



District and Municipal Court Scheduling System Instructions

Below are instructions for the use of MWI's online District and Municipal Court scheduling system. These instructions are intended for panel members and those interested in joining the panel. Please read this document in its entirety before using the system for the first time. Should future questions arise, you may also refer back to this document or the copy posted in the Neutral Resource Center online.

Instructions to access the Neutral Resource Center and scheduling system are as follows:

1. Save and/or bookmark the link <https://calendar.mwi.org/apex/FulfillmentCalendarDM> for future login access.
2. If you have not already done so, create a username and password for the scheduling system. If you ever forget your login information, you can reset them by clicking the blue "Forget Your Password?" link.
3. After logging in, you will be directed to the secure Neutral Resource Center, where you will find everything you need as a panel member. Please familiarize yourself with this page.
 - a. If at any time you need to return to the Neutral Resource Center from a different page, you can use the "Back to Resource Center" button located at the very top right of the page located under "Logout"
 - b. To visit the scheduling system from any page within the Neutral Resource Center, click on the tab titled "MWI District & Municipal Court Calendar." The filter functions will appear at the top of the page. You may filter by month, location (courthouse), role (mediator, new mediator or observer), and case type (small claims or summary process).

To request court dates using list view:

1. Directly below the filters you will notice a list view. To request court sessions using the list view, click on the arrow within the colored bar with the date, time, location, and case type of the session you wish to register for.
2. A box will open below the colored bar you clicked on, showing the full list of roles available for registration that day. Next to the role which you intend to register for, click the blue "Sign Up" link. You will then be prompted, "Are you sure you want to register for this Fulfillment?" at which time you should click the "Ok" button.
3. Your request will have then been sent to Vanessa Linsey for review. You will receive an email within 48 hours confirming that you've been accepted for that session. If you do not receive a confirmation email, you may login to scheduling system to see if your name is still pending acceptance. If it is still in pending status after 48 hours, please email Vanessa Linsey to check on the status of your session request.

To request court dates using calendar view:

1. Directly below the list view you will notice a calendar. To request court sessions using the calendar view, click on the colored box that features the time, location and case type you are interested in registering for.
2. A new page will open showing the full list of roles available for registration that day. Next to the role which you intend to register for, click the blue “Sign Up” link. You will then be prompted, “Are you sure you want to register for this Fulfillment?” at which time you should click the “Ok” button.
3. Your request will then be sent to Vanessa Linsey for review and, if possible, for scheduling approval.

Confirmation of requests:

1. All sessions that you have requested or been accepted to attend will appear on the calendar in black.
2. You will receive an email within 48 hours of your initial request confirming that you’ve been accepted for that session. If you do not receive a confirmation email, you may login to the scheduling system to see if your name is still pending acceptance. If it is still in pending status after 48 hours, please email Vanessa Linsey to check on the status of your session request.
3. If your request could not be approved, it is for one of the following reasons:
 - a. If the session is full (remember, two mediators and one observer are allowed for every session except New Bedford SC and Quincy SP, which allow more).
 - b. If your role type has already been scheduled (if you are a new mediator, you cannot use the “Mediator” role type, but if you are an experienced mediator you may use the “Mediator-new” role type).
4. If your request has been denied, please return to the calendars and find a different date that works for you.

To cancel sessions or switch locations:

1. Should you need to cancel your attendance, please email Vanessa Linsey as soon as possible, advising on which session you are cancelling. That registration will then be removed from the calendar.
2. Should you need to switch your attendance from one court to another, or from one role type to another, please email Vanessa Linsey as far in advance as possible to confirm which session you would like to have edited.
3. If changes or cancelations must be made less than 24 hours before a scheduled session, email is no longer an acceptable option for notifying Marcus. You must call him at 617-895-4029 to notify of the necessary change or cancelation.

If you have questions or difficulty with the system, please contact Vanessa Linsey, MWI Operations Manager, at 617-895-4027 or mlinsey@mwi.org.