar

You may view calendar items that have been added by your mediator.

- Case Home
- Intake Details
- Documents
- Users
- Discussions
- Calendar**

Total hours : - Total session : -

| Meeting Start Time    | Meeting End Time      | Meeting Title   | Meeti... | Room... | Notes        |
|-----------------------|-----------------------|-----------------|----------|---------|--------------|
| 2023-09-20 13:45:03.0 | 2023-09-20 15:00:10.0 | Conference Call |          |         |              |
| 2023-08-24 13:00:14.0 | 2023-08-24 16:00:23.0 | Mediation       | Online   |         | Zoom<br>Link |

## Mediator Rankings

When you need to login to the system to submit your mediator rankings, you will receive the following email.

Please submit your mediator rankings RE: 123 First Street Los Angeles CA 90068



C.A.R. Mediation Center <no-reply@car.odr.com>

To: taylorswift@mailinator.com

Cc: Mediation

Retention Policy Car Retention Policy (2 years)

Exp

If there are problems with how this message is displayed, click here to view it in a web browser.

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless**

Hello Taylor Swift,

Please login to your account and submit your mediator rankings.

Regards,

C.A.R. Real Estate Mediation Center

[mediation@car.org](mailto:mediation@car.org)

213-739-8376

When you receive this email, please login and click on the case home (pages 2 & 4). When you go to case home, you will click on "Submit Mediator Ranking" listed under "Your Next Step(s)."

Home

CASE ID : 18

Add New Message

Welcome to C.A.R. Mediation!

Welcome to C.A.R. Mediation. Please remember any messages you post here will be visible to everyone.

Created by : Elizabeth Lesser Jan 5, 2024, 3:29:29 PM

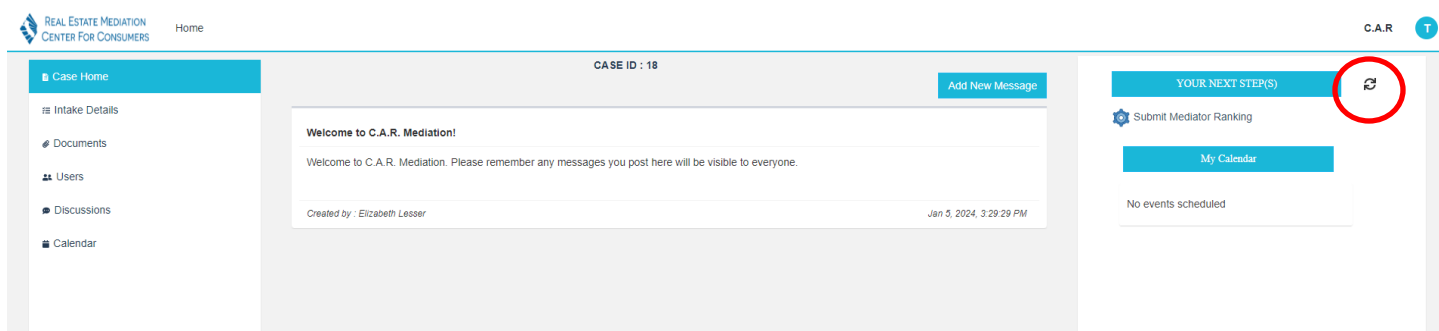
**YOUR NEXT STEP(S)**

**Submit Mediator Ranking**

My Calendar

No events scheduled

If you do not see where it says, "Submit mediator ranking," click on the refresh button to the right of your next steps.

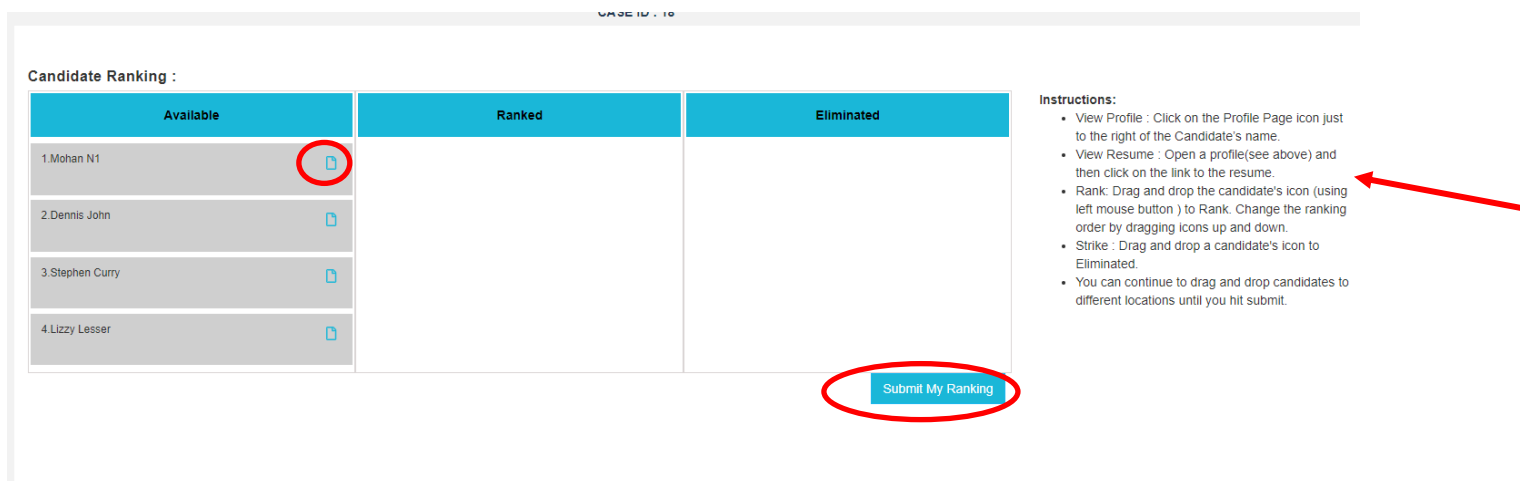


This will open a group of mediators for you to rank. You may follow the instructions on the right side to view the mediator's profile and submit your rankings.

If you click on the paper icon, you can review the mediator's profile.

You may drag and drop the candidates in your order of preference under "Ranked." You may eliminate **up to 1 candidate** by dragging and dropping the candidate under "Eliminated." **IF YOU WANT TO ELIMINATE 2 OR MORE, YOU MAY EMAIL [mediation@car.org](mailto:mediation@car.org).**

Once you have moved the proposed mediators into your preferred order, click "Submit my Ranking" at the bottom. This will notify the Mediation Center to review your rankings.



After we have received rankings from all parties, we will notify everyone of the mediator with the highest ranking by both parties. The mediator will do a conflict check to ensure neutrality for both parties, which can take up to 2 days before they confirm acceptance of this matter. Following acceptance, the mediator will contact both parties to gather information about the matter, bill for their fee deposit and coordinate schedules for the mediation. *If the mediator is unable to accept the matter, we will contact you to provide details of the reassignment.*