Quick Reference Guide – Reporting Incidents to the Office of Inspector General Hotline Portal

PRIOR TO BEGINNING: Please ensure that you know how to take a screen shot on the specific device you will be using to report the incident or have a mobile phone readily available to take photos of the screens, as this is a critical part of the incident reporting process.

The methods of activating screen shot functionality vary depending on the device you are using and its configuration. If you are unsure how to take a screen shot on your specific device, a "how to take a screen shot on X device" web search generally provides a quick answer, or alternatively photos of the screens can be taken with a mobile phone.

Incidents and allegations involving Employment and Training Administration (ETA) recipients and programs should be reported to the Office of Inspector General (OIG) by completing the relevant fields contained in the OIG Hotline Portal (https://www.oig.dol.gov/hotline.htm).

Step 1:

Complete the *Confidentiality* section of the *Your Information* screen.

    a. If you select "**Yes**" to be anonymous, <u>take a screen shot or photo of the *Your Information* screen before selecting the "**Next**" button at the bottom of the page</u>.

    Paste the screen shot or photo of the *Your Information* screen into a blank document and then click the "**Next**" button at the bottom of the page to move onto the next section.

    b. If you select "**No**" to not be anonymous, then complete the *Your Contact Information* section of the *Your Information* screen.

Please note that this screen contains a field requesting the submitter's social security number (SSN). This is **not** a required field, and it is recommended that you **not** provide it.

Take a screen shot or photo of the *Your Information* screen before selecting the "**Next**" button at the bottom of the page.

Paste the screen shot or photo of the *Your Information* screen into a blank document and then click the "**Next**" button at the bottom of the page to move onto the next section.

Step 2:

Complete the *Alleged Violator Information* screen.

From the "**Entity Type**" drop down menu, select the appropriate entry, either "**Individual**" or "**Organization/Issue**."

    a.   If the "**Entity Type**" is "**Individual**" then complete the *Individual Information* section.

Note: If there are multiple individuals involved, select the "**Add Violator Information**" button at the bottom left of the screen and provide the additional requested information.

b. If the "**Entity Type**" is "**Organization/Issue**" then complete the *Organization Information* section.

Note: If there are multiple organizations involved, select the "**Add Violator Information**" button at the bottom left of the screen and provide the additional requested information.

Take a screen shot or photo of the *Alleged Violator Information* screen before selecting the "**Next**" button at the bottom of the page.

Paste the screen shot or photo of the *Alleged Violator Information* screen into the document underneath the prior screen shot or photo of the *Your Information* screen and then click the "**Next**" button at the bottom of the page to move onto the next section.

Step 3:

Complete the *Allegation Information* screen.

IMPORTANT: To ensure proper identification of your submission as an incident report, in the *Allegation Description* box on the *Allegation Information* screen, **please start by entering**

"ETA Incident Report - " and then go on to describe the allegation. Please note that the *Allegation Description* box is limited to 8,000 characters. Attachments can be uploaded if more space is needed or supporting documentation is available to provide.

Take a screen shot or photo of the *Allegation Information* screen before selecting the "**Submit**" button at the bottom of the page.

Paste the screen shot or photo of the *Allegation Information* screen into the document underneath the prior screen shot or photo of the *Alleged Violator Information* screen and then click the "**Submit**" button at the bottom of the page to complete the reporting of the incident to the OIG.

Step 4:

Report the incident to ETA:

IMPORTANT: If you decided to provide your SSN to the OIG when completing the *Your Information* screen, please underline **redact it from the screen shot or photo prior to sending to ETA, as email is not a secure transmission method.**

Save your screen shot or photo document as either a Microsoft Word document or a .pdf.

Create a new email addressed to: ETAIncidentReporting@dol.gov, with a subject line of: "ETA Incident Report – [State Name]," include your screen shot or photo document as an attachment, as well as any other attachments you uploaded on the *Allegation Information* screen, and then hit "**Send**."

Success, your incident has now been successfully reported!