

California Commission on Disability Access

CCDA Portal Customer User Guide

Version 2.0

Version History

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California Commission on Disability Access Portal - Customer User Guide

Introduction

Training is a vital component of realizing the value of your investment in the California Commission on Disability Access (CCDA) Portal application. As with any technology, the system's success requires several components to work together. Other vital components include peer guidance and support from management which work together to ensure your business success.

This Customer User Guide follows CCDA's record process. The CCDA Portal application guides you through submission of your complaint case, case amendments, and case resolutions.

Objectives

1. Provide an overview of the CCDA record process.
2. Identify information collected by CCDA during various stages of complaint case processing.
3. Understand how each of the CCDA Portal's catalog items and shortcut links helps you submit, amend, or resolve your case-related information.

CCDA Portal Login Site

Click this [hyper link](https://dgs.service-now.com/ccda) or type the URL(<https://dgs.service-now.com/ccda>) in a browser. The Department recommends using Google Chrome.

Create an Account

For first-time users, you must create a login account. Click the **Create an Account** link.

DGS

 **CCDA** | California Commission on Disability Access

Login

User name

Password

Remember me [Forgot Password](#)

Login

[DGS staff must click here to log in](#)


[Create an Account](#)

Welcome to the
CCDA Portal


Log in to Submit Case Files, and Resolution Reports

The system displays two account options.

DGS

 **CCDA** | California Commission on Disability Access

 Law Firm Registration

 User Registration

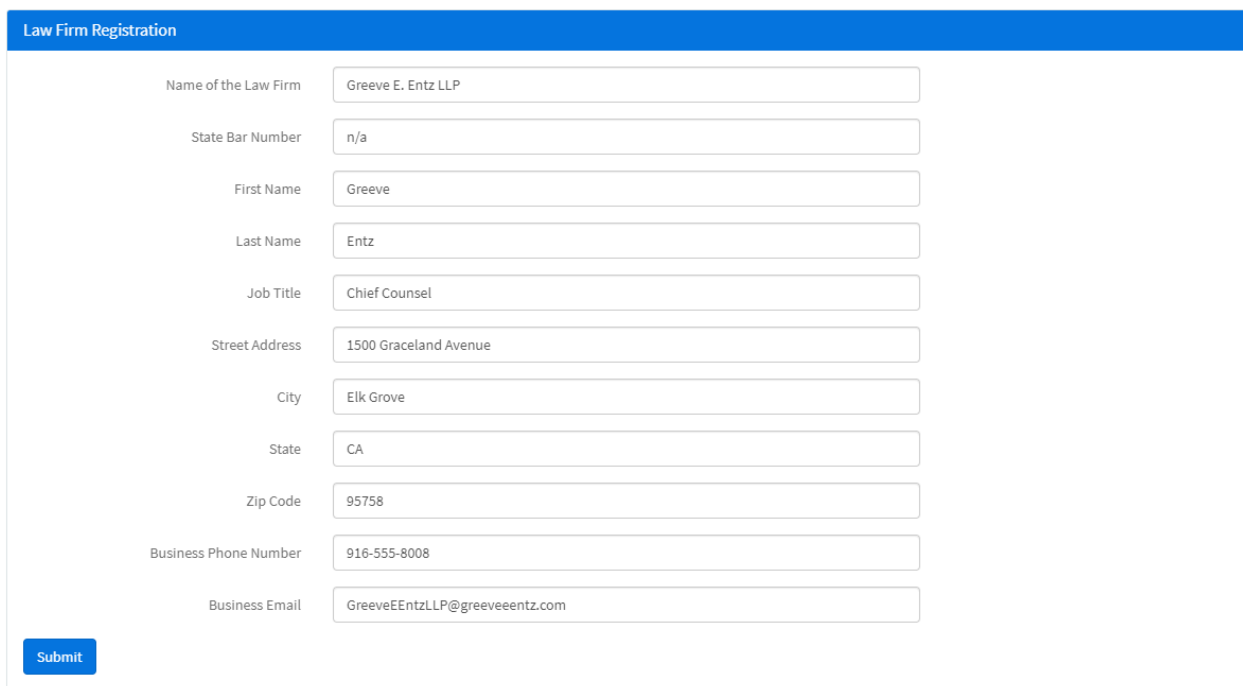
Law Firm Registration

Allows a law firm to register with the system to submit complaint cases. The person whose email address is used to create the law firm's account is the account's Administrator. The Administrator can submit or update any of the law firm's complaint cases.

