



# Get to know

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# GOVLINK

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For the Georgia Department of Human  
Services-Division of Child Support Services



V1.7

# Get to Know



Welcome to GovLink! This guide will help you use GovLink quickly and successfully, as well as give you an easy point of reference for those actions you may not perform every day. This guide is a compliment to the videos you can watch at <https://support.govlink.us/category/gadhs/gadhsvideos/> Bookmark that page so you can visit often – we add new material as GovLink evolves.

Please ask questions and share your thoughts with us:

- Chat online at <https://gadhs.govlink.us> (Monday – Friday, 8:00 AM-5:00 PM)
- Email to [info@govlink.us](mailto:info@govlink.us)
- Call 844-LUV-4-GOV (Monday – Friday, 8:00 AM-5:00 PM)

We’re so excited to help you get the most out of GovLink and look forward to working with you!

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### SET YOUR PASSWORD (FIRST VISIT)

1. Visit <https://gadhs.govlink.us>
2. On your first visit, click "Forgot Password?"
3. Enter your username (your dhs.ga.gov email address) into the username field.
4. Look for a new email message that includes a link to reset your password.
5. Click the link, choose a new password, and log in.

### LOG IN

1. Visit <https://gadhs.govlink.us>
2. Enter your username and password.
3. Upon logging in, you will see your dashboard.

### LOG OUT

To log out, click your initials in the top-right corner, then click "Logout."

GovLink will automatically warn you after 10 minutes of inactivity, then automatically log you out after 15 minutes of inactivity.

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### FIND A CASE

1. Click Cases at the top of your screen. You must select
  - a. the County to be searched, AND then enter either
  - b. the Case/Docket ID (also referred to as the Civil Action Number) OR
  - c. Part or all of a Party's First and Last names.
2. Once the required fields have been filled, the Search button will become clickable.
3. User may also expand Advanced Filters and
  - a. Enter part or all of the \$TARS number
  - b. Change the party type being searched from Defendant to Plaintiff
  - c. Change the entity type being searched from Person to Organization (rare)
  - d. The additional options of Court Type, Case Category and Case Type cannot be altered at this time.
4. Click "Search".
5. View the results of your search below the search box. Click any column heading to sort the results.

The screenshot shows the GovLink search interface. At the top, there are navigation tabs for "Filings" and "Cases", with "Cases" selected. A "+ New Case" button and a dropdown menu for "Alapaha - Nashville" are visible. Below this is a search bar with four input fields: "COUNTY" (with a "Make a Selection" dropdown), "CASE / DOCKET ID" (with a placeholder "Enter Case / Docket ID"), "PARTY FIRST NAME" (with a placeholder "Enter Party First Name"), and "PARTY LAST NAME" (with a placeholder "Enter Party Last Name"). A "Search" button is to the right. Below the search bar is an "Advanced Filters" section with several dropdown menus: "EXTERNAL CASE ID" (placeholder "Enter \$TARS #"), "PARTY TYPE" (set to "Defendant"), "PARTY ENTITY" (set to "Person"), "COURT TYPE" (set to "Superior"), "CASE CATEGORY" (set to "Domestic Relations"), and "CASE TYPE" (set to "Support - IV-D"). Below the filters is a table with columns: "\$TARS CASE #", "CASE / DOCKET #", "CASE TITLE", "JUDGE", "COUNTY", and "INITIATED". A single row is visible with the following data: "\$TARS CASE #": 978945122, "CASE / DOCKET #": PC-4e8a6eb77b5...ex. rel., V Leonard Montgomery, "CASE TITLE": (empty), "JUDGE": John Clinch, "COUNTY": Clinch, "INITIATED": 3/30/22. At the bottom right, there is a pagination control showing "Items per page: 25" and "1 - 1 of 1".

