



DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

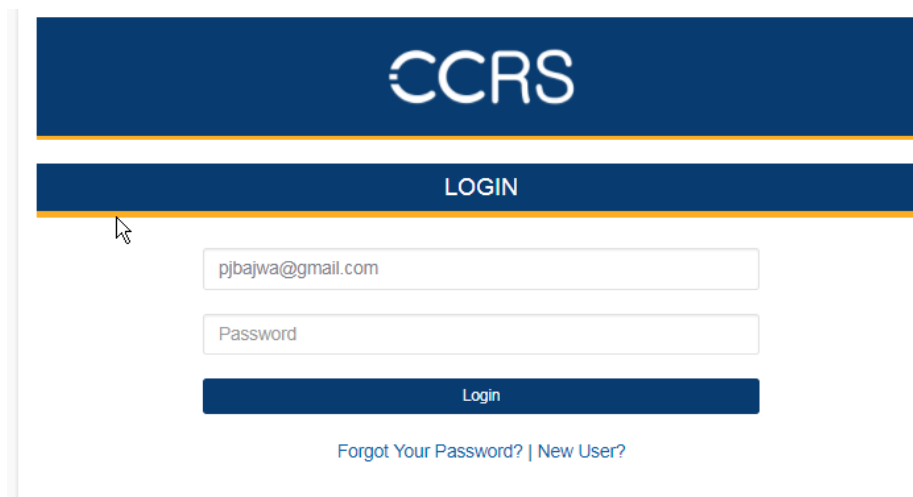
CCRS USER GUIDE

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Creating a CCRS Account

1. In order to access the Cal Civil Rights System (CCRS), you need to create a free user account. You must have an email account in order to create a CCRS user account. The supported internet browsers and versions that will work best with the system are Internet Explorer 11, Edge 20, Chrome 56, Firefox 50, and Safari 11 or higher.
2. You can create a new CCRS user account by going to the site by entering <https://ccrs.dfeh.ca.gov> in your internet address bar.
3. Once you press enter you will be taken to the **LOGIN** screen.



CCRS

LOGIN

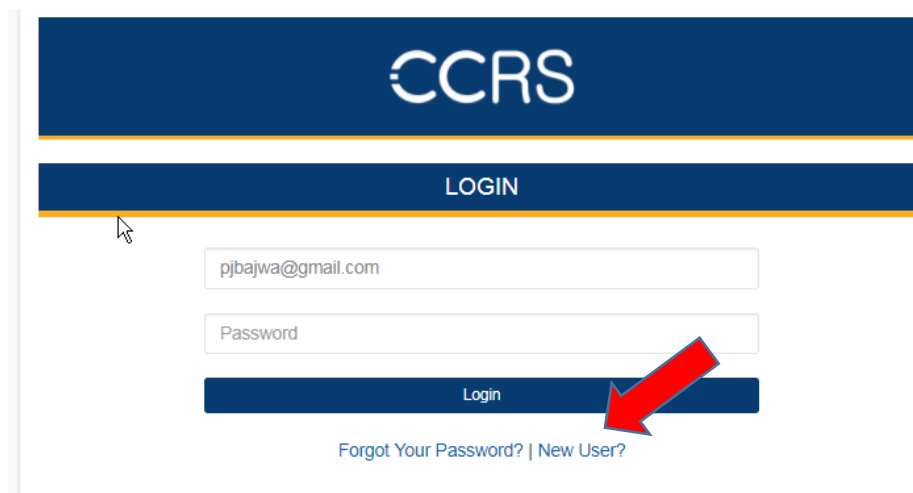
pjbajwa@gmail.com

Password

Login

[Forgot Your Password?](#) | [New User?](#)

4. Click the “**New User?**” link in the last line of the login page



CCRS

LOGIN

pjbajwa@gmail.com

Password

Login

[Forgot Your Password?](#) | [New User?](#)

5. You will be taken to the **REGISTER** screen where you will be required to enter your **Login Information**: Email, **Personal Information**: First Name, Last Name, Phone, Street, City, State, and Postal Code. If you do not have an address, you can still register by clicking the **Register without an address** checkbox underneath the box where you can enter a Mobile number.

CA.GOV
REGISTER

If you need an accommodation for a disability in order to complete an intake form,
Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov.

Login Information

Email
* Required

Personal Information

Salutation

First Name
* Required

Last Name
* Required

Phone
* Required. Enter 10 digits

Mobile
Enter 10 digits

☐ Register without an address

Street

6. Scroll to the bottom of the page and click **Submit**. This will take you to the **Registration Confirmation** page, which tells you that your account has been set up and that you will be getting an email with a temporary password.

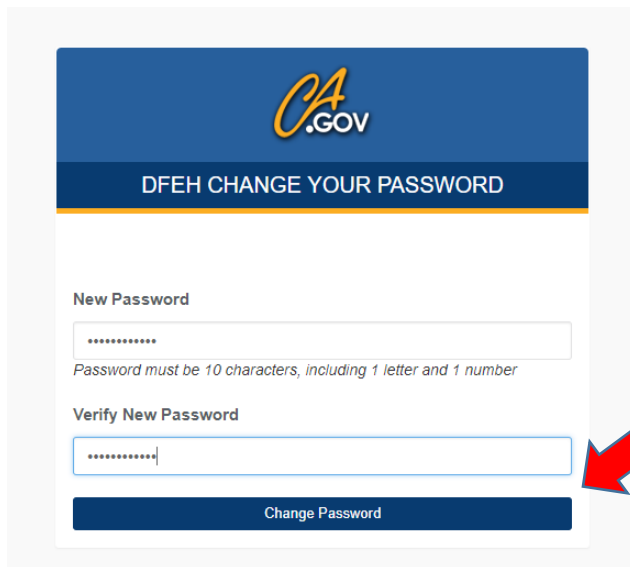
CA.GOV California Department of Fair Employment and Housing
CAL CIVIL RIGHTS SYSTEM

Registration Confirmation

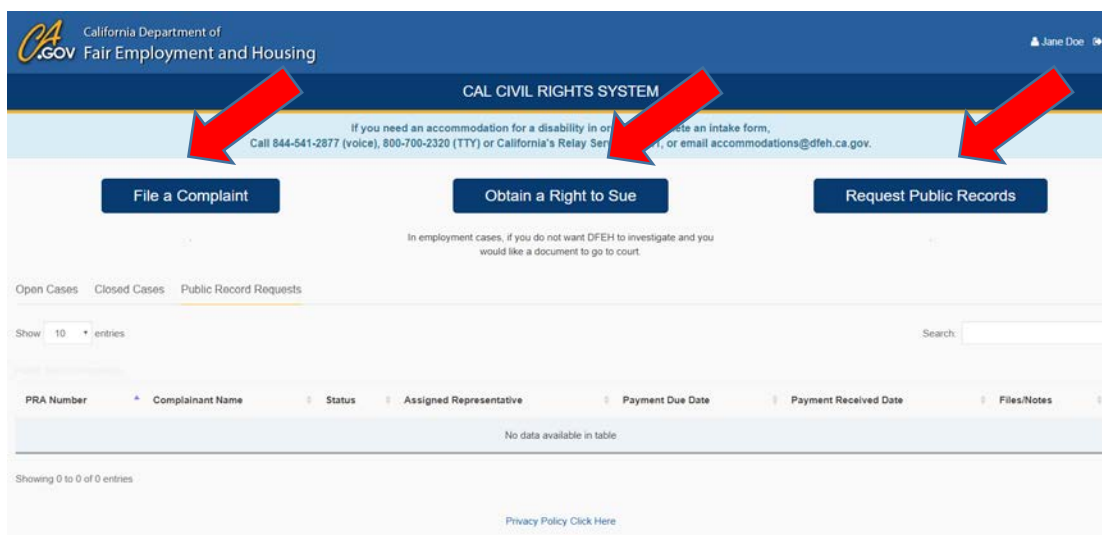
Thank you for registering. An email has been sent to you with your temporary password.

[Go to Login Page](#)

7. Go to **your email account**, open the email sent to you from the CCRS system, and click the link in the email.
8. Once you click the link in your email you will be taken to the **DFEH CHANGE YOUR PASSWORD** screen. Make sure you choose a password that will be easy to remember. Your password must be at least 10 characters long and have a mix of letters and numbers. Enter your **New Password**, **Verify New Password**, and click **Change Password**.