After the law firm is registered, user accounts can be created and associated with the law firm.

NOTE: If a user leaves the law firm, the Administrator must contact CCDA and request the user's account be disabled.

Fill in the *Law Firm Registration* form and click the **Submit** button.

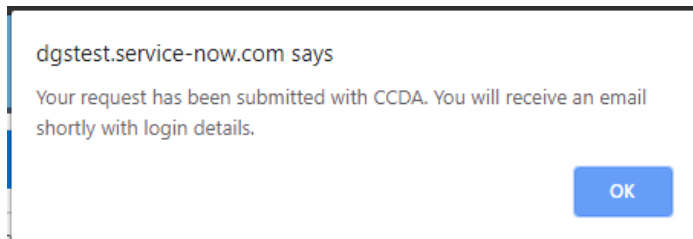


The screenshot shows a web form titled "Law Firm Registration" with a blue header. The form contains the following fields and values:

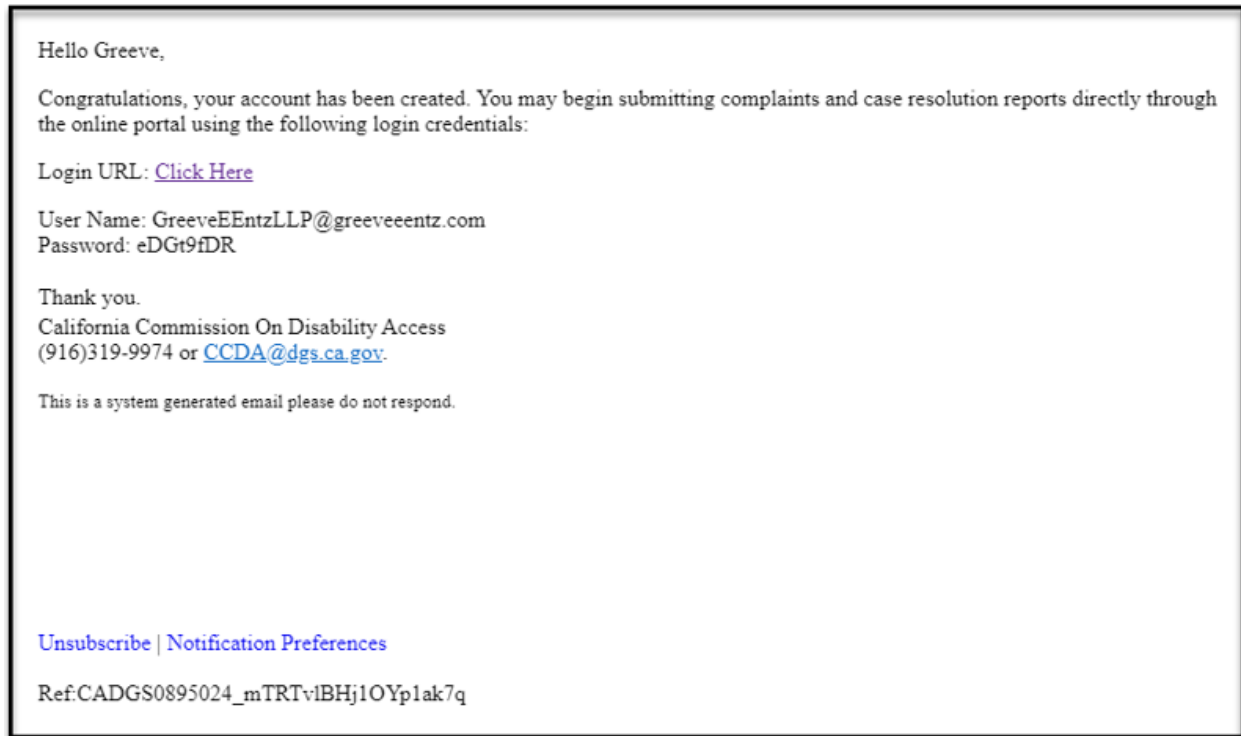
Name of the Law Firm	Greeve E. Entz LLP
State Bar Number	n/a
First Name	Greeve
Last Name	Entz
Job Title	Chief Counsel
Street Address	1500 Graceland Avenue
City	Elk Grove
State	CA
Zip Code	95758
Business Phone Number	916-555-8008
Business Email	GreeveEEntzLLP@greeveentz.com

A blue "Submit" button is located at the bottom left of the form.

A window appears acknowledging your submission. Click **OK**.