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### VIEW THE DETAILS OF A CASE

First, locate the case by following steps in “Find a case”. If you are unable to locate the case, contact us by clicking the green Chat bubble on the bottom left of your screen (Mon-Fri 8-5 EST) or by calling 844-LUV-4-GOV for assistance. Once you have located the case:

1. Click anywhere on the case to open the Case Information pop-up box.
2. Review filings by categories of Unfiled, Submitted, and Accepted.
3. Click
  - a. individual document rows to view the document
  - b. the download arrow next to a document to download that document only
  - c. the download all button to download all filings on this case
  - d. the Parties or Attorneys tabs to view parties or attorneys associated to this case.
4. Click the Follow icon to turn notifications for this case on or off.

The screenshot shows a case information pop-up box. At the top, it displays the Case/Docket # PC-4e6ae8eb77b5 and a "File Into Case" button. Below this, it lists the court as Clinch Superior | Judge John Clinch, the Stars Case #978945122, and the Related Case/Docket # with an initiation date of 3/29/22. The case title is "THE GEORGIA DEPARTMENT OF HUMAN SERVICES, EX. REL., V LEONARD MONTGOMERY". There are three tabs: "Filings", "Parties", and "Attorneys", with "Filings" selected. The filings are categorized into "UNFILED", "SUBMITTED", and "ACCEPTED". Under "ACCEPTED", there are three filings: "Filing #1547" (Attorney M. Bakers | 3/30/22) with a document "sample case info summons petition.pdf", "Filing #1546" (Attorney M. Bakers | 3/30/22) with a document "sample summons.pdf", and "Filing #1545" (Attorney M. Bakers | 3/29/22). Each filing has a "download all" button. At the bottom, there is a "Follow" toggle switch and a "Close" button.

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### FILE ONE OR MORE DOCUMENTS INTO AN EXISTING CASE

First, locate the case by following steps in “Find a Case”. If you are unable to locate the case, contact us by clicking the green Chat bubble on the bottom left of your screen (Mon-Fri 8-5 EST) or by calling 844-LUV-4-GOV for assistance. Once you have located the case:

1. Click anywhere on the case to open the Case Information pop-up box.
2. Click the File Into Case button to launch the filing wizard.
  - a. The Case & Party information will auto-fill based on the case you were on when you clicked New Filing.
  - b. Drag and drop your document into the Drop Zone or click ‘Select File’ to select your files from your system.
  - c. Select the Document Type from the drop-down list. This is a required field.
  - d. Optionally, add a description to the description box.
  - e. Repeat these steps for as many documents as you need to add.
  - f. To make changes to an uploaded document, see the following section.

ORDER	DOCUMENT NAME	DOCUMENT TYPE	DESCRIPTION	Actions
= 1	ESTABLISHMENT...	Miscellaneous		[Edit] [Delete] [Refresh]
= 2	FINAL ORDER.pdf	[Dropdown]		[Edit] [Delete] [Refresh]

3. Click the Follow icon to turn notifications for this case on or off.
4. Click Save to save your progress and exit the wizard. You can come back later to continue your work.
5. Click Next to proceed to the Summary tab:

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- Review the documents you are including in this filing. Click “Prev” if you need to return to the Documents step.
- To assign this filing to a different user, select that user’s name from the drop-down box.
- OPTIONAL Add internal notes (visible within GovLink only).
- Add notes for the \$TARS Case Action Log (CAL).
- If you have filing permissions and are ready to file with the court, click the checkbox next to ‘I consent to sign and deliver these documents to {Court Name}’ and then click File.
- To save your work and exit the Filing Wizard, click Save.

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### MAKE CHANGES TO AN UPLOADED DOCUMENT