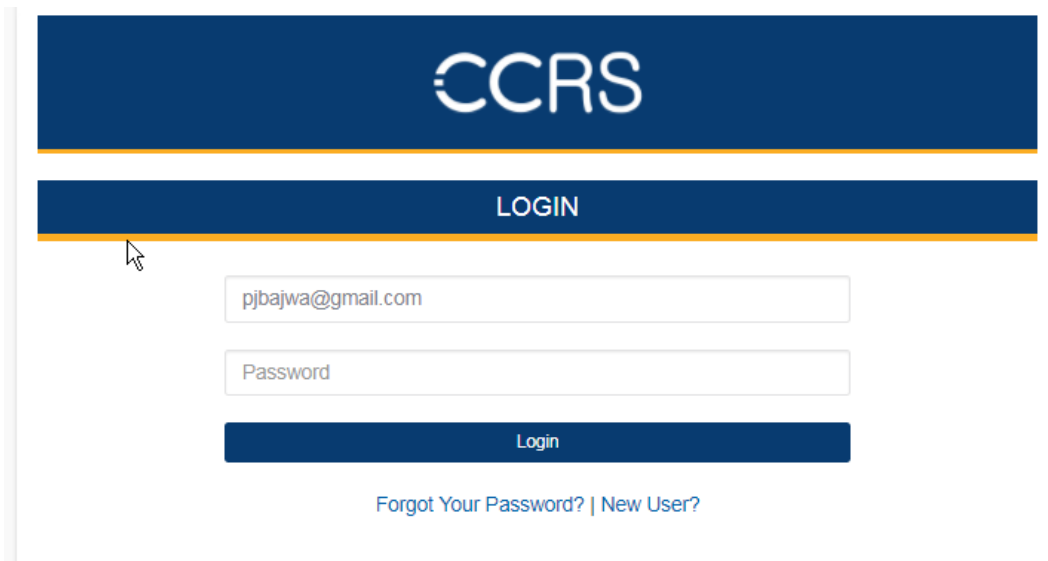


9. When you click **Change Password** you will be logged into your new CCRS account. Once you are logged in, you can **File a Complaint**, **Obtain a Right to Sue**, **Request Public Records**, and view your **Open Cases**, **Closed Cases**, and **Public Record Requests**.



How to Login to the CCRS System

1. You can login to your CCRS user account by entering <https://ccrs.dfeh.ca.gov> in your internet address bar. The supported internet browsers and versions that will work best with the system are Internet Explorer 11, Edge 20, Chrome 56, Firefox 50, and Safari 11 or higher.
2. Once you press enter you will be taken to the **LOGIN** screen.

A screenshot of the CCRS LOGIN screen. At the top is a dark blue header with the "CCRS" logo in white. Below this is a dark blue bar with the word "LOGIN" in white. Underneath is a white form area. It contains two input fields: the first is labeled with the email "pjbajwa@gmail.com" and the second is labeled "Password". Below these fields is a dark blue button with the word "Login" in white. At the bottom of the form area, there are two links: "Forgot Your Password?" and "New User?".

CCRS

LOGIN

pjbajwa@gmail.com

Password

Login

[Forgot Your Password?](#) | [New User?](#)

3. Enter your **Email** and **Password**, then click **Login**. This will take you to your CCRS account.

Resetting Your Password

1. If you forget your CCRS account password, go to the site by entering <https://ccrs.dfeh.ca.gov> in your internet address bar.
2. Press enter and you will be taken to the **LOGIN** screen. Click the “**Forgot Your Password?**” link in the last line on that page.

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If you need an accommodation for a disability in order to complete an intake form,
Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov.

LOGIN

Email

Password

Login

[Forgot Your Password?](#) | [New User?](#)

3. Clicking on the “**Forgot Your Password?**” link will take you to the **RESET PASSWORD** screen. Enter your **Email** here and click **Submit**.

CA.GOV

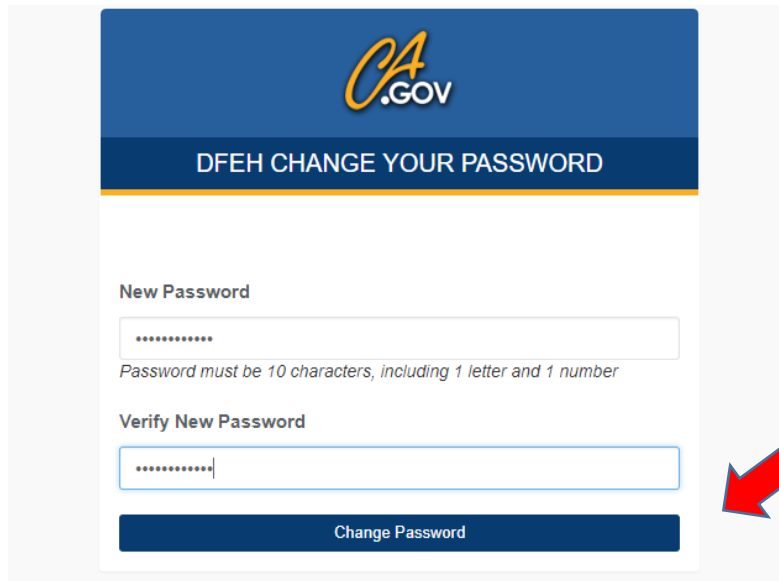
RESET PASSWORD

complainant.doe@gmail.com

Submit

[Login](#)

4. An email will be sent to your email account with a temporary password link similar to when you first set up your CCRS account. Go to **your email account**, open the email, and click the reset password link. This will take you to the **DFEH CHANGE YOUR PASSWORD** screen. Type in your NEW PASSWORD and VERIFY NEW PASSWORD. Then you will then be taken to your CCRS account screen.



CA.GOV

DFEH CHANGE YOUR PASSWORD

New Password

.....

Password must be 10 characters, including 1 letter and 1 number

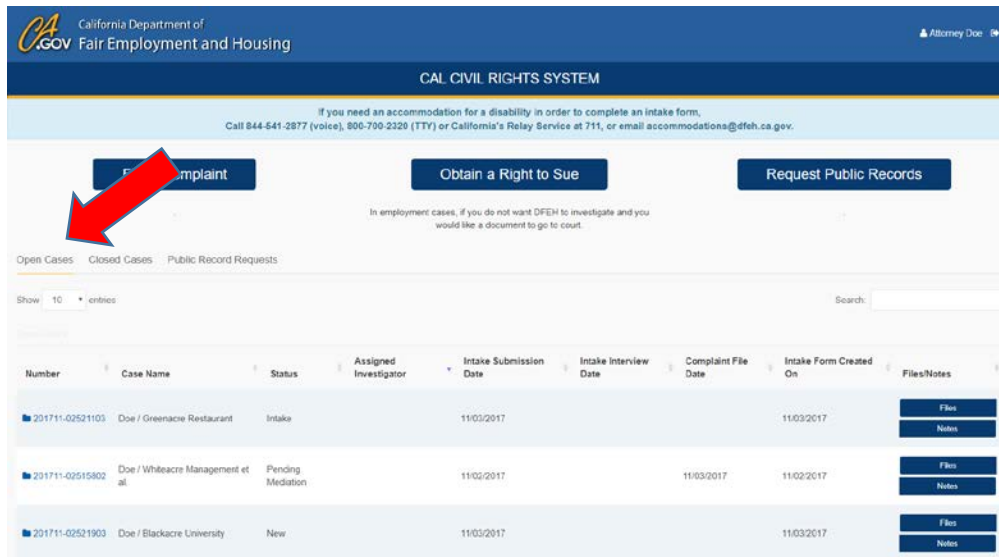
Verify New Password

.....

Change Password

Viewing Your Account Status

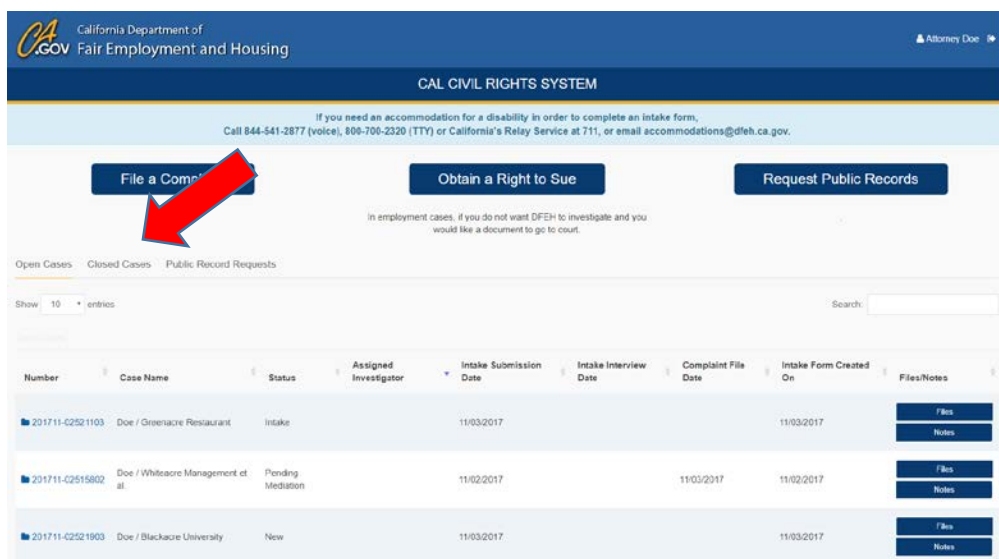
1. You can view details about the status of your cases in the CCRS system. Once you login to the system, the system will show your **Open Cases**. Here, you can see the **Number**, **Case Name**, **Status**, **Assigned Investigator**, **Intake Submission Date**, **Intake Interview Date**, **Complaint File Date**, **Intake Form Created On**, and **Files/Notes** for each of your Open Cases in the system.