The system sends a confirmation email containing the law firm's user name and password.



User Registration

Allows you to create a user account in the system and associate it with your law firm. Your law firm must be pre-registered in the system in order to associate your account with it.

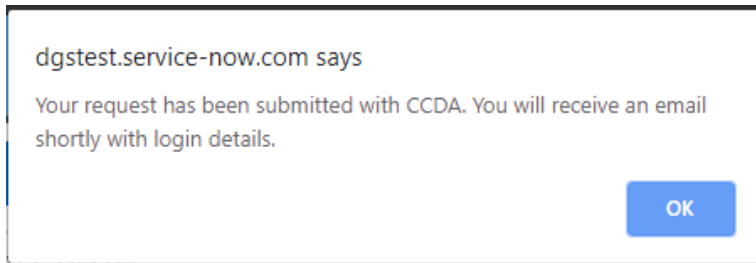
Your user account allows you to submit complaint cases for your law firm. You can only amend and resolve complaint cases that you have submitted.

Select your law firm from the *Name of the Law Firm* field. Fill in the remaining fields and click **Submit**.

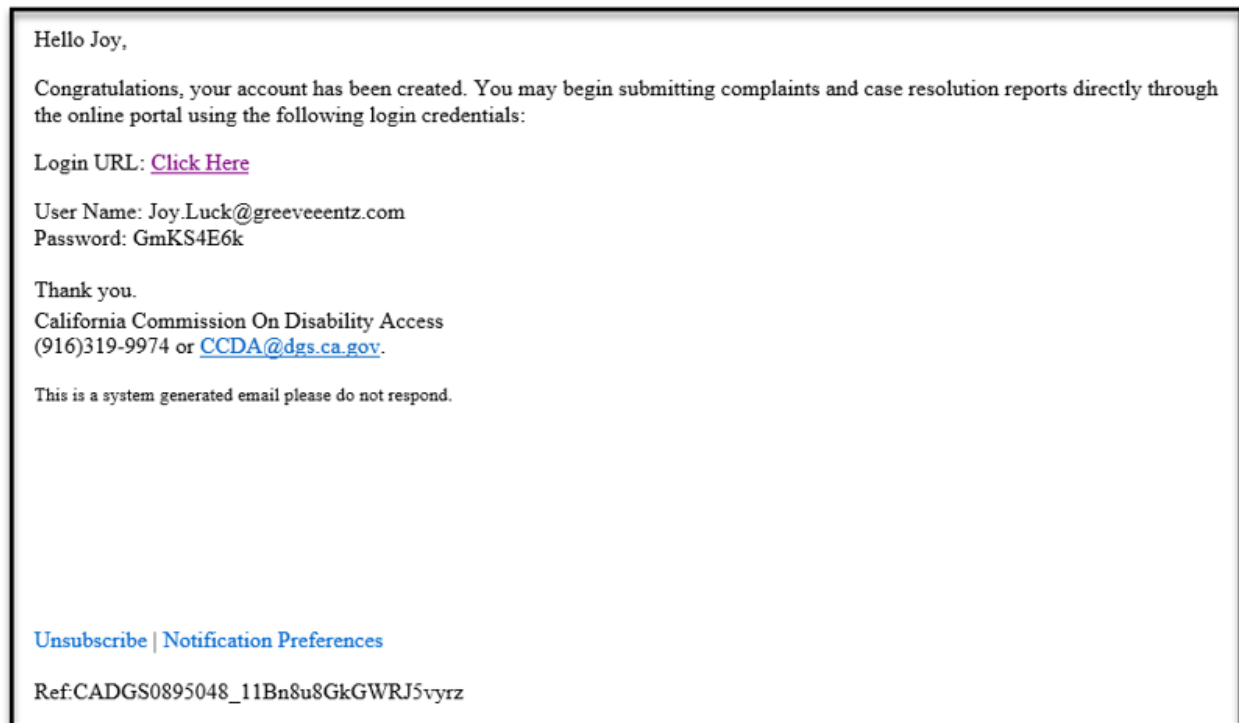
User Registration

Name of the Law Firm	Greeve E. Entz LLP
State Bar Number	1234567891011
First Name	Joy
Last Name	Luck
Job Title	Lawyer
Business Phone Number	916-555-9876
Business Email	Joy.Luck@greeveentz.com

A window appears acknowledging your submission. Click **OK**.



You will receive a confirmation email containing your user name and password.