1. Edit – Click the Edit icon to make edits on the document
  - a. Once a document is in the editable version, the user may edit the document by using the tools on the right-hand side of the page.
  - b. Any text within the document has the ability to be edited.
2. Split – Click the Split icon to split a multi-page document into separate documents.
  - a. Select the desired document on the right in the “Unassigned” column.
  - b. The user will drag the document(s) into the appropriate trays, outlined in a dotted grey box on the right.
  - c. If multiple pages are found within a tray, user can rearrange the pages.
  - d. Users are encouraged to name the Document Type before saving. Users may also add a document description.
  - e. Any documentation left in the “Unassigned” column will be discarded and not filed to the court.
  - f. Once saved, users may reorder documents on the right side of the page under “Order.”
3. Sign – Click the Sign icon to insert electronic signatures/initials into the document.
  - a. If given permission to sign, user will select the signature at the top of the document and wait until the signature box turns blue.
  - b. Once blue, the user will select the area they would like to drop and insert the signature.
  - c. To drop the signature, the user will click on that area of the document.
4. Delete – Click the Delete icon to delete an unfiled document.
  - a. To delete a document, select the delete icon.
  - b. A signed document cannot be deleted and will have to be reworked.
5. Rework – To rework or correct a document, select the rework icon on the right side of the page.
  - a. Rework icon is only activated when reworking a document that has already been signed or rejected.

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## Filing(Unfiled)

\$TARS # 43109857  
FILING ID 1986

Case Parties Documents Summary

The Georgia Department of Human Services  
EX REL **Kodak Awbrey** vs Ruthie Awbrey

CIVIL ACTION Pending  
COURT Clinch Superior  
FILER Wrenn P. Awbrey

ORDER	DOCUMENT NAME	DOCUMENT TYPE	DESCRIPTION	1	2	3	4	5	Actions
= 1	ESTABLISHMENT ...	<input type="text"/>	<input type="text"/>						
= 2	ESTABLISHMENT ...	<input type="text"/>	<input type="text"/>						
= 3	FINAL ORDER.pdf	<input type="text"/>	<input type="text"/>						

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## FIND AN INDIVIDUAL FILING

1. Find a specific filing or groups of filings using any combination of the following:
  - a. Verify or change the associated location by using the location drop-down box.
  - b. Click the desired filing status of Unfiled, Submitted, Accepted, Rejected, or All.
  - c. Select to whom the filing is currently assigned from the Assigned To drop-down list
  - d. Select the person that created the filing from the Created By drop-down list
  - e. Enter a Party Name, the \$TARS Number, or Case Number in the Search box.
2. Click the Search button.
3. All filings matching any of the criteria you selected or entered are displayed in the main part of the page and results may be sorted by clicking the status header.

The screenshot shows the GovLink interface for finding individual filings. At the top, there are tabs for 'Filings' and 'Cases'. A '+ New Case' button is visible. The 'PeachCourt' location is selected in a dropdown menu. The 'STATUS' filter is set to 'Submitted (63)'. The 'ASSIGNED TO' dropdown is set to 'Jennifer Agent' and the 'CREATED BY' dropdown is set to 'Any'. A search box contains '1a' and a search button with a magnifying glass icon. The table below displays the following data:

STATUS	\$TARS CASE #	CIVIL ACTION #	CASE TITLE	ASSIGNED TO	ASSIGNED DATE	COUNTY	CREATED BY
Submitted	900000014	Sup614-2793	TTT M. WILLIAMS V RRR J. MORRISON	Attorney PeachCourt	10/5/21	Columbia	Attorney PeachCourt
Submitted	000000104	Sup456-1518	Sylvester Wright V Kelvin Smith	Attorney PeachCourt	10/4/21	Columbia	Attorney PeachCourt
Submitted	000000105	Sup258-1887	Sylvester Wright V Kelvin Smith	Attorney PeachCourt	10/4/21	Columbia	Attorney PeachCourt
Submitted	788486123	GordonSup-0023	THE GEORGIA DEPARTMENT OF HUMAN SERVICES, EX. REL., V BUCHANON	Attorney PeachCourt	9/74/21	Gordon	Attorney PeachCourt
Submitted	000000081	BaldwinSup-5002	V Smith Carroll	Attorney PeachCourt	10/5/21	Baldwin	Attorney PeachCourt
Submitted	000000078	BaldwinSup-5001	V Houston Carroll	Attorney PeachCourt	10/4/21	Baldwin	Attorney PeachCourt

At the bottom of the page, there is a green chat bubble icon and a copyright notice: © 2021 GreenCourt Legal Technologies, LLC - Terms of Use.

