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INTRODUCTION

About the Feinberg Faculty Portal, Powered by Interfolio

The Feinberg School of Medicine has partnered with Interfolio to implement a faculty information system that serves as a central hub for professional activity data, generates reports in multiple formats that are useful to faculty and staff (e.g., CVs, biosketches, accreditation reports), and enables paperless review processes (e.g., promotion, tenure, performance review, etc.) that support faculty career development.

Branded as the Feinberg Faculty Portal, this system includes three modules licensed from Interfolio:

1. **Career Activity Module**: This database for recording faculty professional activities and accomplishments populates information on the public Feinberg Faculty Profile and is used to conduct faculty performance reviews and generate CVs and other meaningful reports. Interfolio’s name for this module is Faculty180 (or F180).
2. **Case Review Module**: An online workflow module designed to facilitate online review of promotion, tenure, and other processes. Interfolio’s name for this module is Review, Promotion, and Tenure (or RPT).
3. **Dossier**: All faculty receive a Dossier account, which is a personal, private document repository.

Case Review Module

This guide is designed to assist department administrators in using the case review module to administer promotion and tenure review, solicit reference letters, and other processes that Feinberg may identify over time.

1. As implemented by Feinberg, the Case Review Module is an administrative module that enables paperless routing of candidate materials for review by relevant committees/offices. Faculty candidates do not interact with this module to prepare or submit materials.
2. All Feinberg departments are expected to use the Case Review Module to manage faculty promotion and tenure processes. Administrators, department chairs, and departmental APT committees should use the Feinberg Faculty Portal to manage department-level review steps.
3. Only the Faculty Affairs Office (FAO) can launch cases, so use of the case review module always requires advance coordination and communication with FAO to start the appropriate workflow.

QUICK REFERENCE GUIDES

Quick reference guides appear first in this manual and are designed to be short checklists highlighting key steps in workflow processes, with links to more detailed information that appears later in the guide. If you have already gained familiarity in using the Case Review Module, the quick references will jog your memory on specific steps and help you quickly find information. If you are new to using the Case Review Module, the quick references provide an orientation to the process you are executing and help focus your attention on the sections of the guide that are most relevant for what you need to accomplish.

Following the quick reference guides is detailed instruction on how to use the Case Review Module. The Table of Contents is designed to help you quickly navigate the guide and locate the content necessary to the task at hand. If you have a specific question about the system, we recommend you first scan the Table of Contents to identify sections of the guide that may answer your question.
Quick Reference: Managing Promotion and Tenure Cases

Feinberg department administrators should use this process when:

1. The Faculty Affairs Office has launched a promotion/tenure case for a candidate in the Feinberg Faculty Portal.
2. The case is in the department workflow and you have the role of Committee Manager for the current step. FAO will notify the department when cases have entered the department workflow.
3. You have downloaded the correct promotion packet checklist from the FAO website. The packet checklist establishes what documents are required for each case. While there are four different packet checklists, the department’s electronic workflow consists of the same three steps (described below) for all cases.

Department Workflow Steps in FFP

### Step 1: DEPT Prepare for APT Review

**Who Has Access:** Department Staff  
**Description:** Upload the candidate’s documents and complete any other actions necessary to prepare the case for review by your departmental APT committee and/or department chair. You may solicit reference letters in this step or later in the process, dependent on your department’s preference.

<table>
<thead>
<tr>
<th>Essential actions in this step</th>
<th>Actions you might take in this step</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Confirm use of correct packet checklist for each case (SECTION 6.A)</td>
<td>[ ] Confirm/update committee membership (SECTION 8)</td>
</tr>
<tr>
<td>[ ] Upload candidate documents (SECTION 6.B)</td>
<td>[ ] Upload documents (SECTION 6.B) required by department</td>
</tr>
<tr>
<td>[ ] Send case forward to next step (SECTION 12)</td>
<td>[ ] Record a note on a case (SECTION 10)</td>
</tr>
<tr>
<td>[ ] Solicit reference letters (SECTION 8)</td>
<td></td>
</tr>
</tbody>
</table>

### Step 2: DEPT Review by APT Committee

**Who Has Access:** Department APT Committee, Department Chair (including relevant Vice Chairs), and Department Staff  
**Description:** The department APT Committee reviews the case. If you do not have a department APT committee, then you may use this step for department chair review or skip this step by advancing the case to step 3.

