

The Office of Special Education, Dispute Resolution Team has created the **I-CHAMP** portal. This portal introduces a fast and easy way to manage Complaints, Mediations, and Due Process Hearings involving your special education student.

Document Purpose:

This **User Guide** is intended to provide a quick help guide on how to view closed records (Complaint/Mediation/Hearing) in the **I-CHAMP** portal.

How to View Closed Records:

1. After logging into the **I-CHAMP** portal, click **Dashboard** on the menu bar at the left or under the dropdown at the top right corner. **Note:** all **I-CHAMP** users have a Dashboard. Information displayed on the dashboard is specific to each user (i.e., Parents, Schools, Attorneys, IHOs, and Mediators). The screenshot to the right displays links to the Parent Dashboard. Everyone except Mediators and IHOs will have a Parent Dashboard in order to submit a request.



2. The Dashboard shows the 10 most recent open records in each area (based on the user). To view all of your records for a given area, click the **link** on the right-hand side menu for the type of record you wish to review. A new page will open, displaying all records for the area (i.e., My Complaints, My Hearings, and My Mediations).

Dashboard

This dashboard shows the 10 most recent open records in each area.

To view all of your records or those marked as closed,

1. Click on the link in the right hand side menu for the type of record you wish to review.
2. A new page will open. Click on the blue heading at the top and choose the Closed option from the dropdown.
3. When the listing refreshes, click on the blue record number to open the details
4. You can view the documents associated with this file if you click on "View Documents."

Your dashboard shows the 10 most recent open records in each area. To view all of your records or closed out records, please use the menu on the right.

My Open Complaints

Complaint Number	Complaint Investigator	Student	School
CP-999-2016	View/Upload Documents	Due Process	Test Student
			DueProces Test School Corp

In This Section

- Requests to Mediate - Response Required
- My Complaints
- My Hearings
- My Mediations

3. The **My Complaints** page displays all open complaint records by default. You can easily toggle between viewing open and closed records by clicking the dropdown and selecting "My Closed Complaints". Now only closed records will be displayed.

My Complaints

Open Complaints ▾

Open Complaints

My Closed Complaints

Complaint Number	Complaint Investigator	Student	School
CP-999-2016	Due Process	Test Student	DueProces Test School Corp