The Case Support Services Short Form for Investigation and the Long Form (for all other requests) are here!

Please relay the instructions below to anyone who may be using the form.

BOTH FORMS MUST BE DOWNLOADED TO YOUR COMPUTER BEFORE FILLING THEM OUT. PLEASE DO NOT FILL THE FORM OUT DIRECTLY FROM THE OPDS WEBSITE. To download the form, right click (on Mac: CTRL key + "click" on the mouse) on the blue hyperlink on the website to "Save/Save as..." and save the form on your computer.

Remember, the Short Form is for the first request for investigation on any case. If the attorney is seeking additional hours after the first request for investigation, they will have to use the Long Form. Additionally, this form may only be used in Adobe Acrobat Reader and MUST be emailed directly from the button on the form - any forms which are printed out and submitted will NOT be accepted. If you are using Adobe Acrobat Pro, the form may work, however, you may need to download Reader instead. See below for a link to the free download of Reader.

Short Form Instructions:
1.   Please use Adobe Acrobat Reader to fill out and view this form. Adobe Acrobat Reader is available for free download here.
2.   Fill out the upper portion of the form. Select a case type from the drop-down menu. The number of hours requested will auto-fill based on the case type. Make sure to fill out every field. If a greater number of hours is necessary, the attorney will need to fill out the Long Form.
3.   The rate requested will auto-fill to "$40". If a bilingual investigator is required, please make sure to change the rate to $45 in the drop-down menu and click in the check box certifying that you need a bilingual investigator.
4.   The number of miles is set at 150. If additional travel is needed, please use the Long Form.
5.   Please make sure to sign the form and date the form. An electronic signature is okay, there is no need to print out and return this form. The signature date will auto-fill in the effective date field. If a different effective date is requested, please use the Long Form.
6.   To email the request to OPDS, please click on the gray button at the bottom after the request is filled out. If any fields are left blank, there will be a pop-up alerting the user to fill out the missing fields.
7.   Click 'Send' from your email without changing the subject line to send the request to OPDS.

Long Form Instructions:
1.   Please use Adobe Acrobat Reader to fill out and view this form. Adobe Acrobat Reader is available for free download here.
2.   Fill out the upper portion of the form. Select the case type and county from the drop-down menus.
3.   Select Service Type, then the specific Service Requested from the drop-down menus. If no matching service is located, select other and specify the service requested in the box that appears directly below the drop-down.
4.   Enter the quantity and rate. The total will automatically calculate to the right. Fill out and answer any other questions that may appear depending on the service requested.
5.   Check the travel box if travel is also requested. Then, fill out the traveler information and any travel requested in the boxes below. The grand total will automatically calculate.
6.   On the next two pages, answer all questions. If rush consideration is requested, reasoning must be provided in the box that appears below.
7.   Attorneys must type their name into the signature box. No printed forms with signatures will be accepted.
8.   If the submission date is different than the effective date, use the drop-down below the signature line to change the answer to 'Yes'. Then, provide reasoning in the box which appears to the right.
9.   To email the request to OPDS, please click on the gray button at the bottom after the request is filled out. If any fields are left blank, there will be a pop-up alerting the user to fill out the missing fields.
10.   Click 'Send' from your email without changing the subject line to send the request to OPDS.

Please let us know of any issues that arise while using this form. This form is designed to be used in Acrobat Reader, and once again, if attorneys print it out and send it in it will NOT be accepted.

Frequently Asked Questions (Please review this section first to make sure your question has not already been answered. Please follow the guide below if the form does not work.)

Q: When I go to fill out the form, the "Rate Requested" field will not change from $0. What do I do?
A: First, make sure you are using the free version of Adobe Acrobat Reader (download here) to read, fill and sign the PDF form.

Second, make sure you have already filled out the upper part of the form, including the drop down for the case type.

Third, try saving a copy of the form to your desktop, then opening it from your desktop and trying it again.

If none of these things work, please contact me for assistance.

**Q: When I click the 'Click to send to OPDS' button, nothing happens. What do I do?**
A: First, make sure you are using the free version of Adobe Acrobat Reader (download here) to read, fill and sign the PDF form.

If you are using Adobe Acrobat Reader and the button is still not working, the problem may be with your computer's preferences. Depending on your operating system, follow the instructions below.

Windows (all versions):
1. Click in the bottom left hand corner of the toolbar along the bottom of your screen and find the 'Control Panel'. Once you've found it (by searching or looking in the 'Start' menu) open it. (For Windows 10, click on the 'Search' icon next to the Windows icon in the bottom left hand   corner of your toolbar. Search for 'Control Panel' and click on it once you've found it).
2. Once you've opened the Control Panel, click on the 'Default Programs' option.

