

Ethical Advocate
Anonymous Call Center
Incident Reporting
Users Guide for
El Paso County

EA System Release 2.0
Updated January 2016

**Anonymous Incident Reporting
Users Guide
For Call Center Incident Reporting**

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Version 2.0, published August 2006

Updated January 2016

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How To Submit A Report Through Ethical Advocate's Call Center

Dial the U.S. toll-free number assigned by Ethical Advocate just for El Paso County,

844-860-2665.

You will speak with an agent from Ethical Advocate's Call Center, not an employee or representative of El Paso County. Completing an incident report is easy and should not take more than 10-15 minutes. The call center is available 24/7/365.

- Make sure you are in a place where no one can hear you
- We suggest you place the call from outside the office and not using El Paso County's phones. Your anonymity cannot be guaranteed if you call from a company phone.

Create a User Name and Password

The agent will ask you if you are new user or returning user. If new, you will be asked to create a non-identifiable 'User Name' and 'Password,' which **you must write down and keep in a secure place for future use.**

When returning to the system, give the agent the user name and password that you previously created.

The agent and Ethical Advocate's system do not collect information about you in any manner; nor can it identify you.

Ethical Advocate's system is completely anonymous and does not have the ability to retrieve a user name and password.

Consequently write your user name and password for future use and keep it in a safe, secure place.

Create a Report:

The agent will assist you in creating a report by asking a series of questions. You will be asked if you want to identify yourself; if yes, your identity will be included in the report. If not, you will remain anonymous.

Once submitted, the report cannot be changed; however you can add information to the report after submission.

After You Submit a Report

When the agent submits your report, it is entered in Ethical Advocate's secure database and an e-mail is automatically sent to a designated Issue Administrator at El Paso County saying a report has been submitted.

That person will go to the Ethical Advocate website and login to review the report. Only authorized El Paso County representatives can login to see the report.

The Issue Administrator will respond to you, through the website, that they have received the report. Depending on the circumstances, they might ask you for additional information, or to check back within a certain period.

Follow Up

You must check back if you want to communicate with the Issue Administrator, receive their communication or find out the status of your report.

Call the toll-free number assigned by Ethical Advocate for El Paso County, **844-860-2665** within a few days of submitting the report and give the agent your user name and password. Tell the agent you are following up from a submitted report and what action you want to take place.

Actions include:

- adding or appending to a report you submitted
- adding comments
- seeing if the Issue Administrator has left comments for you
- responding to the Administrator's comments

It is important to keep checking back regularly.

If You Lose Your User Name and/or Password

If you lose your user name and/or password, create another by calling the toll-free number assigned by Ethical Advocate for El Paso County, **844-860-2665** following the instructions above. If your incident report is still open, that is, you have not received communication from El Paso County that it has been completed or closed, re-submit the report as a new incident report, describing the incident and everything you initially said as best you can, along with your best estimate as to when you initially submitted the report.

For the last question you will be asked, titled “**Do you have any additional comments,**” ask the agent to write that you have already submitted this report, but had to re-submit as you misplaced your username and/or password. Indicate this new report be the one that is responded to.