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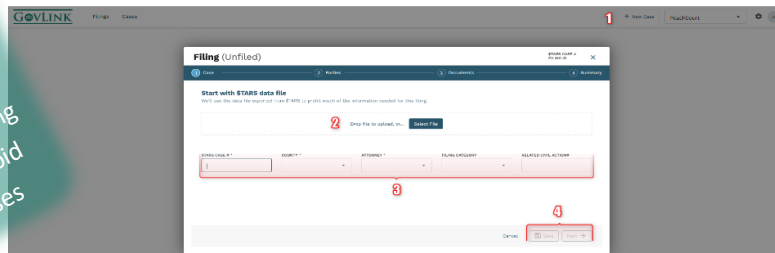
## Get to Know



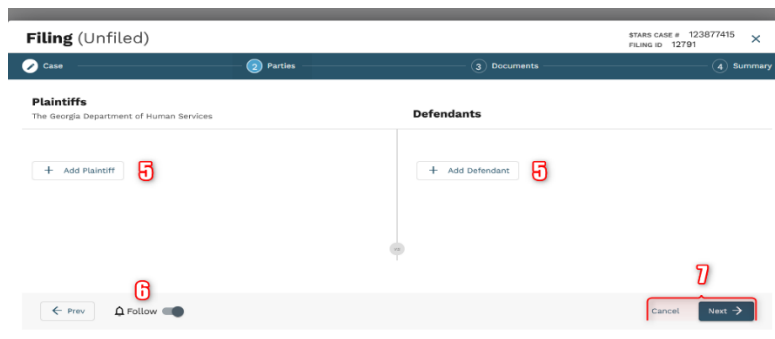
### CREATE A NEW CASE

1. Click the New Case button at the top right of your screen to launch the case wizard.
2. Drag and drop the exported \$TARS data file into the drop zone or click Select File to upload it.
3. Verify or enter the \$TARS Case #, select the County, Attorney, and Filing Category, and enter any related Civil Action Number into the fields.
4. Click Save to save your progress and exit the wizard to finish later, or click Next to proceed to the Parties tab.

 Best Practice:  
Always search for the case number or Party names before creating a New Case to avoid duplicating cases



5. Verify or add additional Plaintiffs or Defendants as needed.
6. Click the Follow icon to turn off notifications for this case (Follow is turned on by default for new cases).
7. Click Cancel to exit the wizard or Next to proceed to the Documents tab.



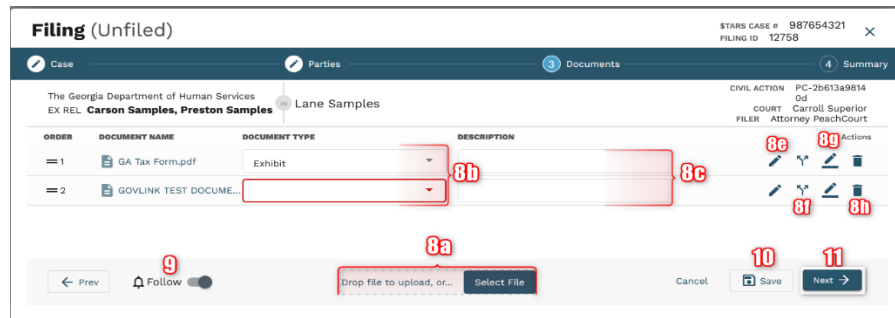
8. In the Documents tab of the wizard:
  - a. Drag & Drop your document into the Drop Zone, or click 'Select File' to select your files from your system.
  - b. Select the Document Type from the drop-down list. This is a required field.
  - c. Optionally, add a description to the description box.
  - d. Repeat these steps for as many documents as you need to add.
  - e. Edit – Click the Edit icon to make edits on the document.
  - f. Split – Click the Split icon to split a multi-page document into separate documents.