The screenshot shows the CAL CIVIL RIGHTS SYSTEM interface. At the top, there's a header with the CA.GOV logo and the text "California Department of Fair Employment and Housing". Below this, a navigation bar contains "CAL CIVIL RIGHTS SYSTEM". A sub-header provides contact information: "If you need an accommodation for a disability in order to complete an intake form, Call 844-541-2877 (voice), 800-790-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov." Below this, there are three main buttons: "File a Complaint", "Obtain a Right to Sue", and "Request Public Records". A red arrow points to the "File a Complaint" button. Below these buttons, there's a section for "Open Cases", "Closed Cases", and "Public Record Requests". The "Open Cases" tab is selected. Below the tabs, there's a "Show" dropdown set to "10" and a "Search" input field. A table lists the cases with columns: Number, Case Name, Status, Assigned Investigator, Intake Submission Date, Intake Interview Date, Complaint File Date, Intake Form Created On, and Files/Notes. The table contains three rows of case data.

| Number | Case Name | Status | Assigned Investigator | Intake Submission Date | Intake Interview Date | Complaint File Date | Intake Form Created On | Files/Notes |
|-----------------|-----------------------------------|-------------------|-----------------------|------------------------|-----------------------|---------------------|------------------------|--|
| 201711-02521103 | Doe / Greenacre Restaurant | Intake | | 11/03/2017 | | | 11/03/2017 | Files Notes |
| 201711-02515802 | Doe / Whiteacre Management et al. | Pending Mediation | | 11/02/2017 | | 11/03/2017 | 11/02/2017 | Files Notes |
| 201711-02521903 | Doe / Blackacre University | New | | 11/03/2017 | | | 11/03/2017 | Files Notes |

2. You can view the same information for your closed cases by clicking the **Closed Cases** view option in the line on the left side of the screen just above the area where the cases are listed.



The screenshot shows the CAL CIVIL RIGHTS SYSTEM interface, similar to the previous one, but with the "Closed Cases" tab selected. A red arrow points to the "Closed Cases" tab. The table below the tabs shows the same three cases as the previous screenshot, but their status is now "Closed".

| Number | Case Name | Status | Assigned Investigator | Intake Submission Date | Intake Interview Date | Complaint File Date | Intake Form Created On | Files/Notes |
|-----------------|-----------------------------------|--------|-----------------------|------------------------|-----------------------|---------------------|------------------------|--|
| 201711-02521103 | Doe / Greenacre Restaurant | Closed | | 11/03/2017 | | | 11/03/2017 | Files Notes |
| 201711-02515802 | Doe / Whiteacre Management et al. | Closed | | 11/02/2017 | | 11/03/2017 | 11/02/2017 | Files Notes |
| 201711-02521903 | Doe / Blackacre University | Closed | | 11/03/2017 | | | 11/03/2017 | Files Notes |

3. You can see the status of your requests for public records by clicking **Public Record Requests** view option in the line just above the area where the cases are listed on the left side of the screen. This view will let you see your **PRA Number**, **Complainant Name**, **Status**, **Assigned Representative**, **Payment Due Date**, **Payment Received Date**, and **Files/Notes**.

The screenshot displays the CAL CIVIL RIGHTS SYSTEM interface. At the top, the header includes the California Department of Fair Employment and Housing logo and the text "CAL CIVIL RIGHTS SYSTEM". Below the header, there is a navigation bar with three main buttons: "File a Complaint", "Obtain a Right to Sue", and "Request Public Records". A red arrow points to the "Request Public Records" button. Below the navigation bar, there is a section for "Public Record Requests" with a search bar and a table of requests. The table has columns for PRA Number, Complainant Name, Status, Assigned Representative, Payment Due Date, Payment Received Date, and Files/Notes. Two requests are listed: one for Jennifer Smith (Completed) and one for John Smith (Draft). Each request has "File" and "Notes" buttons next to it.

California Department of
Fair Employment and Housing

Attorney Doe

CAL CIVIL RIGHTS SYSTEM

If you need an accommodation for a disability in order to complete an intake form,
Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov.

File a Complaint

Obtain a Right to Sue

Request Public Records

In employment cases, if you do not want DFEH to investigate and you would like a document to go to court.

Open Cases Closed Cases **Public Record Requests**

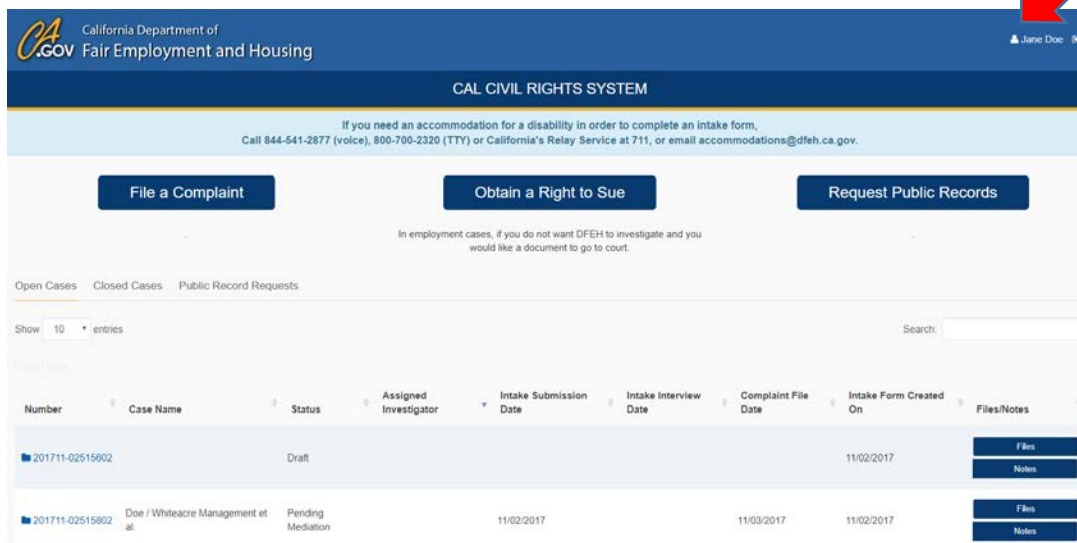
Show 10 entries

Search

| PRA Number | Complainant Name | Status | Assigned Representative | Payment Due Date | Payment Received Date | Files/Notes |
|-----------------|------------------|-----------|-------------------------|------------------|-----------------------|---|
| 201711-02523703 | Jennifer Smith | Completed | | 11/03/2017 | 11/03/2017 | File Notes |
| 201711-02524503 | John Smith | Draft | | | | File Notes |

How to Update Your Profile

1. If you need to update your CCRS account profile, you can do so by logging into your CCRS account. Your name will show in the top right corner of the screen. Click the **person icon next to your name** to change your account information.



CA GOV California Department of Fair Employment and Housing

CAL CIVIL RIGHTS SYSTEM

If you need an accommodation for a disability in order to complete an intake form, Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov.

File a Complaint Obtain a Right to Sue Request Public Records

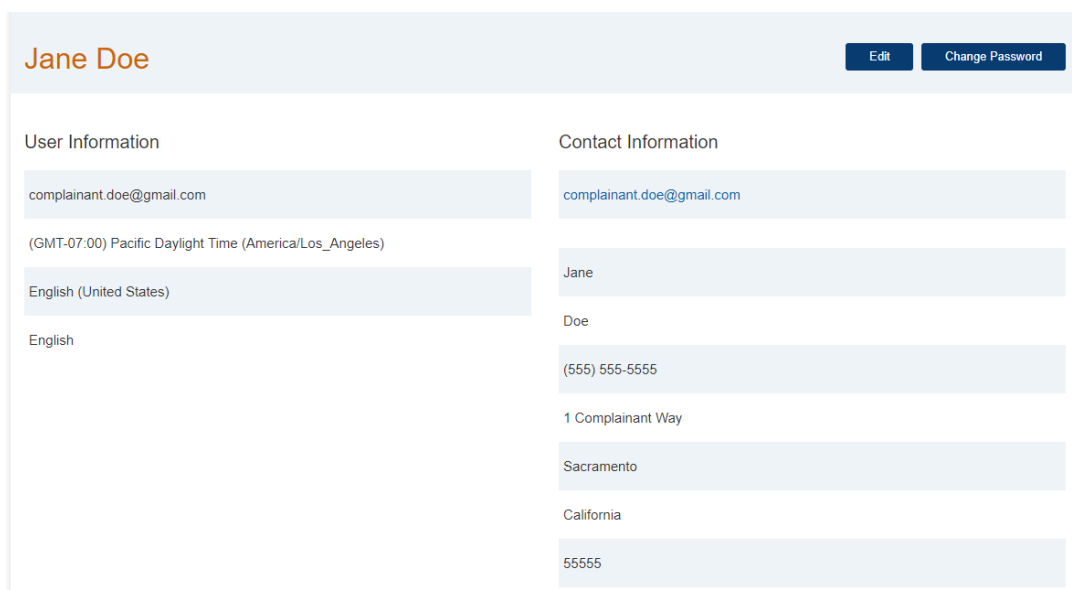
In employment cases, if you do not want DFEH to investigate and you would like a document to go to court.