Log In

Click the [Log In link](#) in your confirmation email or type the URL (<https://dgs.service-now.com/ccda>) in a browser. DGS staff recommends using Google Chrome as the browser choice.

Enter the *User Name* and *Password* from your confirmation email and click **Login**.



Login

 Remember me [Forgot Password](#)

Login

[DGS staff must click here to log in](#)

[Create an Account](#)

Welcome to the CCDA Portal

Log in to Submit Case Files, and Resolution Reports

If logging in for the first time, you will be prompted to change your password:

- Must be at least 8 characters long.
- Must contain at least one uppercase letter, one lowercase letter, AND one number.

Change Password

User name:
Joy.Luck@greeveentz.com

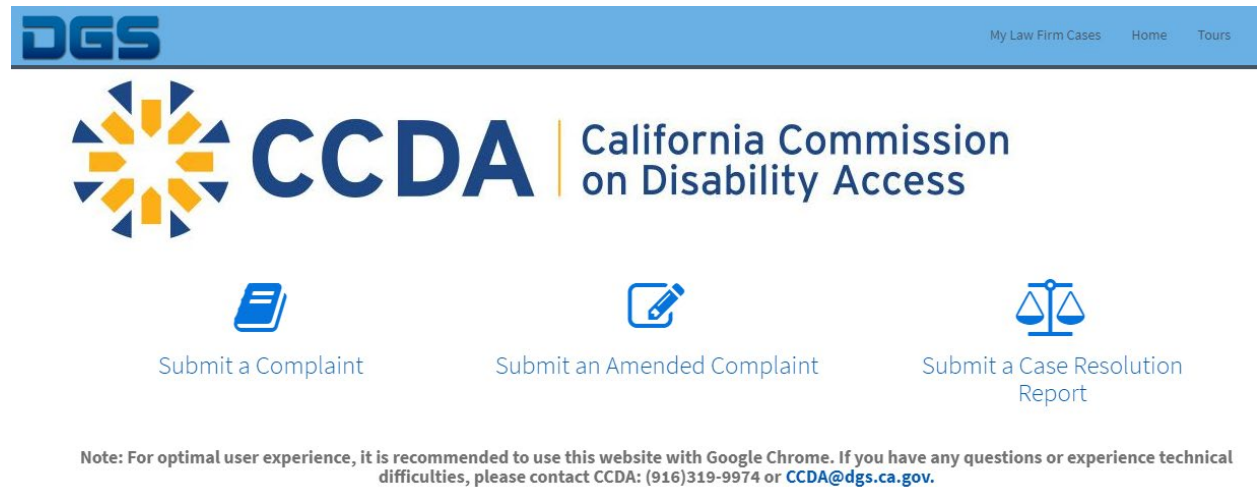
Current Password:

New password:

Confirm New Password:

CCDA Portal Homepage

Once logged in, you see the CCDA Portal homepage. The homepage displays three catalog items and shortcut links at the top of the page.



The screenshot shows the CCDA Portal homepage. At the top is a blue navigation bar with the DGS logo on the left and links for "My Law Firm Cases", "Home", and "Tours" on the right. Below the navigation bar is the CCDA logo, which consists of a stylized sunburst icon followed by the text "CCDA | California Commission on Disability Access". Underneath the logo are three main action buttons: "Submit a Complaint" (with a document icon), "Submit an Amended Complaint" (with a document and pencil icon), and "Submit a Case Resolution Report" (with a scales of justice icon). Below these buttons is a note: "Note: For optimal user experience, it is recommended to use this website with Google Chrome. If you have any questions or experience technical difficulties, please contact CCDA: (916)319-9974 or CCDA@dgs.ca.gov."

Submit a Complaint

Allows you to submit a complaint case into the system.

Submit a Complaint

California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. **Civ.C. 55.3(a), 55.32(a), (b)**. This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; **Civ.C. 54.27(i)(3)**.

* The source of this information is (Select one and supply corresponding date): <input type="text" value="-- None --"/>	* Complaint Filed in: <input type="text" value="-- None --"/>
* Case Title <input type="text"/>	* Federal Court (Select One): <input type="text"/>
* Is this alleged construction-related violation (Select one): <input type="text" value="-- None --"/>	* Federal Court Case Number: <input type="text"/>
* Date Sent/Filed/Served to the defendant: <input type="text"/>	* State Court (Select One): <input type="text"/>

To submit a complaint:

- Fill in all required fields. Please be as detailed as possible in your responses.
- Multi-select drop-down lists allow you to select more than one item or value in the dropdown. They are identified by *(Select all that applies or not applicable)* in the field label.
- You can upload documents by scrolling to the bottom of the page and clicking the **paperclip** button.
- When you have finished entering the required information, click the **Submit** button at the bottom of the page.