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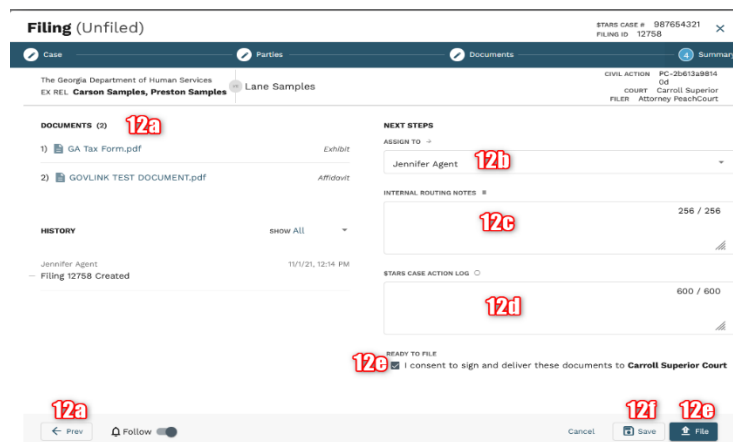
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- g. Sign – Click the Sign icon to insert electronic signatures/initials into the document.
  - h. Delete – Click the Delete icon to delete an unfiled document.
9. Click the Follow icon to turn notifications for this case on or off.
10. Click Save to save your progress and exit the wizard. You can come back later to continue your work.
11. Click Next to proceed to the Summary tab:



12. In the Summary tab of the wizard.
- a. Review the documents you are including in this filing. Click the Prev button if you need to return to the Documents step of the wizard and make any changes.
  - b. Assign this filing to another user by selecting that user's name from the drop-down box.
  - c. Add any internal notes to this filing.
  - d. Add notes for the \$TARS Case Action Log (CAL).
  - e. If you have filing permissions and are ready to file with the court, click the checkbox next to 'I consent to sign and deliver these documents to {Court Name}' and then click File.
  - f. To save your work and exit the Filing Wizard, click Save.



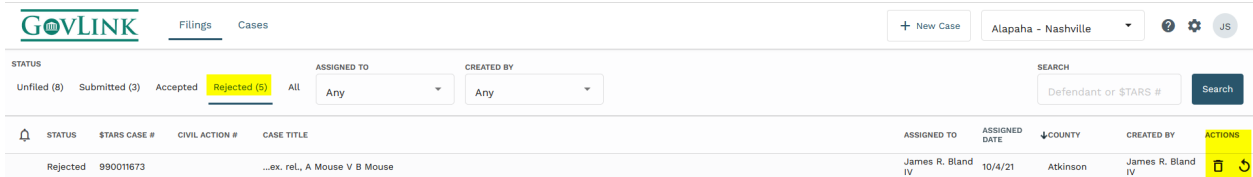
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## PROCESSING REJECTED FILINGS

GovLink provides the tools to delete or rework filings that have been rejected by the Clerk's office.



The screenshot shows the GovLink interface with a navigation bar at the top. Below the navigation bar, there are filters for 'STATUS' (Unfiled (8), Submitted (3), Accepted, Rejected (5), All) and 'ASSIGNED TO' (Any). A search bar is also present. Below the filters is a table with columns: STATUS, STARS CASE #, CIVIL ACTION #, CASE TITLE, ASSIGNED TO, ASSIGNED DATE, COUNTY, CREATED BY, and ACTIONS. One row is visible with the status 'Rejected' and case number '990011673'.

STATUS	STARS CASE #	CIVIL ACTION #	CASE TITLE	ASSIGNED TO	ASSIGNED DATE	COUNTY	CREATED BY	ACTIONS
Rejected	990011673		...ex. reL, A Mouse V B Mouse	James R. Bland IV	10/4/21	Atkinson	James R. Bland IV	 

## DELETING A REJECTED FILING

The Delete icon (trash can) allows users to delete Rejected Filings that they created but are no longer needed. Users with permission to do so can also delete Rejected Filings that were created by others but are no longer needed. To delete a filing, click the trash can and then confirm you want to continue to delete by clicking Delete on the pop-up box that appears. To abandon deleting this record, click Cancel in the pop-up box.

Deleting a filing will result in notifications to followers of the Filing as well as CAL Updates being automatically logged when appropriate to do so.