Open Cases Closed Cases Public Record Requests

Show 10 entries Search:

| Number | Case Name | Status | Assigned Investigator | Intake Submission Date | Intake Interview Date | Complaint File Date | Intake Form Created On | Files/Notes |
|-----------------|----------------------------------|-------------------|-----------------------|------------------------|-----------------------|---------------------|------------------------|--|
| 201711-02515602 | | Draft | | | | | 11/02/2017 | Files Notes |
| 201711-02515802 | Doe / Whiteacre Management et al | Pending Mediation | | 11/02/2017 | | 11/03/2017 | 11/02/2017 | Files Notes |

2. You will be taken to the **User Information** screen where you can change your contact information by clicking the **Edit** button at the top right side of the screen. Save button will appear after you click Edit. You can also change your password by clicking the **Change Password** button at the top right side of the screen. After you edit your changes click the Save button to save your changes.



Jane Doe [Edit](#) [Change Password](#)

User Information

complainant.doe@gmail.com

(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)

English (United States)

English

Contact Information

complainant.doe@gmail.com

Jane

Doe

(555) 555-5555

1 Complainant Way

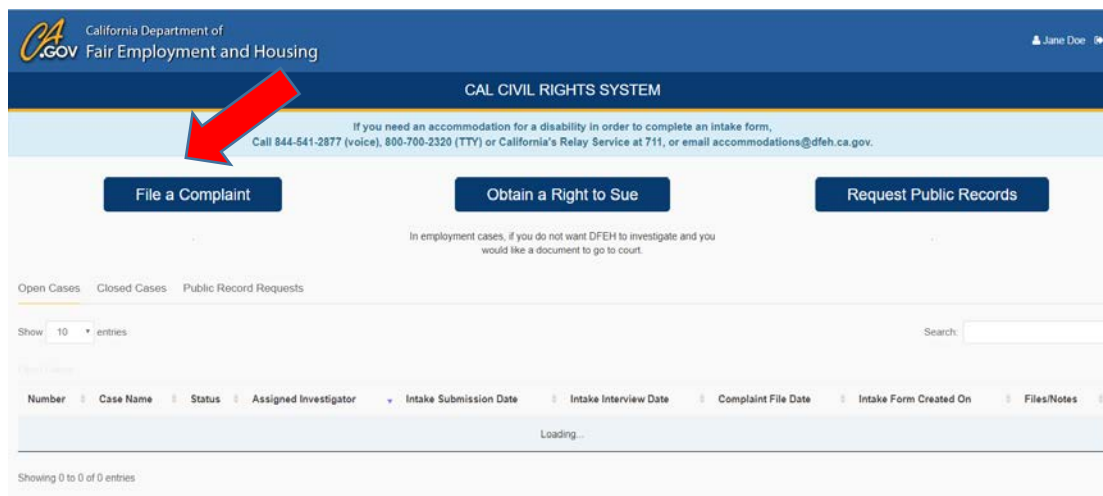
Sacramento

California

55555

Filing an Online Complaint

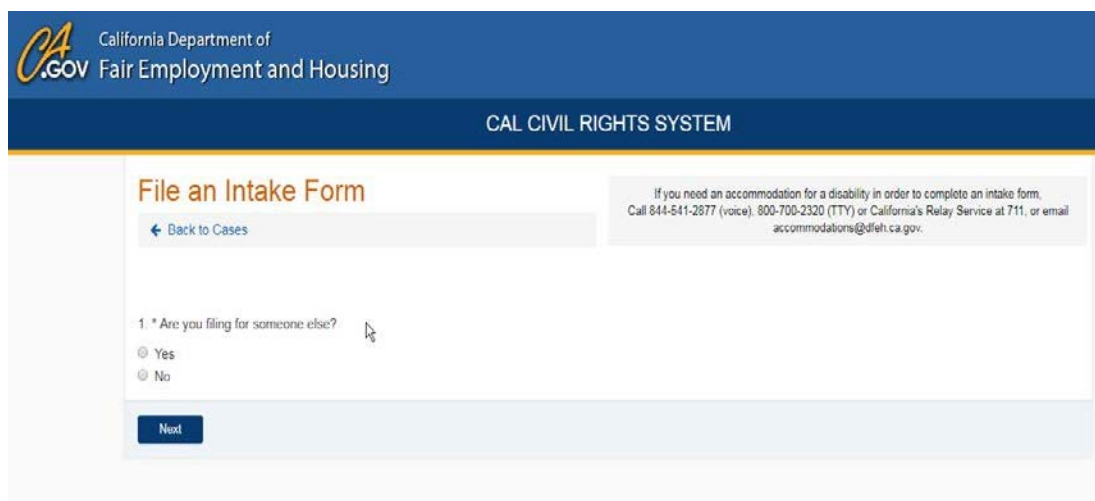
1. Follow the steps for “**How to Login to the CCRS System** (see page 9).” When you are logged into your CCRS account, click the **File a Complaint** button on the left side of the screen.



The screenshot shows the CAL CIVIL RIGHTS SYSTEM dashboard. At the top, there is a header for the California Department of Fair Employment and Housing. Below the header, there are three main buttons: "File a Complaint", "Obtain a Right to Sue", and "Request Public Records". A red arrow points to the "File a Complaint" button. Below the buttons, there is a section for "Open Cases", "Closed Cases", and "Public Record Requests". A table is displayed with columns for "Number", "Case Name", "Status", "Assigned Investigator", "Intake Submission Date", "Intake Interview Date", "Complaint File Date", "Intake Form Created On", and "Files/Notes". The table is currently empty, showing "Loading..." and "Showing 0 to 0 of 0 entries".

2. This will take you to the **File an Intake Form** screen. If you need an accommodation for a disability to help you to complete an Intake Form, call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov.
3. If you are helping someone else file a complaint, click YES after the question “**Are you filing for someone else?**” If you are filing your own complaint, click NO.

Click the **Next** button.



The screenshot shows the "File an Intake Form" screen. At the top, there is a header for the California Department of Fair Employment and Housing. Below the header, there is a section for "File an Intake Form". A link "Back to Cases" is visible. The main content area contains a question: "1. * Are you filing for someone else?". Below the question are two radio buttons: "Yes" and "No". At the bottom, there is a "Next" button. A sidebar on the right contains contact information for accommodations: "If you need an accommodation for a disability in order to complete an intake form, Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email accommodations@dfeh.ca.gov."

- This will take you to a screen where you will tell us what kind of complaint you are filing. Choose from the dropdown list under “**This complaint is related to.**” The dropdown list has options for filing complaints under Housing (FEHA), Employment (FEHA), Intimidation or act(s) of hate violence (Ralph Act), Treatment by business (Unruh Act), Denial of access with guide, signal, and service dog (Disabled Persons Act), Human Trafficking, GC11135 Discrimination by Recipient of State Funds – Individual, GC11135 Discrimination by Recipient of State Funds – Agency, Discrimination by State Contractor or Sub-Contractor.

Click the **Next** button.

California Department of
Fair Employment and Housing

CAL CIVIL RIGHTS SYSTEM

File an Intake Form

[Back to Cases](#)

2. * This complaint is related to:

Choose...
Choose...
Employment
Housing
Intimidation or act(s) of hate violence
Treatment by business
Denial of access with guide, signal, and service dog
Human Trafficking
Discrimination by Recipient of State Funds – Individual
Discrimination by Recipient of State Funds – Agency
Discrimination by State Contractor or Sub-Contractors
None of the above

If you need an accommodation for a disability in order to complete an intake form,
Call 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711, or email
accommodations@dfeh.ca.gov.

- On the next screen, you will be asked to answer questions about the type of complaint you are filing. The questions on this screen will vary depending on the type of complaint you are filing.

After you have answered these questions, click the **Next** button.

CAL CIVIL RIGHTS SYSTEM

File a Complaint Form

[Back to Cases](#)

Employment

3. * Did any of the alleged incidents occur in California?

☒ Yes
☐ No

4. * When is the most recent date of harm? That is, when was the last date you were subjected to an act of discrimination, harassment or retaliation?

10/31/2017

5. * Have you filed a complaint in this matter with the U.S. Equal Employment Opportunity Commission (EEOC)?