<table>
<thead>
<tr>
<th>Essential actions in this step</th>
<th>Actions you might take in this step</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] By email, notify committee to review case. Do not send communication from within the Feinberg Faculty Portal!</td>
<td>[ ] Confirm/update committee membership (SECTION 9)</td>
</tr>
<tr>
<td>[ ] Open and read case (SECTION 4)</td>
<td>[ ] Record a note on a case (SECTION 10)</td>
</tr>
<tr>
<td>[ ] Send case forward to next step (SECTION 12)</td>
<td>[ ] Record a committee vote (SECTION 10)</td>
</tr>
</tbody>
</table>

### Step 3: DEPT Finalize Packet for FAO

**Who Has Access:** Department Chair (including relevant Vice Chairs) and Department Staff  
**Description:** By the end of this step, all required documents must be uploaded to a case in the order established on the relevant packet checklist. If the department is required to solicit reference letters, the minimum number of letters must be received. When complete, forward the case to FAO, at which point you lose access to see the case.

<table>
<thead>
<tr>
<th>Essential actions in this step</th>
<th>Actions you might take in this step</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Upload required documents in correct order (SECTION 6.B)</td>
<td>[ ] Confirm/update committee membership (SECTION 9)</td>
</tr>
<tr>
<td>[ ] Solicit reference letters, if needed (SECTION 8)</td>
<td>[ ] Re-order sections (SECTION 5.D) or re-order documents (SECTION 6.E, SECTION 6.F) to match the packet checklist</td>
</tr>
<tr>
<td>[ ] Send case forward to next step (SECTION 12) for FAO review. Do not send forward until the minimum number of reference letters is received! You will lose access to the case once you send it forward to FAO.</td>
<td>[ ] Recommended: Download complete packet for your records (SECTION 13)</td>
</tr>
</tbody>
</table>
Quick Reference: Reference Letter Solicitation for New Faculty Appointment

Feinberg department administrators use this process when:
1. The Faculty Affairs Office has launched a department reference letter solicitation workflow for a candidate in the Feinberg Faculty Portal.
2. The case is in the department workflow and you have the role of Committee Manager for the current step. FAO will notify the department when cases have entered their workflow.

Department Workflow Steps in FFP

<table>
<thead>
<tr>
<th>Step 1: DEPT Solicit Reference Letters</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Who Has Access:</strong> Department Staff</td>
</tr>
<tr>
<td><strong>Description:</strong> Contact referees to request letters of recommendation for candidates</td>
</tr>
<tr>
<td><strong>Document Naming Convention</strong></td>
</tr>
<tr>
<td>1. Upload documents that will be sent to evaluators (SECTION 6.8) in this order:</td>
</tr>
<tr>
<td>☐ Guidance for External Evaluators</td>
</tr>
<tr>
<td>☐ Review Criteria Cover Sheet (pre-loaded by FAO)</td>
</tr>
<tr>
<td>☐ CV (do not include SSN)</td>
</tr>
<tr>
<td>☐ Research or Personal Statement (if applicable)</td>
</tr>
<tr>
<td>☐ 2. Send Evaluation Requests to Evaluators (SECTION 8)</td>
</tr>
<tr>
<td>☐ 3. Download Reference Letters (SECTION 13)</td>
</tr>
<tr>
<td>• You will need to upload these to the business plan and/or OnBase later</td>
</tr>
<tr>
<td>☐ 4. Send case forward to next step (SECTION 12) to so that FAO closes the case</td>
</tr>
<tr>
<td>• Download the reference letters first because you will lose access to the case when this step is complete</td>
</tr>
</tbody>
</table>
TERMINOLOGY

**User:** An individual who has an account in RPT. Users include faculty as well as administrative staff who manage and support review processes.

**Template:** Defines the series of electronic workflow steps that constitute a review process. For example, at Feinberg there are four different review processes for promotion/tenure cases, so four templates have been built to define those workflows. At this time, only the Faculty Affairs Office can create templates in Interfolio.