## REWORKING A REJECTED FILING



The Rework icon allows users to open the Filing and correct the problem(s) that resulted in Rejection.

To begin reworking a Filing, click the Rework icon to the right of the Rejected filing.

- A pop-up box indicating that continuing will change this Filing's status from 'Rejected' to 'Unfiled' appears; to proceed, click OK. To return to the menu without reworking this filing, click Cancel.
- After clicking OK, the Filing Stepper will be loaded to step #3, Documents, as this is most commonly the area that needs attention to get the Filing approved.
- The reason(s) for Rejection can be viewed by hovering your mouse over the red exclamation point at the top of the Filing Stepper. Whatever the clerk's office entered for Rejection reason(s) will be displayed here and remains visible upon hovering throughout the File Stepper.



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- Using the rejection reasons as your guide, edit, delete, split, sign, and/or add documents as needed. If a document is locked and needs to be edited, click the Rework icon next to that document in order to unlock it and then you can proceed to edit, split, or sign as usual.
- Sometimes, a rejection reason may indicate a problem with the Case information or Parties; if so, click Previous in the File Stepper to navigate to the appropriate screen and make the necessary changes there. When finished, click Next to proceed to the next step.
- When you believe you have made all of the appropriate and needed changes, updates, etc., proceed to the next step in your standard operating procedure for this Filing just like you would if it were the first time you were working on it and it hadn't been rejected. I.E., assign to the next person who should work on or review it, make your Internal and/or \$TARS CAL Update Log notes, or even File it.
- Reworking a Rejected filing will trigger all of the usual notifications to users who are following the filing. If users have their notifications turned on, they will receive emails notifying them of changes to assignment or status just like they would with a new Filing. Rework done on a Rejected filing will also send CAL Updates automatically when appropriate.

### USER MANAGEMENT

GovLink provides the tools to create new users and manage the settings for existing users:

- Profile (username, name, role, bar number, address and phone number)
- Role (e.g., legal secretary, agent, attorney)
- Local Office(s)
- Notifications (filing status change, court updates, filing assignment change)
- Permissions (delete filings, file to court, sign, add users and edit users)
- Signature (upload a signature file for users with Signing permission)

### LAYOUT

- For each user who has permissions to add or edit user accounts, a gray gear icon appears to the left of the user's initials.



- Click the gear, then click "User Management."
- The User Management page displays a list of all users who are associated with the given location. Find a specific user or group of users by searching with any combination of NAME, LOCATION and ROLE.

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GovLink Filings Cases JA

USER MANAGEMENT

NAME:  LOCATION:  ROLE:

USERNAME	FIRST NAME	LAST NAME ↑	SUFFIX	ROLE	LOCATIONS	LAST LOGIN
jstill@greencourt.com	Jennifer	Agent		Office Mana...	Coweta - Carrollton, Fulton - Atlanta, Mountain - Clarkesville, Ocmul...	10/28/21
TestAttorney1	Test	Attorney1		Attorney	Coweta - Carrollton	10/13/21
TestAttorney11	Test	Attorney11		Attorney	Dublin Hub - Dekalb, Dublin Hub - Fulton	10/13/21
TestAttorney2	Test	Attorney2	Jr.	Attorney	Mountain - Clarkesville, Northeastern - Gainesville	10/28/21
TestAttorney22	Test	Attorney22		Attorney	Mountain - Clarkesville	10/13/21
g.govlink@gmail.com	Attorney	PeachCourt		Attorney	PeachCourt, South Georgia - Camilla	10/27/21
AgentPeachCourt.govlink@gmail.com	Agent	PeachCourt		Agent	PeachCourt, South Georgia - Camilla	10/20/21
peachcourt	PeachCourt	System User		Internal	Peach Court, PeachCourt	
Test	Chester	Tester		Internal	12IG Office	10/27/21
testtest.govlink@gmail.com	Test	Tester		Agent	12IG Office, Coweta - Carrollton	
govlink.manager@gmail.com	Admin	User		Admin	Georgia Fire Safety Insurance, Mountain - Clarkesville	10/28/21
staffuser1.govlink@gmail.com	Staff	User1		Attorney	12IG Office, Albany Hub Intake Center, Coweta - Carrollton, Mountain ...	10/28/21
staffuser2.govlink@gmail.com	Staff	User2		Agent	Mountain - Clarkesville, Northeastern - Gainesville	10/28/21
attorneyuser2	Attorney	User2	Jr.	Attorney	Mountain - Clarkesville, Northeastern - Gainesville	10/13/21
testuser2.govlink@gmail.com	test	user2		Agent	Coweta - Carrollton	10/28/21