☐ Yes
☒ No

6. * Is your complaint against a federal government agency or employer?

☐ Yes
☒ No

7. How many people are employed by the employer you wish to file a complaint against? (Estimate for all of the company, not just your job site)

☐ 1-14
☒ 15-49
☐ 50-100
☐ 101-200
☐ 201-500
☐ 501 or more
☐ Unknown

[Previous](#) [Next](#)

6. You will be taken to the **Instructions**. Read all of the instructions and then click the **Next** button on the bottom or top right of the screen.

In Progress
Instructions

Next ▶

Save & Home Delete & Exit Save View / Print Intake

Please read these instructions fully before you proceed!

By submitting this Form, you are asking the Department of Fair Employment and Housing (DFEH) to review the information you have provided for possible filing and investigation of a DFEH Complaint. SUBMITTING AN INTAKE FORM DOES NOT CONSTITUTE THE FILING OF A COMPLAINT.

This Intake Form will ask you for details about your case, including the person(s), business(es) or landlord that caused you harm (Respondent). As you complete each section, your progress will be saved. If you do not complete the form now, you can return to change or complete the Intake Form within 30 days. If you do not submit the Intake Form within 30 days of first starting it, the information you provided will be deleted. YOU MUST COMPLETE AND SUBMIT THE FORM FOR THE DFEH TO REVIEW IT.

After you submit the Intake Form, you will be contacted by a DFEH representative and asked to answer additional questions about your case. We will evaluate the information you provide to determine if your case can be filed and investigated as a DFEH Complaint. If we decide that your complaint can be filed, we will draft a DFEH Complaint and send it to you. If you agree with the information in the DFEH Complaint and wish to proceed with the investigation, you must sign and return the Complaint to us. Once we receive your signed Complaint, it is deemed filed and we will serve a copy of the Filed Complaint on each respondent with a request to respond in writing to the allegations in the Complaint. For further details on the complaint process, click [here](#).

Please call the DFEH at 800-884-1684 if you are not sure if this is the correct Intake Form for your case, or for any other questions.

Are you filing for someone else? *

No ▼

7. This will take you to the **Complainant Information** screen. If you are filing your own complaint, your information will already be in the system and will show as the Complainant. If you are filing a complaint for someone else, your information will show under the Complainant Representative. If you are a Complainant Representative, you can enter information about the complainant under **Complainant Parties** by clicking **New Complainant** on the right side of the screen.

You can click the **pencil icon** on the left side of the screen near the name to edit any party.

In Progress
Complainant Information



Previous Next

Save & Home Delete & Exit Save View / Print Intake

If you are a representative, click +New Complainant to add the complainant. If you would like to add a representative, return to the Instructions section to update your response to the question "Are you filing for someone else?" Any field labeled with a * is required.

Complainant Representative

+ New Complainant Representative

| Action | First Name | Last Name | Address Unknown | Phone | Email |
|---|------------|-----------|-----------------|-------|------------------|
|   | Jon | Doe | ✓ | | jondoe@gmail.com |

Complainant Parties

+ New Complainant

| Action | Primary ⓘ | First Name | Last Name | Phone | Email |
|--------|-----------|------------|-----------|-------|-------|
|--------|-----------|------------|-----------|-------|-------|

Are you filing against a? *

--None-- ▼

8. When you click **New Complainant**, a **New Record** box pops up where you can add the complainant name, contact information, and demographic information. After you enter the information, click the **Save** button at the bottom of the screen.

New Record [X]

☐ Primary
Please check the box for primary party

First Name * [Text Field] **Last Name *** [Text Field]

Phone [Text Field] **Extension** [Text Field] **Mobile** [Text Field]

Email [Text Field] ☐ Address Unknown: [Text Field] **Address** [Text Field]
Required if "Address Unknown" is not checked

Apt/Suite [Text Field] **City** [Text Field] **State** [Dropdown: --None--]

Postal/Zip Code [Text Field] **Age** [Text Field] **Marital Status** [Dropdown: --None--]
Optional

Primary Language [Dropdown: --None--]
Optional

Disability
Available: [List: Blood/Circulation, Brain/Nerves/Muscles, Digestive/Urinary/Reproduction, Hearing]
Chosen: [List]
Select all that apply (Optional)

Race [Dropdown: --None--] **National Origin** [Dropdown: --None--] **Religion** [Dropdown: --None--]
Optional

Gender [Dropdown: --None--]
Optional

Save **Close**

Click the **Next** button.

9. After you have completed the complainant information, go to the dropdown list under **Are you filing against a?**, and tell us whether your complaint is against a **Business or Organization**, an **Individual**, or **Both**. Then click **Next** and you will be taken to the **Respondent** page where you can give us more details about who you are filing the complaint against. How you enter the information will vary depending on the type of complaint you are filing. Follow the instructions given on the page.

You can click the **pencil icon** on the left side of the screen near the name to edit any party.

Click the **Next** button on the bottom or top right of the screen.

In Progress
Respondent Information

Save & Home Delete & Exit Save View / Print Intake

Previous Next

Respondent Parties

A Respondent is an individual or an entity that you wish to file a complaint against. You can add a respondent by clicking the +Respondent button below. This will bring up a screen where you can enter details about the respondent. If you have more than one respondent, check the Primary box on the top left corner of this screen for the respondent who will be listed first in your complaint.

Business or Organization (Employer) Respondent

+ New Business/Organization Respondent

| Action | Primary | Business or Organization Name | Address Unknown | Phone | Business |
|-----------------------------|---------|-------------------------------|-----------------|-------|----------|
| + New Individual Respondent | | | | | |

Individual Respondents

| Action | Primary | First Name | Last Name | Phone |
|---------------|---------|------------|-----------|-------|
| Previous Next | | | | |

10. You will be taken to the **Complaint Details** screen. The information you will be asked to enter will depend on the type of complaint you are filing. Select the Harm type from Discrimination, Harassment, and Retaliation. Check the box to open options to select Act of Harm and Basis.

Click the **Next** button at the bottom of the screen(s) that ask you to provide details about your complaint after you are done entering your information.

In Progress
Complaint Details

Save & Home Delete & Exit Save View / Print Intake

Previous Next

For help filing, please call (800) 884-1684

First Date of Harm

08/01/2017

Most Recent Date of Harm *

10/31/2017

Please describe what happened

My supervisor harassed me due to my protected status. I reported it to Human Resources, and subsequently my supervisor denied me a promotion in retaliation for complaining to management. Whitacre terminated me 3 months later.

Is the harm continuing?

No

Is the harm continuing?

--None--

☒ Discrimination

Discrimination Act of Harm

| Available | | Chosen |
|--|---|--------|
| Asked impermissible non-job-related questions | ▶ | |
| Demoted | ◀ | |
| Denied a work environment free of discrimination | | |
| Denied accommodation for pregnancy | | |

Select all that apply

Discrimination Basis

| Available | | Chosen |
|---|---|--------|
| Age (40 and over) | ▶ | |
| Ancestry | ◀ | |
| Association with someone of a protected class | | |
| Color | | |

Select all that apply

Discrimination Basis - Chosen

11. In the next section, you can upload **Documents**. If you want to upload documents, click the **Choose File** button.

Completed Documents

Save & Home Delete & Exit Save View / Print Intake

All documents submitted by any party, whether uploaded to this website or sent by other means, are public records that may be subject to disclosure under the California Public Records Act, Government Code sections 6250 et seq.

Choose File No file chosen

Upload document

| Action | Document Name | Update Date/Time |
|--------|----------------------------------|--------------------|
| | Photograph of Support Animal.jpg | 11/2/2017 12:12 PM |

Previous Next

12. When you click **Choose File** on the left side of the screen, a new window will pop-up where you can pick the files you want to upload. Click on the **File name**, click **Open**, and click the **Upload document** button.

Click the orange **Save** button at the top after you upload each document. Then click the **Next** button on the right side of the screen to move to the next section.

Completed Documents

Save & Home Delete & Exit Save View / Print Intake

All documents submitted to the DFEH by any party, whether uploaded to this website or sent by other means, are public records that may be subject to disclosure under the California Public Records Act, Government Code section 6250 et seq.

Choose File Medical Worksheet.pdf

Upload document

| Action | Document Name | Update Date/Time |
|--------|----------------------------------|--------------------|
| | Photograph of Support Animal.jpg | 11/2/2017 12:12 PM |

Previous Next

13. In the **Appointment** section, enter your **Phone Number to Contact**. This is the required telephone number that the DFEH investigator will call at your scheduled appointment time to discuss your complaint. If you do not have a telephone number, please contact our Communications Center at 800-884-1684 (voice), 800-700-2320 (TTY) or California's Relay Service at 711 or email contact.center@dfeh.ca.gov.