**Case:** A user-template combination—i.e., a case refers to an individual going through a particular review process, such as “Dr. Simpson’s promotion to Professor.” A case is launched by selecting a person (user) and process (template) used to evaluate that individual. At this time, only the Faculty Affairs Office can launch cases in Interfolio.

**Case Review Step:** One workflow step in a specific case--e.g., “Review by APT Committee” (the case review step) for “Dr. Simpson’s promotion to Professor” (the case).

**Case Materials:** Documents or other files (e.g., video, audio file, webpage) added to a case for review.

**External Evaluation:** Also referred to as a letter of recommendation, the external evaluation is a document written by an external evaluator (or external referee) and uploaded to the case for review. External evaluations can be collected using Interfolio and are confidential, not shared with the candidate and visible only to relevant committees during the workflow steps to which they have access.

**Packet:** Collection of case materials added to a case. The packet is visible to relevant committees as the case advances through the steps defined in the template.

**Committee:** A user or set of users who can access a case in a given workflow step. To facilitate management of user access over the long term, Feinberg defines committees liberally, using them even for individual roles (e.g., Department Chair); when there is turnover in that role, we can update the “committee” membership in one panel so the new incumbent has access to all the cases their predecessor would have seen. For the same reason, department administrative staff are set up as members of committees in order to manage cases.

**Roles**

- **Administrator:** Broadest type of access enabling the creation of templates, management of committee rosters, launching of cases, reporting, and visibility into all cases regardless of whether they are on applicable committees. At this time, only staff in the Faculty Affairs Office have this type of access.

- **Committee Manager:** Department administrative staff will generally be set up as Committee Managers in Interfolio.

- **Committee Member:** Most limited type of review rights; can access a case for review. Department Chairs and APT committee members generally have this type of access.

- **User:** Anyone who has been loaded in the system and therefore has an account. Users are available to be added to committees or to be evaluated (when a case is launched)

- **External Evaluator:** an external evaluator is synonymous with external referee. These are the individuals who are contacted to provide external evaluations (letters of reference) for a case.
ESSENTIAL FEATURES

This section of the guide covers the aspects of the Feinberg Faculty Portal that administrative users are required to use or are likely to need in order to manage cases.

1. Getting Started

A. Log In to the Feinberg Faculty Portal
   1. The recommended browser for using the Feinberg Faculty Portal is Chrome.
   2. Copy and paste this link into your web browser:

B. Set Default Account/Home Page
   1. If you are logging in for the first time and you have access to multiple modules within Interfolio (or you have accounts in multiple instances of Interfolio), you might be asked if you want to set this as your default landing page. Press Yes to set your selection as the default.

   Would you like to come directly to Northwestern University Feinberg School of Medicine when you sign in to Interfolio? You can change this at any time in your account settings.

   [Yes] [No]

C. Change Default Account/Home Page
   1. After logging in, click on your name in the upper right corner of the screen, and select the Account Settings option from the menu.

   ![Account Settings Menu]

   2. Select Signing in & Password from the left navigation menu.
   3. Select your default:
D. Troubleshoot Login or Access Issues

1. I can’t log in
   a. The most likely reason is that you have not been given access to the Feinberg Faculty Portal.
   b. Make sure that you are logging in with your university netID and password (not a hospital ID).
   c. Make sure that you are logging into the Feinberg School of Medicine account. (Northwestern’s Evanston campus also has an instance of Interfolio, but it is not configured for Feinberg.)
   d. If your access times out and you encounter either of the general Interfolio login screens below, don’t use them. Instead copy and paste the Feinberg-specific link into your web browser again so that you can log in with university netID and password: https://iam-api.interfolio.com/users/sso_redirect?tenant_id=29056&redirect_url=https://home.interfolio.com/29056

2. I can’t find a specific case after successfully logging in
   a. At this time, only the Faculty Affairs Office can launch cases. If a case has not yet been launched and entered the department workflow step, you will not see it.
   b. Cases are advanced through multiple electronic workflow steps, and you only see the case if you have access to the current workflow step. The case may be in a step to which you do not have access.