* Path of Travel - Exterior (Select all that applies or not applicable):

Required information

The source of this information is (Select one and supply corresponding date): Case Title Is this alleged construction-related violation (Select one): Date Sent/Filed/Served to the defendant:

If a Complaint, is this a follow-up to a Pre-Litigation Letter? Is the Plaintiff(s) a High Frequency Litigant as defined in Code of Civil Procedure 425.55(b)? Date of alleged violation: Complaint Filed in:

Federal Court (Select One): Federal Court Case Number: State Court (Select One): State Court Case Number: Complaint Filed as (Select all that applies or not applicable): Plaintiff Seeks:


Describe in detail the alleged violation(s) encountered by plaintiff: Is the Defendant(s) the (Select all that applies or not applicable): Business Name: Business Address: City: Zip Code:

Please select from the following list the type of location that best describes the property at which the alleged violation(s) occurred (Select all that applies or not applicable):

Toilet, Lavatory and Bathing Facilities (Select all that applies or not applicable): Parking (Select all that applies or not applicable): Path of Travel - Exterior (Select all that applies or not applicable):

Path of Travel - Interior (Select all that applies or not applicable): Access to Goods, Support, Services and Equipment (Select all that applies or not applicable):

For complaints addressing education entities and facility categories (Select all that applies or not applicable):

 Add attachments

NOTE: If you select Yes in the *Is the Plaintiff(s) a High Frequency Litigant as defined in Code of Civil Procedure 425.55(b)* field, the *Complaint Filed in* field defaults to *State Court*.

Submit a Complaint
California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. Civ.C. 55.3(a), 55.32(a), (b). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; Civ.C. 54.27(i)(3).

* The source of this information is (Select one and supply corresponding date):
-- None --

* Case Title

* Is this alleged construction-related violation (Select one):
-- None --

* Date Sent/Filed/Served to the defendant:

* Date Received by CCDA:
2020-01-22

* If a Complaint, is this a follow-up to a Pre-Litigation Letter?
-- None --

* Is the Plaintiff(s) a High Frequency Litigant as defined in Code of Civil Procedure 425.55(b)?:
Yes

* Complaint Filed in:
State Court

* State Court (Select One):

* State Court Case Number:

* Complaint Filed as (Select all that applies or not applicable):

* Plaintiff Seeks:

* Describe in detail the alleged violation(s) encountered by plaintiff: ?

* Is the Defendant(s) the (Select all that applies or not applicable): ?

To get back to the CCDA Portal homepage, click the **Home** shortcut link.



[Home](#) > [Submit a Complaint](#)

Submit a Complaint

California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. Civ.C. 55.3(a), 55.32(a), (b). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; Civ.C. 54.27(i)(3).

Submit a Pre-Litigation Letter

Allows you to submit a pre-litigation letter into the system.

Submit a Complaint

California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. Civ.C. 55.3(a), 55.32(a), (b). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; Civ.C. 54.27(i)(3).

* The source of this information is (Select one and supply corresponding date):

Pre-Litigation Letter

* Case Title (For pre-litigation letter enter plaintiffs name vs business name)

* Is this alleged construction-related violation (Select one):

-- None --

* Date Sent/Filed/Served to the defendant:

📅

Complaint Filed in:

-- None --

* The type of legal/access violation (Select all that applies or not applicable):

Plaintiff Seeks:

* Describe in detail the alleged violation(s) encountered by plaintiff: ?

To submit a pre-litigation letter:

- Click on submit a complaint catalog items.
- Select pre-litigation letter from The source of this information is (Select one and supply corresponding date) dropdown.
- Fill in all required fields. Please be as detailed as possible in your responses.
- Multi-select drop-down lists allow you to select more than one item or value in the dropdown. They are identified by *(Select all that applies or not applicable)* in the field label.
- You can upload documents by scrolling to the bottom of the page and clicking the **paperclip** button.
- When you have finished entering the required information, click the **Submit** button at the bottom of the page.