Default Programs
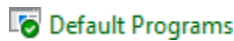
3. Choose the option to 'Associate a file type or protocol with a program'.

Associate a file type or protocol with a program
Make a file type or protocol always open in a specific program.
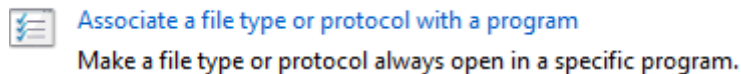
4. There will be a long list of extensions, at the bottom is the list of protocols. Scroll down until you've reached the protocols.
5. Under 'Protocols', locate the protocol called "MAILTO".

Associate a file type or protocol with a specific program

Click on an extension to view the program that currently opens it by default. To change the default program, click

Mail
Microsoft Corporation

Name	Description	Current
HTTP	URL:HyperText Transfer Protocol	Microso
HTTPS	URL:HyperText Transfer Protocol with Privacy	Microso
LDAP	URL:LDAP Protocol	Window
MAILTO	URL:mailto	Mail
MAPS	URL:maps	Maps

6. Look on the right side under 'Current Default'. The Current Default for MAILTO should be the way you access email. (i.e. if you use Microsoft Outlook, under Current Default, it should say Microsoft Outlook). If it is correct, there is nothing else you need to do. If it is incorrect,
       double-click on MAILTO.
7. A window should appear, asking if you want to change the default. Change it to the program you use to access email (i.e. Google Chrome if you use webmail through Google Chrome, Firefox if you use Firefox, Microsoft Outlook if you use that, etc.). Click 'OK' to save.

8. Now, your computer's preferences are set so that the button will work with your preferred way of accessing email. You must change this if you switch to a different way of accessing your email. If the form still doesn't work, see below for more potential solutions.

Mac (all versions):
1. Open up the Mail app.
2. Under Preferences, select General.
3. Using the Default web browser pop-up menu, choose your web browser or preferred email application.
4. Now, your computer's preferences are set so that the button will work with your preferred way of accessing email. You must change this if you switch to a different way of accessing your email. If the form still doesn't work, see below for more potential solutions.

Q: I use Gmail from my web browser and the button 'Click to send to OPDS' is not working! What do I do?
A: To be able to use Gmail with this form using a web browser, please use Mozilla Firefox or Google Chrome. Both of these browsers are free and work with the our forms. If you are using Firefox or Chrome and the button isn't working, see the instructions below.

Chrome:
1. Go to Gmail in Chrome, & you should see a double diamond icon in the right side of the Omnibar (what Google calls the address bar).
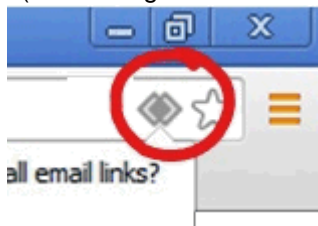
2. Click on that double diamond icon & a little sheet should appear that asks "Allow mail.google.com to open all email links?".
3. Select "Allow" & then click on "Done". The sheet should disappear, & so should the double diamond icon.
4. Now when you click on the button, it should open an email in Gmail. You must still click 'Send' from the email for us to receive the form.

Firefox:
1. Click on the hamburger menu (the 3 lines on top of each other, which looks just like a hamburger) in the top right of Firefox. A panel should open with a bunch of icons on it.
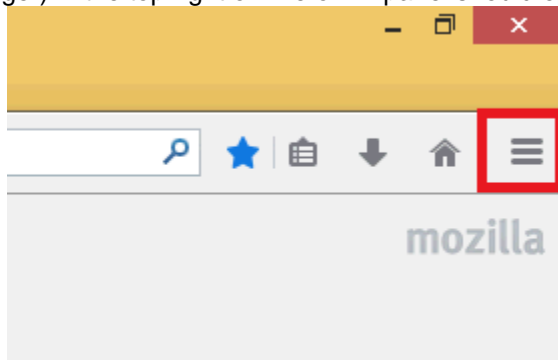
2. Click on the Preferences (or Options if you're on Windows) icon in the panel. The Preferences window should open.
3. Click on the Applications button at the top of the Preferences window.
4. In the Search box at the top of the Applications tab, enter mailto. You should see mailto under the Content Type column.
5. Under the Action column, choose 'Use Gmail' from the select list.
6. If you're on a Mac, close the Preferences window. If you're on Windows, click the 'OK' button to close the Options window.
7. Now when you click on the button, it should open an email in Gmail. You must still click 'Send' from the email for us to receive the form.