3. I can’t see some of the features described in this guide OR I don’t have access to the same features across all my cases
   a. The features you have access to are defined by your role in Interfolio. You might have different roles for different cases, meaning your permissions and access would be different across cases.
b. If you are assigned to the role of “Committee Manager” in the current workflow step of a given case, you have access to all the features described in this guide for that case and workflow step. (All Department Administrators are given Committee Manager access to department-level workflow steps.) If you are not a Committee Manager for a particular case workflow step, then you are likely a Committee Member for the case workflow step, which restricts you mainly to viewing the case.

2. View Home Page and Your Task List

Note: You can also use the Case List (see SECTION 3) to navigate to cases rather than using the home page. The Case List offers more search and filter options than the home page, which can be helpful if you have many cases.

1. Log in to the Feinberg Faculty Portal with your netID and password. For more detailed instructions or to troubleshoot login problems, consult SECTION 1 of this guide.

2. The Home screen is the default landing page after logging in. You can return to this screen from other locations in the Feinberg Faculty Portal by pressing Home in the left navigation.

3. The Home page contains a panel called My Tasks that lists all cases that are currently in your queue, meaning they are in a workflow step to which you have access. If you have more than 6 cases in your queue, press View All at the bottom of the task list for an expanded list. You can use the Search bar at the top of the home screen (or at the top of the expanded task list) to search for a specific case in your queue.

   Note: The task list has a due date column which will be blank; Feinberg does not set due dates technologically for each workflow step.

4. Click on a faculty name to open a case.

3. Understand and Navigate the Case List

A. About the Case List

The case list shows all cases to which you currently have access and provides search, sort, and filter features that are helpful if you need to find a single case in a long list of cases.
1. **Columns**: The case list has four columns and clicking on the column header will sort the list by that column.
   a. **Name**: Name of the candidate. Underneath the candidate’s name, the department appears and refers to the department within which the case was launched. For promotion and tenure, the department should always match the department where the faculty member holds their primary appointment.
   b. **Type**: This refers to the type of case and the value is set by FAO using values that are pre-defined by Interfolio. The type will only be set to “Tenure” if the candidate is proposed for tenure by itself or in conjunction with a promotion. Individuals who are already tenured and are going up for promotion to the rank of Professor will have the type set to “Promotion.”
   c. **Template Name**: The name of the workflow process. For example, Feinberg has four different workflow processes for promotion and tenure, so each template name starts with the process number to facilitate sorting and filtering.
   d. **Status**: For promotion and tenure, FAO uses the Status field to identify the rank of the proposed promotion, which is helpful for sorting and filtering. Please do not change the status of cases, but if you notice an error, contact FAO.

2. **Step**: At the bottom of each row in the case list, the number and name of the current step are displayed.
   a. FAO has pre-fixed the name of each step with DEPT or FAO to identify which office is managing that step. You may have departmental APT committee members who are also on the FSM APT committee, so when they view their case list, they will be able to tell which APT committee they are reviewing for.

3. **Search**: A search box appears at the top of the case list. Type in a text string and press “enter” on your keyboard to search within the Case List. Known Issue: The system triggers errors if certain characters are entered in the text string, such as parentheses or brackets. Additionally, you can’t search by step number, but you can search by the name of a step to filter the case list down to cases in a particular step.
4. **Filter:** Click the filter button at the top of the case list to open a panel at right that allows you to apply filters. The filters applied also appear as pills at the top of the filtered list and you can press the “x” within the pill to delete that filter (or return to the side panel and uncheck the filter).

![Filter panel](image)

The following filter options appear in the side panel, but not all users will see all filter options. Some filters may be hidden or offer limited options, dependent in part on whether you have cases in your queue that demonstrate the necessary variety to make the filter applicable.

- **Unit:** Allows you to filter the cases you have access to by unit.
  - Known issue: As of this writing, this filter does not work as expected. Committee members and committee managers don’t see options that they should. If you need to filter by department, type the department name in the search field.
  - **Include Child Units** (due to the known issue reported above, departments will generally not see this filter): This option is only relevant if you have access to cases in a unit and its sub-units (e.g., a department that has divisions). If you set the filter to include child units, then you will see cases in the parent unit and its child sub-units. If don’t choose to include child units, then you only see cases in the parent unit. Feinberg has named all parent units so that the word “Rollup” appears in the parent name. Rollup units have child sub-units in the Feinberg organizational hierarchy.