In Progress Appointment

Save & Home Delete & Exit Save View / Print Intake

Please select an appointment below. You may not cancel an appointment within 24 hours of the scheduled time. You will be contacted within 30 minutes of your scheduled appointment time. If you do not have a telephone contact number, please contact a DFEH representative at 1 (800) 884-1684.

You must submit your form before your appointment is secured.

Phone Number to Contact *

(916) 555-1212

☒ Do you need special accommodations?
If you need Special Accommodations please check the box.

☐ ASL/Video Remote Interpreting ☐ CART Services
Communication Access Real-time Translation

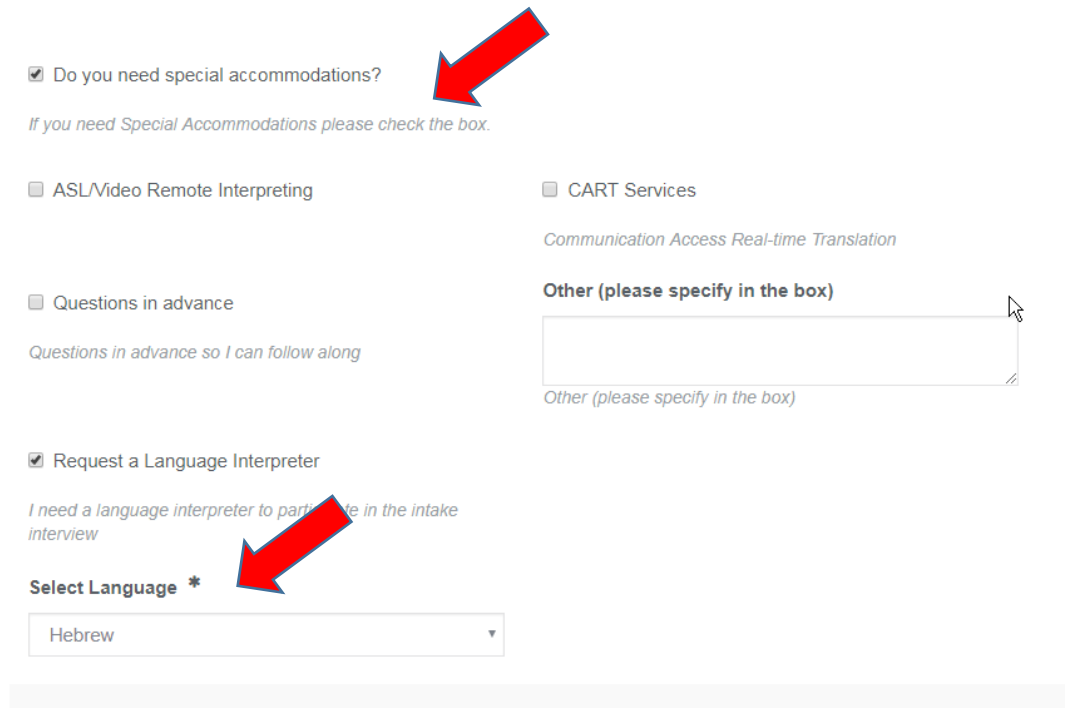
☐ Questions in advance
Questions in advance so I can follow along

☒ Request a Language Interpreter
I need a language interpreter to participate in the intake interview

Other (please specify in the box)

This will be the number used by DFEH to contact you during your appointment.

14. If you need the Department to help you with a language or disability accommodation for your phone interview, check the “**Do you need special accommodations?**” checkbox. When you do, more checkbox options will pop up offering you **ASL/Video Remote Interpreting**, **CART Services**, **Questions in advance**, and **Request a Language Interpreter**. If you need another kind of accommodation, you can use the **other** textbox to tell us what you need help with. If you need a language interpreter, you can pick your language from the **Select Language** dropdown list.



☒ Do you need special accommodations?
If you need Special Accommodations please check the box.

☐ ASL/Video Remote Interpreting
☐ CART Services
Communication Access Real-time Translation

☐ Questions in advance
Questions in advance so I can follow along

☒ Request a Language Interpreter
I need a language interpreter to participate in the intake interview

Select Language *

Hebrew

15. Scroll down to the bottom of the **Appointment** screen. You can pick your appointment date and time by clicking on the time slot, and clicking **Save meeting date and time** (right above the time slots). You will be called within 30 minutes of your appointment time.

You must schedule an appointment in order to submit your Intake Form. You can return to CCRS and cancel or change your appointment until 24 hours before the appointment time.

Once you have saved your meeting date and time, click the **Next** button at the bottom right corner of the screen.

Save meeting date and time

| Date | Hours |
|----------------------|----------|
| Mon November 06 2017 | 9am-10am |
| Mon November 06 2017 | 12pm-1pm |
| Mon November 06 2017 | 2pm-3pm |
| Tue November 07 2017 | 9am-10am |
| Tue November 07 2017 | 2pm-3pm |
| Wed November 08 2017 | 9am-10am |
| Wed November 08 2017 | 12pm-1pm |
| Thu November 09 2017 | 9am-10am |
| Fri November 10 2017 | 9am-10am |

Previous Next

16. This will bring you to the **Confirm and Submit** section. If it would be helpful to you to review your information in a single document, click **View / Print Intake** to see a PDF copy of your entire Intake Form, which you can also print for your records. If you have filled out all of the information you need to enter, click the **Submit** button at the bottom right side of the screen above the **Previous** button.

In Progress

Confirm and Submit

Previous

Save & Home Delete & Exit Save View / Print Intake

Previewing Intake Form

From here, you can generate a printout of all the information you have entered thus far by clicking the VIEW/PRINT INTAKE button above. This is not necessary and is intended only to facilitate review of the information you provided prior to submission. YOU HAVE NOT YET SUBMITTED YOUR INTAKE. YOU MUST COMPLETE THE PROCESS FOR SUBMISSION TO INITIATE DFEH REVIEW OF YOUR COMPLAINT. Click SUBMIT below to proceed to submit your complaint.

Submit

Previous

17. You will be taken to a **Confirmation** screen with your case number. At this point, you have submitted an Intake Form to us. This is not a filed complaint. During your scheduled interview, a DFEH investigator will ask additional questions about your case. The investigator will evaluate the information you provide to determine if your case can be filed and investigated as a DFEH Complaint.

Responding to a Complaint

1. Follow the steps for **Creating Your CCRS Account** (see pages 3-9). Once you have created your account, call or email the investigator assigned to your case and ask them to link the case to your account. After the investigator has linked the case to your account, you will see the case listed when you login to your CCRS Account. If you aren't sure who to contact, you may contact our Communications Center at 800-884-1684 (voice), 800-700-2320 (TTY) or California's Relay Service at 711 or email contact.center@dfeh.ca.gov.

Once your account has been linked to the case, you will be able to view the status of the case, upload documents (including your response to the complaint) pertaining to the case and send a note to DFEH staff.



The screenshot shows the CCRS Account interface. At the top, there are three buttons: "File a Complaint", "Obtain a Right to Sue", and "Request Public Records". Below these is a note: "In employment cases, if you do not want DFEH to investigate and you would like a document to go to court." There are tabs for "Open Cases", "Closed Cases", and "Public Record Requests". A search bar and a "Show 10 entries" dropdown are present. The main section is a table of cases. A red arrow points to the "Files" button next to the first case entry.

| Number | Case Name | Status | Assigned Investigator | Intake Submission Date | Intake Interview Date | Complaint File Date | Intake Form Created On | |
|-----------------|-------------------------------|--------|-----------------------|------------------------|-----------------------|---------------------|------------------------|--|
| 201711-02556715 | bajwa / No Primary Respondent | Draft | | | | | 11/15/2017 | Files Notes |
| 201711-02556615 | Doe / No Primary Respondent | Draft | | | | | 11/15/2017 | Files Notes |

2. To upload documents, click the **Files** button on the right side of your account page where the case is listed. A dropdown screen will appear. Click the **Upload New File** button on the left side of this screen. A pop-up box will appear where you can choose the file you want to upload by clicking the **Choose File** button and then selecting the file from your computer or other device. Click **Open** and the file name will appear next to the **Choose File** button. Then click the **Upload** button located just below the **Choose File** button.

To upload additional documents, repeat this process. When you have finished, click the **Close** button on the original dropdown screen and your account page will return to the standard view.

201711-02556015 Doe / No Primary Respondent Draft 11/15/2017

Files
Notes

Upload New File Close

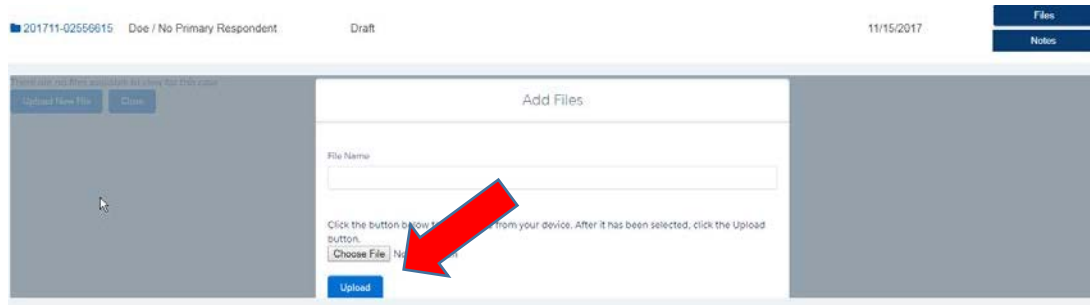
Add Files

File Name

Click the button below to select a file from your device. After it has been selected, click the Upload button.