* Path of Travel - Exterior (Select all that applies or not applicable):

Submit

Required information The source of this information is (Select one and supply corresponding date): Case Title Is this alleged construction-related violation (Select one): Date Sent/Filed/Served to the defendant:

If a Complaint, is this a follow-up to a Pre-Litigation Letter? Is the Plaintiff(s) a High Frequency Litigant as defined in Code of Civil Procedure 425.55(b)? Date of alleged violation: Complaint Filed in:

Federal Court (Select One): Federal Court Case Number: State Court (Select One): State Court Case Number: Complaint Filed as (Select all that applies or not applicable): Plaintiff Seeks:

Describe in detail the alleged violation(s) encountered by plaintiff: Is the Defendant(s) the (Select all that applies or not applicable): Business Name: Business Address: City: Zip Code:

Please select from the following list the type of location that best describes the property at which the alleged violation(s) occurred (Select all that applies or not applicable):

Toilet, Lavatory and Bathing Facilities (Select all that applies or not applicable): Parking (Select all that applies or not applicable): Path of Travel - Exterior (Select all that applies or not applicable):

Path of Travel - Interior (Select all that applies or not applicable): Access to Goods, Support, Services and Equipment (Select all that applies or not applicable):


For complaints addressing education entities and facility categories (Select all that applies or not applicable):


📎 Add attachments

NOTE: If you select *Pre-Litigation letter* in The source of this information is (Select one and supply corresponding date) dropdown, the form defaults to *pre-litigation letter fields*. To submit a complaint please select *complaint* in the dropdown.

Submit a Complaint
California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. Civ.C. 55.3(a), 55.32(a), (b). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; Civ.C. 54.27(i)(3).

* The source of this information is (Select one and supply corresponding date):  Pre-Litigation Letter

Complaint Filed in:  -- None --

* Case Title (For pre-litigation letter enter plaintiffs name vs business name)

* The type of legal/access violation (Select all that applies or not applicable):

* Is this alleged construction-related violation (Select one): -- None --


Plaintiff Seeks:

* Date Sent/Filed/Served to the defendant:

* Describe in detail the alleged violation(s) encountered by plaintiff: ?

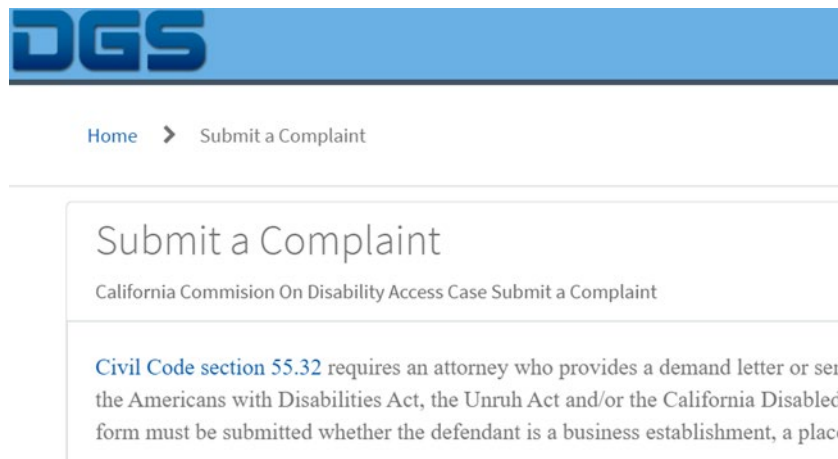
* Date Received by CCDA: 2020-04-29

* Is the Defendant(s) the (Select all that applies or not applicable): ?

Is the Plaintiff(s) a High Frequency Litigant as defined in Code of Civil Procedure 425.55(b)?:
? -- None -- 

* Date of alleged violation:

To get back to the CCDA Portal homepage, click the **Home** shortcut link.



Submit an Amended Complaint

Allows you to amend a complaint you submitted.

NOTE: Complaint cases submitted by CCDA can only be amended by the law firm's Administrator.

Submit an Amended Complaint

California Commission On Disability Access Case Amend a Complaint

[Civil Code section 55.32](#) requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. [Civ.C. 55.3\(a\)](#), [55.32\(a\)](#), [\(b\)](#). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; [Civ.C. 54.27\(i\)\(3\)](#).

* Complaint Case	Complaint Filed in:
<input type="text"/>	<input type="text"/>
Case Title	Federal Court (Select One):
<input type="text"/>	<input type="text"/>
* Is this alleged construction-related violation (Select one):	Federal Court Case Number:
<input type="text"/>	<input type="text"/>
Date Sent/Filed/Served to the defendant:	State Court (Select One):
<input type="text"/>	<input type="text"/>

To amend information in a complaint case:

- In the *Complaint Case* field, use the drop-down list to select a case. You can also start typing the Complaint Case number (starting with *cmp/*) to filter the list.