- **Type:** The list of types includes default options provided by the vendor, and not all will be used by Feinberg. As of this writing, only “Appointment,” “Promotion,” “Tenure,” and “Review” options are relevant.

- **Status:** Filter by the status the Faculty Affairs Office has applied to the case. For promotion and tenure cases, FAO uses the status field to identify the rank of the proposed promotion.

- **Active or Closed:** This filter only appears if you have access to active and closed cases. Department users generally only have access to active cases.

**B. Access and Navigate the Case List**

1. Log in to the Feinberg Faculty Portal with your netID and password. For more detailed instructions or to troubleshoot login problems, consult **SECTION 1** of this guide.

2. From the Home page, select **Cases** from the left navigation menu.

3. You can now see the **Case List**, which shows all the cases that are in a workflow step to which you have access.
a. If your case list is long, search for an individual case using the **Search** feature at the top of the screen.
b. Click on a column header to sort by that column.

4. Click on a **faculty name** in order to open a case.

### 4. Open Case / Read Case in Materials Viewer

1. Open a case from your Home page ([SECTION 2](#)) or Case List ([SECTION 3](#)).

2. The open case defaults to the **Case Materials** tab which has different sections for document uploads. The order of the sections and documents on this page controls the order in which documents will display to reviewers in the Materials Viewer. (To re-order sections, see [SECTION 5.C](#); to re-order documents, see [SECTION 6.E](#) and [SECTION 6.F](#)).

3. Press the **Read Case** button near the top of the screen to open the Materials Viewer. This is the view we expect faculty reviewers (e.g., APT committee members or department chairs) to interact with the most. Please refer to the separate **Quick Reference for Reviewers** available on the FAO website for an overview of the buttons and features in the Materials Viewer.

### 5. Case Materials: Manage Sections

This content is applicable after you have opened a case from your Home page ([SECTION 2](#)) or Case List ([SECTION 3](#)).

#### A. About Packet Sections

By default, the case opens to the Case Materials page, which shows all documents contained within sections. The sections are grouped under one of two headers:

1. **Internal Sections** – Listed under this header are administratively defined sections; the documents stored in these sections are never visible to candidates. A “Candidate Documents” section has been set up as an internal section so that department administrators can upload materials on behalf of candidates for review by department and school leadership.

2. **Candidate Packet** – At this time, nothing appears under this header because candidates are not submitting promotion/tenure packets online. If candidates were applying online, we would see a “Candidate Documents” section under this header. Documents uploaded here would be visible to the candidate. The Candidate Packet has been moved underneath the Internal Sections for now since it is irrelevant until Feinberg implements functionality enabling candidates to submit their packets electronically.

#### B. Collapse or Expand Sections

By default, the case opens to the Case Materials tab.
1. To collapse or expand all sections, click on the action in the blue bar above the packet sections.

2. To collapse or expand individual sections, click on the arrow to the left of the section name:

C. Change Order of Sections (not recommended)

1. When a case is launched, by default the sections will be ordered in the way FAO wishes to receive the packet. If you change the order of sections for your internal review process, please remember to set them back to the original order, matching the FAO packet checklist.

2. You may re-order the sections when they are expanded or collapsed, but it is easier to do so when all are collapsed. (See SECTION 5.B to collapse all sections.)

3. Hover on a section so that your cursor turns into a 4-pointed arrow. Then drag and drop the section to be higher or lower in the section list. (Left-click and hold the mouse key down to select the section and drag it to the new location; let go of the mouse key to release the section in its new location.)

D. Add a Custom Section (not recommended)

1. When you receive a case, it will contain the default sections established for that workflow template. Do not delete or edit the names/descriptions for default sections.

2. The default internal sections named “Department Documents” and “Administrative Documents” may be used by department administrators for storing documents for internal departmental review processes, above and beyond the documents required by FAO. However, if those sections are insufficient for your needs, you may add a custom section.