Choose File No

Upload

A screenshot of a web application interface. At the top, there is a header bar with the text '201711-02556015 Doe / No Primary Respondent Draft 11/15/2017'. Below this, there are two tabs: 'Files' and 'Notes'. The main content area is divided into two sections. The left section has a grey background and contains a button labeled 'Upload New File' and a 'Close' button. The right section has a white background and is titled 'Add Files'. It contains a text input field for 'File Name', a paragraph of instructions: 'Click the button below to select a file from your device. After it has been selected, click the Upload button.', and two buttons: 'Choose File' and 'No'. A large red arrow points to the 'Choose File' button.

3. For directions on how to send a note to the DFEH staff person assigned to your case, see **Send a Note to DFEH about Your Case** (pages 35-36)

Sending a Note to DFEH about Your Case

1. You can contact your assigned DFEH staff person using the system. To send a note, click **Notes** on the right side of your account page where your case(s) is listed.

The screenshot shows the 'CAL CIVIL RIGHTS SYSTEM' dashboard. At the top, there's a header for the 'California Department of Fair Employment and Housing' with a user profile for 'Jon Doe'. Below the header, there are three main buttons: 'File a Complaint', 'Obtain a Right to Sue', and 'Request Public Records'. A message about accommodations is displayed. Below this, there are tabs for 'Open Cases', 'Closed Cases', and 'Public Record Requests'. A search bar and a 'Show 10 entries' dropdown are present. A table lists cases with columns: Number, Case Name, Status, Assigned Investigator, Intake Submission Date, Intake Interview Date, Complaint File Date, and Intake Form Created On. One case is listed: '201711-02556715' with case name 'bajwa / No Primary Respondent', status 'Draft', and created on '11/15/2017'. To the right of the table, there are two buttons: 'Files' and 'Notes'. A red arrow points to the 'Notes' button.

2. A dropdown screen will appear entitled **Add New Public Note**. Fill in the **Title** text boxes on this screen and type your note into the **Note** box. Then click **Submit** followed by **Close Notes**.

The screenshot shows the 'Add New Public Note' form. At the top, there's a header with case information: '201711-02556715', 'Doe / No Primary Respondent', 'Draft', and '11/15/2017'. Below this, there are two buttons: 'Files' and 'Close Notes'. The main form area has a title 'Add New Public Note' with a red arrow pointing to it. Below the title, there are two text input fields: 'Title' and 'Description'. At the bottom left, there is a 'Submit' button. Below the form, there is a section for 'Current Public Notes'.

Obtaining a Right to Sue

1. In Employment cases, if you want a letter allowing you to take your case to court rather than having us investigate your case, you can use the CCRS system to get a Right to Sue letter.

Start by going to your CCRS system account and then click the **Obtain a Right to Sue** button at the top middle of the screen. When you click the **Obtain a Right to Sue** button, you will be asked, “**Are you filing on behalf of another person, or are you an advocate or otherwise assisting a person to file?**”

If you are filling out the form for someone else, click **YES**. If you are filling out the form by yourself, click **NO**.

The screenshot shows the 'CAL CIVIL RIGHTS SYSTEM' dashboard. At the top, there's a header for the 'California Department of Fair Employment and Housing'. Below the header, there are three main buttons: 'File a Complaint', 'Obtain a Right to Sue', and 'Request Public Records'. A red arrow points to the 'Obtain a Right to Sue' button. Below these buttons, there's a section for 'Open Cases', 'Closed Cases', and 'Public Record Requests'. A table lists cases with columns for Number, Case Name, Status, Assigned Investigator, Intake Submission Date, Intake Interview Date, Complaint File Date, Intake Form Created On, and Files/Notes. Two cases are listed: one with status 'Pending Mediation' and another with status 'Draft'. At the bottom, it says 'Showing 1 to 2 of 2 entries'.

2. You will then be taken to the **Instructions** section. Read the instructions fully and click **Next** at the top or bottom of the right side of the screen.

The screenshot shows the 'Instructions' section. At the top, there's a 'Next' button. Below it, there are four buttons: 'Save & Home', 'Delete & Exit', 'Save', and 'View / Print Intake'. The main text reads: 'Please read these instructions fully before you proceed! To obtain a Right to Sue notice, you must fill out a form that asks you for details about your case, including the person and/or employer that you are filing against (Respondent). As you complete each section, your progress will be saved. If you do not complete the form now, you can return to change or complete the form within 30 days. If you do not submit the form within 30 days of first starting it, the information you provided will be deleted. YOU MUST COMPLETE THE FORM AND CLICK SUBMIT to obtain your Right to Sue. If you have questions, please contact the DFEH at (800) 884-1684.' Below this, there's a question: 'Are you filing for someone else? *' with a dropdown menu showing 'No'. At the bottom right, there's a 'Next' button.

- This will take you to the **Complainant** screen. If you are filing your own complaint, your information will already be in the system and will show as the Complainant. If you are filing a complaint for someone else, your information will show under the **Complainant Representative**. If you are a Complainant Representative, you can enter information about the complainant under **Complainants** by clicking **New Complainant** on the right side of the screen.

You can click the **pencil icon** on the left side of the screen near the name to edit any party.

After you have completed the complainant information, go to the dropdown list under **Are you filing against a?** and tell us whether your complaint is against a **Business or Organization**, an **Individual**, or **Both**. Then click **Next** and you will be taken to the **Respondent** page where you give us details about who you are filing the complaint against.

In Progress
Complainant Information

Previous Next

Save & Home Delete & Exit Save View / Print Intake

If you are a representative, click +New Complainant to add the complainant. If you would like to add a representative, return to the Instructions section to update your response to the question "Are you filing for someone else?" Any field labeled with a * is required.

Complainant

+ New Complainant

| Action | Primary | First Name | Last Name | Phone | Email |
|--------|-------------------------------------|------------|-----------|-------|------------------|
| | <input checked="" type="checkbox"/> | Jon | Doe | | jondoe@gmail.com |

Are you filing against a? *
-None-

Previous Next

- On the **Respondent** page, add the name and details related to each Respondent by clicking **New Business/Organization Respondent** in the **Business/Organization(Employer) Respondents** section of the page or **New Individual Respondent** in the **Individual Respondents** section of the page. You will see one or both of these sections depending on what you selected from the dropdown list on the previous page.

You can click the **pencil icon** on the left side of the screen near the name to edit any party.

Click the **Next** button on the bottom or top right of the screen.

California Department of
Fair Employment and Housing

RIGHT TO SUE

Jon Doe

Instructions
Completed

Complaint Information
Completed

Respondent Information
In Progress

Complaint Details

Documents

Confirm and Submit

In Progress

Respondent Information

Previous
Next

Save & Home
Delete & Exit
Save
View / Print Intake

Respondent

A Respondent is an individual or an entity that you wish to file a complaint against. You can add a respondent by clicking the +Respondent button below. This will bring up a screen where you can enter details about the respondent. If you have more than one respondent, check the Primary box on the top left corner of this screen for the respondent who will be listed first in your complaint.

Business/Organization (Employer) Respondent

+ New Business/Organization Respondent

| Action | Primary | Business or Organization Name | Address Unknown | Phone | Business |
|--------|---------|-------------------------------|-----------------|-------|----------|
| | | | | | |

Previous
Next

- You will be taken to the **Complaint Details** section of the case where you can enter the details about what happened to you.

When you are done entering the details about your case, click the **Next** button at the top right side of the screen.

In Progress

Complaint Details

Previous
Next

Save & Home
Delete & Exit
Save
View / Print Intake

Right to Sue For help filing, please call (800) 884-1684

Most Recent Date of Harm *

11/02/2017

Please describe what happened

I was denied a reasonable accommodation for my pregnancy-related disability.

☒ Discrimination

Please check the box if you have experienced discrimination and select the responses below.

Discrimination Act of Harm

Asked impermissible job inquiry
Demoted
Denied accommodation for religious beliefs
Denied any employment benefit or privilege
Denied employer paid health care while on pregnancy dis...

Chosen
Denied accommodation for pregnancy

Select all that apply

Discrimination Basis

Available
Age (40 and over)
Ancestry
Association with someone of a protected class
Color

Chosen
Disability (physical or mental)

Select all that apply

6. You can then upload case documents to the file under the **Documents** section of the case (for details, see pages 27-28).