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## EDIT A USER

- To edit a user, click the row containing the user's name to open that user's Settings page.

### Jennifer Still

SETTINGS

**Profile**

Locations

Notifications

Permissions

Signature

**PROFILE**

USERNAME \*   Utilize Single Sign On with Identity Provider: OKTA

FIRST NAME \*  MIDDLE NAME  LAST NAME \*  SUFFIX

ROLE \*  BAR NUMBER \*

Utilize Local Office Address

STREET ADDRESS

CITY  STATE  ZIP CODE

PHONE NUMBER


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- **The Profile tab** captures required information (username, first name, last name, role and bar number) and optional information (middle name, suffix, street address, city, state, zip code and phone number). Please note that for user role of 'Attorney', both a Bar number and an address selection are required. An address may be entered for the Attorney, or check the Utilize Local Office Address to use the filing office's address for the attorney.
- **The Locations tab** captures the locations that are associated with the user. Add or remove a location by checking or unchecking the corresponding box.
- **The Notifications tab** controls the flow of email alerts for events tracked within the system. Toggle each type of notification (filing status change, court updates, filing assignment change).
- **The Permissions tab** captures the decisions regarding the user's ability to perform certain actions within GovLink:
  - **Delete Filings:** All users have the ability to delete filings they created themselves, as long as the filing is in 'Unfiled' or 'Rejected' status. This permission enables users to also delete Unfiled or Rejected filings created by other users.
  - **eSign:** This permission gives the user the ability to insert a signature image into a document. This permission is only given to Attorneys unless there is a special circumstance approved by GA DHS leadership.
  - **File to Court:** This permission gives the user the ability to file electronically with the court at locations that are set up to file electronically. This permission is only given to Attorneys unless there is a special circumstance approved by GA DHS leadership.
  - **Add Users:** This permission gives the user the ability to create new users in GovLink.
  - **Edit Users:** This permission gives the user the ability to edit permissions for existing GovLink users.
- **The Permissions tab** displays delegate information related to the current user:
  - List of other users who are permitted to file on behalf of the current user
  - List of users on whose behalf the current user is permitted to file
- On the Profile and Locations tabs, click "Save" to store changes. Notifications & Permissions tabs will auto-save.
- To close the window, click the "X" in the top right corner.

 Note: Changes to a User's profile apply at Login. Edited users must log out then back in for changes to apply.

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### CREATE A NEW USER

To add a new user that does not yet appear in GovLink:

- To add a new user, click “New User”

A screenshot of the GovLink user management interface. At the top left is the GovLink logo, followed by navigation links for "Filings" and "Cases". On the right side, there are settings and user profile icons. The main section is titled "USER MANAGEMENT" and contains three search filters: "NAME" with a text input field containing "Username, First or Last Name", "LOCATION" with a dropdown menu set to "All", and "ROLE" with a dropdown menu set to "All". A "Search" button is located to the right of these filters. Further to the right, there is a "+ New User" button. A red arrow points from a callout box to this button. The callout box contains the text: "Best Practice: Always search for the user's email address or name before creating a New User to avoid duplication".

- Complete the required information on the Profile tab.
- The email address must be unique in order to create the new user.
- Click “Save” to create the new user and trigger an email notification to the new user.
- Proceed to the Locations, Notifications and Permissions tabs. Don’t forget to SAVE when prompted.
- To close the window, click the “X” in the top right corner.

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