3. Press the Case Options button in the upper right corner of the screen and select Add Internal Section.

4. In the form that pops up, enter a section name (required) and description (optional); then press Save. The section will appear at the bottom of the Internal Sections list. You may move the section (see SECTION 5.C), but please return it to the bottom of the Internal Sections list before submitting the case to the Faculty Affairs Office.

E. Edit Custom Section

1. When you receive a case, it will contain the default sections established for that workflow template. Do not delete or edit the names/descriptions for default sections. You may edit the name/description of custom sections you added (see SECTION 5.D).
2. Press the **Edit** button in the upper right corner of a section.

3. In the pop-up window, edit the name or description. Then press **Save**. Known issue: If you do not see your changes reflected in the browser right away, refresh the page or navigate away from the page and return to it.

F. **Delete a Custom Section**

1. When you receive a case, it will contain the default sections established for that workflow template. Do **not** delete default sections. If you created custom sections (see **SECTION 5.D**) you may delete those.

2. You can only delete sections that do not contain documents. To delete a section that contains documents, first delete the documents it contains (see **SECTION 6.D**) or move the documents to a different section (see **SECTION 6.F**).

3. Press the **Edit** button in the upper right corner of the section you wish to delete.

4. Press the Delete link at the bottom of the pop-up window that opens.

6. **Case Materials: Manage Documents**

A. **Confirm You Have the Correct Checklist/Resources to Manage the Case**

1. Go to the Case List (**SECTION 3**).

2. Look at the **Template Name** column to identify which process has been launched for a case; make sure you use any checklists and resources that correspond to the template identified for each case. For faculty promotion and tenure, there are four different review processes, and the process number is identified in the template name. Use the checklist that corresponds to that process (e.g., for Process #1 use Packet Checklist #1).

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Template Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homer Simpson</td>
<td>Promotion</td>
<td>Process #1</td>
<td>2021-22</td>
</tr>
<tr>
<td>Surgery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lisa Simpson</td>
<td>Promotion</td>
<td>Process #2</td>
<td>2021-22</td>
</tr>
<tr>
<td>Surgery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clancy Wiggum</td>
<td>Tenure</td>
<td>Process #3</td>
<td>2021-22</td>
</tr>
<tr>
<td>Surgery</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. After opening a case from your Home page (**SECTION 2**) or the Case List (**SECTION 3**), you will see the candidate’s name as well as the template name at the top of the page, providing another opportunity to confirm which
process has been launched and which resources you should be using.

B. Add/Upload File (Document, Video, or Website)

1. Open a case from your Home page (SECTION 2) or the Case List (SECTION 3) and make sure you are in the Case Materials tab (this is the default page when a case is opened).

2. Locate the section where you want to place the document and press the Add File button in the upper right corner of the section.

3. A pop-up window opens where you can upload a file using either a drag and drop method or a browse method. Press Save when you are finished.
   a. Important: The Feinberg Faculty Portal converts files to PDF format at the time of upload, even if they were not PDF files originally. The file is not accessible while the conversion process is occurring, so expect a short delay before you see a hyperlink to the file.
   b. The drag and drop method allows you to upload multiple files at the same time as long as you selected multiple files before dragging into the pop-up window.
c. Notice that you can also add a video or webpage by clicking the appropriate option in the pop-up window and then following the instructions for that file type.

C. Re-name a Document

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).

2. Locate the document you want to re-name and press its associated Edit link; then press Edit Settings.

3. Enter a new Name in the appropriate field and then press Update. Known issue: If the new document name is not immediately visible on the Case Materials page, refresh your browser (or navigate away from the page and return to it).

4. When re-naming a document, you will notice additional fields:
   a. Description (known issue): Feinberg recommends ignoring this field. The description is not visible in a convenient location (such as the Case Materials page) once entered, so you would need to open this pop-up window for each document to see if a description is written.
   b. Section: This is used to move a document to another section within the packet (see SECTION 6.F).
c. **Access (do not change):** This field allows you to restrict who can see a document, but please do not edit because the access level is not visible except by clicking into this window for each document. By default, the document access is set to **Administrators & Entire Committee**, which is the broadest level of access; if you change it, faculty reviewers would lose access to see it (and if you change it to Administrators Only, even you will lose access to see it!). Furthermore, it wouldn’t be obvious to administrative staff managing a case that faculty reviewers were restricted from seeing it, so documents intended for review might be skipped.