Click the **Next** button on the bottom or top right of the screen.

7. This will bring you to the **Confirm and Submit** section. If it would be helpful to you to review your information in a single document, click **View / Print Intake** to see a PDF copy of your entire Intake Form, which you can also print for your records.

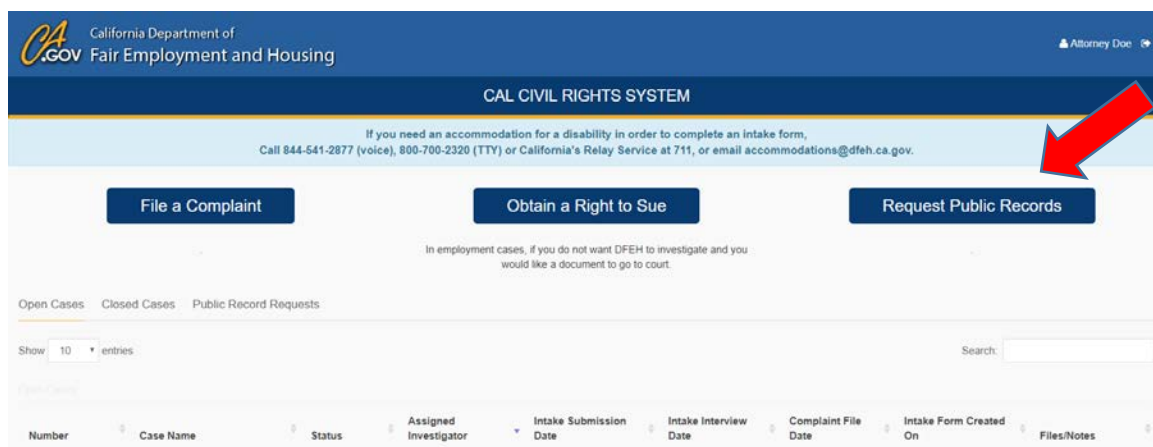
You must also verify who you are and whether you are submitting this information for yourself or someone else. You can do this by filling out the **Verified By**, **Verifier's Relationship to Complainant**, and **Verifiers City and State** boxes.

If you have filled out all of the information you need to enter, click the **Submit** button at the bottom right side of the screen above the **Previous** button.

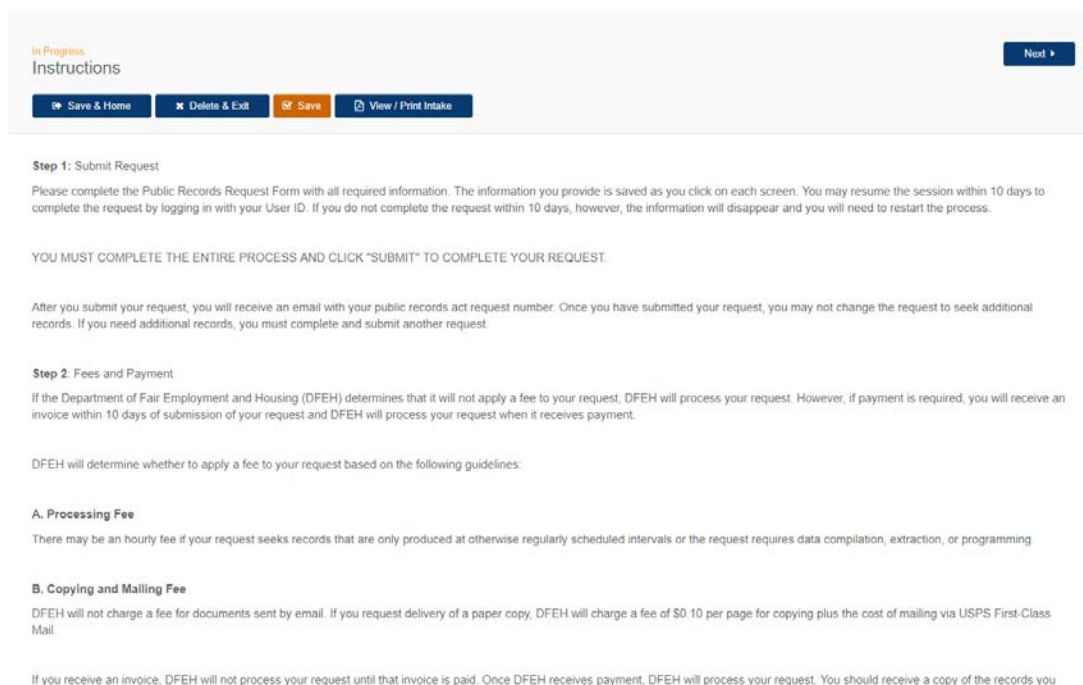
The screenshot shows the 'Confirm and Submit' section of the 'RIGHT TO SUE' form. The header includes 'California Department of Fair Employment and Housing' and 'RIGHT TO SUE'. The user 'Jon Doe' is logged in. A sidebar on the left lists sections: 'Instructions Completed', 'Complainant Information Completed', 'Respondent Information Missing Required Data', 'Complaint Details Missing Required Data', 'Documents', and 'Confirm and Submit'. The main content area is titled 'Confirm and Submit' and includes buttons for 'Save & Home', 'Delete & Exit', 'Save', and 'View / Print Intake'. Below this is the 'RTS Intake Form' section, which contains a warning about the consequences of not providing all required information before hitting the submit button. It then asks the user to verify who they are and whether they are submitting this information for themselves or someone else. The form includes fields for 'Verified By' (with a dropdown menu), 'Verifier's Relationship to Complainant' (with a dropdown menu), and 'Verifier's City and State' (with a text input field). At the bottom, there is a disclaimer about the penalty of perjury and a 'Submit' button.

Requesting Public Records

1. To request records from a DFEH case, go to your CCRS system account, and then click the **Request Public Records** button at the top right side of the screen.



2. This will take you to the **Instructions** section. Read the Instructions fully and click **Next** at the top or bottom of the right side of the screen.



- This will take you to the **Questionnaire** section where you will enter details about the type of records you are requesting and how you want them delivered to you.

After you have completed this information, click the **Next** button on the bottom or top right of the screen.

The screenshot shows the 'Questionnaire' section of the 'Public Records Act Request' form. At the top, there's a header with 'In Progress' and 'Questionnaire' text, and 'Previous' and 'Next' buttons. Below this are 'Save & Home', 'Delete & Exit', 'Save', and 'View / Print Intake' buttons. The form content includes: 'Public Records Act Request' title, a help line '(800) 884-1684', a dropdown for 'Is this related to a DFEH Complaint?' (set to 'Yes'), text inputs for 'DFEH Case Number' (201711-02523503) and 'Complainant/Plaintiff Name' (John Smith), a 'Respondent/Defendant Name' input (Greenacre Properties II, LLC), a 'Specify Documents' dropdown (All case-related documents), a 'Delivery Preference' dropdown (Mail - \$0.10 per page plus mailing cost), and a 'Type of Requestor' dropdown (Complainant/Plaintiff or Complainant/Plaintiff's attorney). At the bottom is a table with columns: Action, Primary, First Name, Last Name, Phone, and Email. The table contains one entry for 'Attorney Doe' with phone '(555) 555-5555' and email 'lawofficesofdoe@gmail.com'.

| Action | Primary | First Name | Last Name | Phone | Email |
|-------------------------------------|--------------------------|------------|-----------|----------------|---------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Attorney | Doe | (555) 555-5555 | lawofficesofdoe@gmail.com |

- You can then upload documents to the Public Records Act Request file under the **Documents** section of the case (for details, see pages 27-28).

Click the **Next** button on the bottom or top right of the screen.

- This will bring you to the **Confirm and Submit** section. If it would be helpful to you to review your information in a single document, click **View / Print Intake** to see a PDF copy of your entire request, which you can also print for your records.

When you are ready to submit your request, click the **Submit** button at the bottom of the screen.

The screenshot shows the 'Confirm and Submit' section of the 'Public Records Act Request' form. The header includes 'California Department of Fair Employment and Housing', 'PUBLIC RECORDS ACT REQUEST', and the user 'Jon Doe'. A sidebar on the left lists 'Instructions Completed', 'Questionnaire', 'Upload Documents', and 'Confirm and Submit'. The main content area has 'In Progress' and 'Confirm and Submit' text, with 'Previous', 'Save & Home', 'Delete & Exit', 'Save', and 'View / Print Intake' buttons. Below is a 'Previewing PRA Request' section with a disclaimer: 'From here, you can generate a printout of all the information you have entered thus far by clicking the VIEW/PRINT INTAKE button above. This is not necessary and is intended only to facilitate review of the information you provided prior to submission. YOU HAVE NOT YET SUBMITTED YOUR PUBLIC RECORDS REQUEST. Click SUBMIT below to proceed to finalize your PRA request.' At the bottom right are 'Submit' and 'Previous' buttons.