Submit an Amended Complaint

California Commission On Disability Access Case Amend a Complaint

[Civil Code section 55.32](#) requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. [Civ.C. 55.3\(a\)](#), [55.32\(a\)](#), [\(b\)](#). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; [Civ.C. 54.27\(i\)\(3\)](#).

* Complaint Case	Complaint Filed in:
<input type="text"/>	<input type="text"/>

- The system populates the form with information previously submitted.
- Multi- select drop-down lists allow you to select more than one item or value in the dropdown. They are identified by *(Select all that applies or not applicable)* in the field label.
- You can upload amended documents by scrolling to the bottom of the page and clicking the **paperclip** button.
- When you have finished amending the complaint case, click the **Submit** button.

* Path of Travel - Exterior (Select all that applies or not applicable):

Submit

Required information

Is this alleged construction-related violation (Select one): If a Complaint, is this a follow-up to a Pre-Litigation Letter? Date of alleged violation:

Complaint Filed as (Select all that applies or not applicable): Plaintiff Seeks: Describe in detail the alleged violation(s) encountered by plaintiff: Is the Defendant(s) the (Select all that applies or not applicable):

Please select from the following list the type of location that best describes the property at which the alleged violation(s) occurred (Select all that applies or not applicable):

Toilet, Lavatory and Bathing Facilities (Select all that applies or not applicable): Parking (Select all that applies or not applicable): Path of Travel - Exterior (Select all that applies or not applicable):

Path of Travel - Interior (Select all that applies or not applicable): Access to Goods, Support, Services and Equipment (Select all that applies or not applicable):

For complaints addressing education entities and facility categories (Select all that applies or not applicable):

Add attachments

To get back to the CCDA Portal homepage, click the **Home** shortcut link.



Home > Submit a Complaint

Submit a Complaint

California Commission On Disability Access Case Submit a Complaint

Civil Code section 55.32 requires an attorney who provides a demand letter or sends the Americans with Disabilities Act, the Unruh Act and/or the California Disabled form must be submitted whether the defendant is a business establishment, a place

Submit a Case Resolution Report

Allows you to submit a resolution to a complaint case filed in the system.

Submit a Case Resolution Report

California Commission On Disability Access Case Resolution reporting

[Civil Code 55.32](#) requires an attorney who provides a demand letter, sends or serves a civil complaint related to construction-related accessibility claim under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to also notify the Commission within five business days of judgment, settlement, or dismissal of the claim or claims alleged in the complaint through this form.

Staff will review the submission(s) and contact you for additional information if necessary. If a court of competent jurisdiction seals your court documents, you may submit a request to exempt copies of those sealed documents in CCDA's possession from the Public Records Act in accordance with [Government Code section 6254](#).

* Complaint Case	State Court (Select One):
<input type="text"/>	<input type="text"/>
Case Title:	State Court Case Number:
<input type="text"/>	<input type="text"/>
Date Received by CCDA :	Date complaint was filed with the defendants'/date of pre-litigation:
<input type="text"/>	<input type="text"/>

To resolve a complaint:

- In the *Complaint Case* field, use the drop-down list to select a case. You can also start typing the Complaint Case number (starting with *cmp/*) to filter the list.
- For Complaint Cases filed outside of this system, please email the Case Resolution form below to CCDA (ccda@dgs.ca.gov).



CCDA Case
Resolution Report F

Submit a Case Resolution Report

California Commission On Disability Access Case Resolution reporting

[Civil Code 55.32](#) requires an attorney who provides a demand letter, sends or serves a civil complaint related to construction-related accessibility claim under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to also notify the Commission within five business days of judgment, settlement, or dismissal of the claim or claims alleged in the complaint through this form.

Staff will review the submission(s) and contact you for additional information if necessary. If a court of competent jurisdiction seals your court documents, you may submit a request to exempt copies of those sealed documents in CCDA's possession from the Public Records Act in accordance with [Government Code section 6254](#).

* Complaint Case	State Court (Select One):
<input type="text"/>	<input type="text"/>

- The system populates the form with information previously submitted.
- Multi-select drop-down lists allow you to select more than one item or value in the dropdown. They are identified by *(Select all that applies or not applicable)* in the field label.
- You can upload documents by scrolling to the bottom of the page and clicking the **paperclip** button.
- When you have finished providing the case resolution information, scroll to the bottom of the page and click the **Submit** button.

