Managing Legal Holds

Getting Started

Before you begin, verify:

- Your Legal Holds License is valid.
- The Legal Hold Confirmation Server is configured.
- The Employee List is up to date with all system administrators and potential custodians.
- For details on building an employee list, see "Discovering Custodian Data" in the *Legal Holds User Guide*.

Legal Hold Workflow

1. Create the legal hold.

   The legal hold is a virtual container to organize notices, surveys, templates, and responses.

2. Create and send the legal hold notice.

   Notices, reminders, and escalations can be sent immediately or scheduled to be sent automatically.

3. Track responses.
4. Generate and export reports.

Next Steps...

- Release custodians from the notice.
- Monitor, manage, and administer legal holds.

1. Create the Legal Hold

1. From **All Legal Holds**, click **Add**.
2. Type the Legal Hold Name, provide a description, and select the case.
3. (Optional) Specify a list of administrators to be BCC'd on all notices.
4. Assign the Access Group permissions for the legal hold.
5. (Optional) Update the default notice templates.
6. Click **Save**.

2. Create and Send the Legal Hold Notice

1. From **All Legal Holds**, select the legal hold.
2. Click **Add System Admin Notice** or **Add Custodian Notice**.
3. Select a template from the **Add from Template** dialog box, or modify/use the text provided.
4. Type the email address of the sender's email account.
5. Specify the user who should appear to be sending the email. By default, the user logged in is the user sending the notices.
6. Add custodians to the list of notice recipients.
7. (Optional) Apply formatting to the Body text using the formatting toolbar.
8. (Optional) Add questions to the custodian's confirmation page.
9. Specify when the following emails should be sent: Notices, reminders, and escalations, or recurring status reminders.
10. Click **Save**.

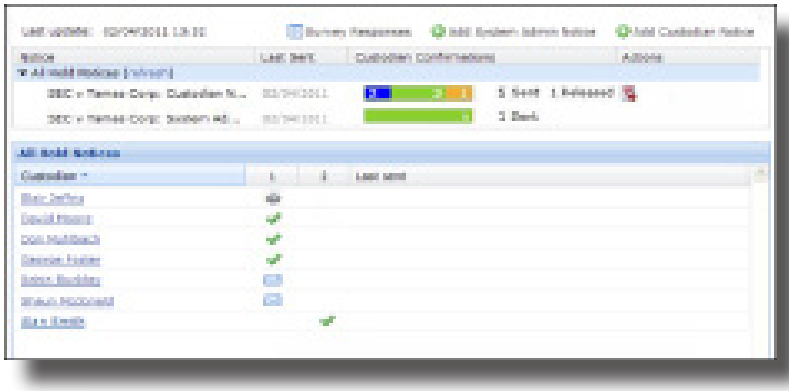
3. Track Responses

To view all holds

- From **All Legal Holds**, view all holds and a high-level overview of the notices.

To monitor all notices and activity for a single hold

- Select a specific hold from the All Legal Holds screen.
- View notices, confirmations, and a list of custodians and their legal hold status.



Detail view of a single legal hold.

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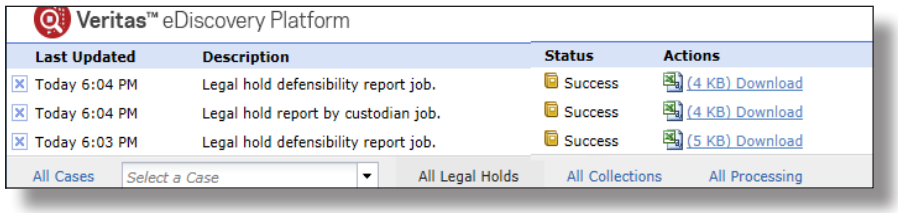
Managing Legal Holds Continued...

4. Generate and export reports

To generate Legal Hold Defensibility report

1. With your case selected, click **Legal Holds**.
2. Click the notice's report icon.
3. Click **Jobs** to view status and download the report.
4. Click **Download** and **Open** or **Save** the report.
   To save the report, you must download and save it manually. To download the report at a later date you must run a new job.



To generate Legal Hold Report by Custodian

1. From the System view, click **All Legal Holds**.
2. Click **Export/Generate Report**, then click **Legal Hold Report by Custodian.**
3. A Job Submitted window will appear. Click **OK**.
4. Click **Jobs** to view status and download the report.
5. Click **Download** and **Open** or **Save** the report.

To export legal hold data

1. From **All Legal Holds > Legal Holds**, click **Export/Generate Report**.
2. Choose to **Export as CSV** or **Export as XLS**.
   - CSV format enables you to include tabular data.
   - XLS format exports data as a Microsoft Excel spreadsheet.
3. At the prompt, click to **Open** or **Save** the file.

Note: You can export the current view of the Legal Holds module by selecting the **Export this Page** link at the bottom of the Status page and the Survey Reponses page.

Next Steps...

Release custodians from the notice

When potential custodians are no longer considered relevant to a legal matter or you no longer need to preserve the data associated with them, you can release the custodians from the legal hold notice.

To release a custodian

1. Select the hold.
2. Select the notice from which the custodian is to be released.
3. Click the broken chain link icon next to the custodian's name.
4. Release the custodian by clcking the **Confirm** button in the Confirmation dialog box.

Note: You can release multiple custodians at once by selecting the checkboxes next to the custodian names and clicking **Confirm** button in the dialog box that appears after clicking the **Release** button.

Monitor, manage, and administer legal holds

For detailed information on monitoring, managing, and administering legal holds, see the Legal Holds User Guide.

The user guide describes customizing notices, creating and using templates, archiving and restoring legal holds, and additional administrative and maintenance tasks.

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