If the form still isn't working, please make sure you are reading it in Adobe Acrobat Reader (free download here).

Q: I am using a Mac computer and I am unable to fill out any of the drop-downs, save the form, or use the button at the bottom. What do I do?
A: On Mac computers, there is a default PDF viewer called "Preview". Sometimes, when you download the form from the website without using the procedure outlined at the very beginning of this guide (CTRL + "click", "Save/Save as..." to computer) the form will open in Preview and become corrupted. You must download a new form using the process outlined above. Make sure to NEVER open the form in Preview, as it will corrupt the form fields and the form will become unusable. If the form is opened in Preview, delete that version and download a fresh version from the OPDS website.

Q: I have set up my email following the instructions above. The "Click to Send" button is still not working! What do I do?
A: The issue may be with your computer, or with Adobe.

First, try restarting your computer to ensure that all changes in the settings have "stuck".

Next, make sure you are updated to the most recent version of Adobe Reader/Adobe Acrobat. Once you have updated the software, try restarting your computer again.

Finally, check the settings in Adobe to ensure your email is set up correctly.

> **Windows:**
> 1. Open the form in Adobe Acrobat Reader. In the upper left hand corner, there is a drop-down menu under the word "Edit." Choose "Preferences..." from the menu.
> 2. Choose "Email Accounts" from the list of preferences.
> 3. On this screen, please ensure your email information is correct. The email listed as default should be the email you are using to send the form to OPDS. If there is no email address there, or the incorrect email is listed, use the "Add Account" button to add your email. Once added, select the email you just entered and click the "Make Default" button to make the email your default.
> 4. Click "Ok" to save these settings and close the window.
> 5. Try the button again. It may ask you to log into your email and provide your password. "Allow" Adobe to read and edit your email. The form should then create an email in your drafts folder or pop up a new email window. Click "Send" from this window to send the form to OPDS.

> **Mac:**
> 1. Open the form in Adobe Acrobat Reader. In the upper left hand corner, there is a drop-down menu under "Adobe Acrobat/Reader" Choose "Preferences..." from the menu.
> 2. Choose "Email Accounts" from the list of preferences.
> 3. On this screen, please ensure your email information is correct. The email listed as default should be the email you are using to send the form to OPDS. If there is no email address there, or the incorrect email is listed, use the "Add Account" button to add your email. Once added, select the email you just entered and click the "Make Default" button to make the email your default.
> 4. Click "Ok" to save these settings and close the window.
> 5. Try the button again. It may ask you to log into your email and provide your password. "Allow" Adobe to read and edit your email. The form should then create an email in your drafts folder or pop up a new email window. Click "Send" from this window to send the form to OPDS.

Q: I use YahooMail, AOL Mail, Comcast, Hotmail/Windows Live Mail/Outlook.com, GoDaddy Email, or any other webmail service from my web browser and the button 'Click to send to OPDS' is not working! What do I do?
A: You are unable to use this form with your current setup. To be able to use the form, you must set up your email in a desktop email client. Most computers include a desktop email client. On Mac, the desktop email client is the Mail app. On Windows, the desktop email client is typically Microsoft Outlook. However, there are many great free email desktop clients. Click here to find a free download for Mozilla Thunderbird, a free desktop client.

Once you open your desktop email client, it will ask for your email provider's setup information

To set up your email in a desktop email client, consult your email provider's help section for settings. I have included some common email provider's help sections below. If you have trouble finding your email provider's help section, please contact me. You can also search Google for "how to set up (your email provider here) in desktop email client".

YahooMail: https://help.yahoo.com/kb/sln4075.html
AOL Mail: https://help.aol.com/articles/how-do-i-use-other-email-applications-to-send-and-receive-my-aol-mail
Comcast: https://www.xfinity.com/support/articles/email-client-programs-with-xfinity-email
Hotmail/Windows Live Mail/Outlook.com: https://support.office.com/en-us/article/Add-your-Outlook-com-account-to-another-mail-app-73f3b178-0009-41ae-aab1-87b80fa94970
GoDaddy Email: https://www.godaddy.com/help/set-up-your-email-address-with-pop-4715

I'm available by phone if this form does not answer your questions. Please be aware it may take time to get back to you, and you are strongly encouraged to troubleshoot your issue with the instructions above first.

Thank you!

Amanda Deyerle-Olney
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