**D. Delete or Replace a Document**

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the **Case Materials** tab (this is the default page when a case is opened).

2. As a Committee Manager, you can only delete documents that you uploaded yourself. Locate the document you want to delete and press its associated **Edit** link; then press **Delete** from the new menu that opens. If the delete option does not appear, then you do not have permission to delete that document; in that case, contact the person who uploaded the document or fao@northwestern.edu.

   ![Image of document table with options to edit or delete]

3. A pop-up window will ask you to confirm the deletion. If you still wish to delete the file, press **Yes**.

4. If replacing the document with another, upload the new file (see SECTION 6.B).

**E. Change Document Order within a Section**

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the **Case Materials** tab (this is the default page when a case is opened).

2. If it is not already open, expand the section (SECTION 5.B) where you will re-order documents.

3. The documents are listed as rows in a table. Hover on a row until your cursor turns into a 4-pointed arrow. Then drag and drop the row higher or lower in the list. (Left-click and hold the mouse key down to select the row and drag it to the new location; let go of the mouse key to drop it in its new location.)

**F. Move Single Document to a Different Section**
1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened). There are two different methods for moving a single document to a new section.

2. **Drag and drop method**
   a. If not already open, expand the section containing the document you wish to move and expand the target section where you wish to place the document (see SECTION 5.B to expand sections).
   b. The documents are listed as rows in a table. Hover on the row containing the document you wish to move until your cursor turns into a 4-pointed arrow. Then drag the row to the list of documents in the target section and drop it at the position where you want it to appear in the document list. (Left-click and hold the mouse key down to select the row and drag it to the new location; let go of the mouse key to drop it in its new location.)

3. **Dropdown Selection method**
   a. Locate the document you want to move and press its associated *Edit* link; then press *Edit Settings*.
   b. In the pop-up window that opens, use the *Section* field to select the new section where the document should be placed.
   c. Go to the section where you placed the document; it will be ordered last among the documents in that section. If needed, re-order the document within its new section (see SECTION 6.E).

G. **Move Multiple Documents to a Different Section Simultaneously**

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).
2. Expand the sections (SECTION 5.B) if they are not already expanded and mark the checkboxes beside the documents you wish to move. All documents selected will be moved to the same section.

3. Select the **Move** option in the blue bar at the top of the screen, and from the resulting menu, select the section where the documents should be placed.

4. Go to the section where you placed the documents to see that they have moved. If needed, re-order the documents within their new section (see SECTION 6.E).

7. **Case Materials: Manage Document Settings (Understand to Avoid & Troubleshoot Issues)**

   **A. About Document Settings**

   Once a case is open, you may notice a **Settings** option become active when you select the checkbox beside one or more documents. This allows you to control which documents can be downloaded and who can access each. Editing the settings will change what other users can do and could prevent faculty reviewers from accessing materials. Generally speaking, **do not edit** these settings. There aren’t visual indicators that make the document settings transparent (e.g., no flag that tells you administrative committee managers can see a document, but the faculty committee members cannot), so it will cause confusion if settings vary across documents in a case.

   If you are ever concerned that document settings are not correct, you may take action to ensure all documents are set to the intended defaults following the instructions below. Possible reasons you would need to do this include:

   - Committee Managers have opportunity to change document access on individual documents when re-naming a file (SECTION 6.C) or moving a file to a different section (SECTION 6.F). If they mistakenly changed document access at that time, then SECTION 7.B is the remedy.
   - When soliciting reference letters (SECTION 8), you will set the access level for letters of reference received. If the wrong access level was selected at that time, then SECTION 7.B is the remedy.
B. Edit Settings to Ensure All Documents are Visible to All Reviewers

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).

2. Mark the checkbox in the blue bar so that all documents are selected. Then press Settings.

3. In the menu that opens, select Administrators & Entire Committee. This is the only setting that ensures all faculty reviewers will see all documents.
   a. **Be careful**! If you select “Administrators Only,” both you and faculty reviewers will lose access to the materials. (Only FAO users have the system role of Administrator. Department staff have the role of Committee Manager.) Only FAO can change the access level for documents that have been set to “Administrators Only.”
C. Edit Settings to Ensure All Documents Can be Downloaded
1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).

