<u>Quick Reference Guide – Reporting Incidents to the Office of Inspector General Hotline</u> <u>Portal</u>

<u>PRIOR TO BEGINNING</u>: 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 (<u>https://www.oig.dol.gov/hotline.htm</u>).

<u>Step 1</u>:

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.

Do you wan	t to be anonymous?						
🔾 Yes 🛛 💿	No						
Do you wan	t confidentiality?						
● Yes 🔾	No						
Your Cont	act Information						
Salutation:	First Name:		Middle Name:		Last Name:		
Ŷ	Jane				Doe		
Address Line	1: 200 CONSTITUTION AVE N	w					
Address Line	2:						
City:	WASHINGTON	State:	District Of Columbia	✓ Zip Code	e: 20210	Verify Addres	
				* Please verify the addre	ss before submitting	g or moving to the next pa	
Home:		Work:		Othe	r:		
SSN:		Email:	jane.doe@gmail.com				
				* Either Home Pl	hone or Email is ma	ndatory to move to next F	
		Deek	Class	Newt			

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

<u>Step 2</u>:

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.

Alleged Violator					
Entity Type:	Individual	Individual ~			
Individual Information					
First Name:	Middle Name:		Last Name:		
Jonathan			Smith		
Address Line 1:					•
Address Line 2:					
City:	State:	~	Zip Code:	Verify Address	
Social Security #:	Email:				
Employer:	Phone Number:				
Add Violator Information					
	Back	Clear	Next		_

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.

Guidance	Your Informati	ion Alleged Violator Information	Allegation Information
Alleged Violator	Information		
Alleged Violator			
Entity Type:	Organization/Iss	ue ~	
Organization Informatio	n		
Organization Name:			
Address Line 1:			
Address Line 2:			
City:	State:	Zip Code:	Verify Address
Phone Number:	Email:		
Add Violator Information			
	Back	Clear Next	

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.

<u>Step 3</u>:

Complete the Allegation Information screen.

Guid	ance Your Alleged Violator Allegation Information Information Information
Allegation I	nformation
Allegation	(Please specifically describe what the individual or organization has done wrong. If additional information is required, you will be contacted by the Hotline)
Allegation Description:	Number of characters entered:0 (Note: Text cannot exceed 8,000 characters. Please attach additional text as an attachment.)
Attachments:	Add/View Attachments (0) Does your allegation involve unemployment insurance fraud? (Yes No Does your allegation involve identity theft? (Yes No
	Back Clear Submit

<u>IMPORTANT</u>: 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**

<u>**"ETA Incident Report - "**</u> 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.

<u>Step 4</u>:

Report the incident to ETA:

<u>IMPORTANT</u>: If you decided to provide your SSN to the OIG when completing the *Your Information* screen, please <u>redact it from the screen shot or photo prior to sending to ETA</u>, 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: <u>ETAIncidentReporting@dol.gov</u>, 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!