The screenshot shows a web form for case resolution. It includes several input fields and a submit button. Red arrows point to the following elements:

- A multi-select dropdown menu labeled "* Manner of Resolution: (Select all that applies or not applicable)".
- A text input field labeled "* Please Explain Manner of Resolution :".
- A dropdown menu labeled "* Violation Remedied".
- A dropdown menu labeled "Damages" with a question mark icon.
- A dropdown menu labeled "* Plaintiff received damages or a monetary settlement:" with "-- None --" selected.
- A blue "Submit" button.
- A summary box containing the following items: "Required information", "Complaint Case", "Plaintiff's Legal Counsel Name:", "Early Evaluation conference?", "Certified Access Specialist-Inspected?", "Date of Resolution:", "Manner of Resolution: (Select all that applies or not applicable)", "Please Explain Manner of Resolution :", "Violation Remedied", "Please indicate the violations and barriers remedied or not remedied below:", "Another result/relief obtained?", "Please explain below:", and "Plaintiff received damages or a monetary settlement:".
- An "Add attachments" button with a paperclip icon.

Shortcut Links

Shortcut links are found at the top of the screen.



My Law Firm Cases

Displays complaint cases you submitted into the system. The cases are organized into two sections: *Complaints and Pre-Litigation Letters* and *Case Resolution Reports*.

Case details are viewable, but you cannot update the case here. To update a case, click the **Home** shortcut and select either *Submit an Amendment Complaint* or *Submit a Case Resolution Report*.

☰ Complaints and Pre-Litigation Letters

Complaint Case	Case Title	Status	Short Description	Created by
CMPL0001027 - testt	testt	New	Complaint Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001010 - test	test	Complete	Complaint Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001004 - test	test	Complete	Pre-Litigation	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001012 - test	test	Complete	Pre-Litigation	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001023 - testing finall	testing finall	New	Pre-Litigation	Sindhu.Vajja.Contractor@dgs.ca.gov

Rows 1 - 5 of 32

☰ Case Resolution Reports

Complaint Case	Status	Case Title:	Short Description	Created by
CMPL0001020 - test	New	test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001014 - testtt	Complete	test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001027 - testt	New	testt	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001025 - 123 test	New	123 test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001001 - test	Complete	test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov

Rows 1 - 5 of 31

To open and view a case, click on a case in the *Complaint Case* column.

Complaints and Pre-Litigation Letters				
Complaint Case	Case Title	Status	Short Description	Created by
CMPL0001027 - testt	testt	New	Complaint Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001010 - test	test	Complete	Complaint Case	Sindhu.Vajja.Contractor@dgs.ca.gov

Case Resolution Reports				
Complaint Case	Status	Case Title:	Short Description	Created by
CMPL0001020 - test	New	test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov
CMPL0001014 - testtt	Complete	test	Resolution Reporting Case	Sindhu.Vajja.Contractor@dgs.ca.gov

Scrolling allows you to view the case details.

CMPL0001001 - testing 📎

Attachments [Edit](#)

📎 [Servicenow-NewYork-Release-Notes.pdf](#)

Case Resolution Reports

* Complaint Case Opened by

Status

Law Firm Contact

Short Description

Defendant's Information

Business Name State

Business Address Zip Code

Notes

Allows you to send CCDA staff a question or comment regarding the case.

The *Notes* section is at the bottom of the case. Type your question or comment and click the **Post** button. When finished, click the **Save (Ctrl + s)** button.

The screenshot displays the 'Notes' section of a case management interface. At the top, there is a text input field labeled 'Type your message here...' with a red arrow pointing to it. To the right of the input field is a blue 'Post' button, also indicated by a red arrow. Below the input field, there is a vertical timeline of activity. The timeline starts with a green circle labeled 'Start'. Above it are two notes, each with a grey circle containing 'TT' and a timestamp of '2mo ago'. The first note contains the text 'test Test' and a link to a PDF file named 'Servicenow-NewYork-Release-Notes.pdf' (3.1 MB). The second note contains the text 'test Test' and 'RSLT0001001 Created'. At the bottom right of the notes section, there is a blue 'Save (Ctrl + s)' button, with a red arrow pointing to it.

The system emails CCDA staff and notifies them that a comment was submitted about the case. The *Notes* field allows CCDA staff to respond to you, as well, and documents the conversation.

When you are finished viewing the case or submitting a note, click the **Home** shortcut at the top of the page to return to the CCDA Portal homepage.

Home

This link redirects you back to the CCDA Portal homepage (see page 7).