2. Mark the checkbox in the blue bar so that all documents are selected. Then press Settings.

3. In the menu that opens, select Turn downloading on.
8. Solicit and Manage Reference Letters / External Evaluations

A. Prepare to Solicit Reference Letters

This section is intended to help you do the necessary preparatory work before you send the formal request to the evaluator below in SECTION 8.B.

1. Download Guidance for External Evaluators from the FAO website. This document tells referees how to review the case. Fill in the highlighted blanks, remove highlighting, and save the document. You will upload it later.

2. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).

3. Locate the candidate’s referee list (for promotion cases, you should have uploaded it to the Candidate Documents section with the name CandidateLastName Referee List). This is the list of people you will be contacting to request reference letters. Review the list to make sure suggested names are appropriate:
   a. Referees should have an academic rank that is equal to or higher than the candidate’s proposed rank of promotion
   b. Referees should be external to NU
   c. Referees should come from multiple institutions

4. Upload Guidance for External Evaluators (from SECTION 8.A.1 above) to the Candidate Documents section of the packet and move it to the top of the section. The file name will be visible to external evaluators, so we recommend retaining the file name Guidance for External Evaluators. Though this is not a candidate document, you locate it here temporarily so that it is the first document referees encounter when they open the packet. Later you will move the document to the Administrative Documents section.

When you send the request to external evaluators in SECTION 8.B below, you will have the opportunity to attach files for review. You will select which documents to attach in a later step, but you will not have the opportunity to re-order the documents at that time. Documents will display to reviewers in the order established within the case.

Thus, it is recommended that you move the Guidance for External Evaluators to the top of the Candidate Documents section, followed by the Review Criteria Cover Sheet, so that reviewers see these documents first when they open the request. In the example below, the documents that will be sent to the external evaluator are within the red box and have been ordered in a way that is expected to help the external evaluator. (The documents do not have to be back-to-back as in this example; the document you want an evaluator to see first just has to appear in the document list earlier than the document you want the evaluator to see second, and so forth.) After the request has been sent to the external evaluator, the documents can be re-ordered again to reflect what is meaningful or required for departmental or Feinberg review. For help in moving documents, see SECTION 6.E and SECTION 6.F.
B. Solicit Reference Letters

Important! You cannot save a partially completed external evaluation request, so make sure you have uploaded all necessary documents to the case before starting and are prepared to complete this section in full without being interrupted. The instructions below intentionally establish an order for completing the request form that is different from that established in the user interface itself. Following these instructions will help streamline your experience of sending the request even though you will skip around on the form.

1. Within the case, locate the External Evaluations section of the packet and click on the Request Evaluation button.

2. A new screen opens where you will complete the request. Skip the External Evaluator Information section at the top of the screen where evaluator names and email addresses are entered. You will return to this later; do it last so that you don’t inadvertently send a message before you are ready.
3. Scroll down to the Files section. If you uploaded files to the case immediately before opening the form to request external evaluations, the documents may not be fully uploaded and available to be sent yet. Press the Add Files button to confirm that all the documents you need to send to the external evaluators appear on this list and in the order you wish. If newly uploaded documents are missing, close the request form and try again later. Since you can’t save a partially completed request form, you don’t want to begin filling this form out until all the files you need are available on the Add Files list. If you realize you forgot to upload a document or want to change the order, close the request form and go back to the case to make the necessary changes.

*Note: If you sent an external evaluation request earlier and some evaluators have already uploaded their letters, those documents are considered confidential and do not appear on the list of files you can attach to a new external evaluation request.*
If you press Add Files and all the files you wish to send to the external evaluators appear on the list, go ahead and select the checkbox beside the ones you want to send to the external evaluators; then press Add Files at the bottom of the list.

For promotions, the list of files that should be added are:

a. **Guidance for External Evaluators**
   You uploaded this document earlier and it contains the list of questions that evaluators should respond to when preparing their evaluation.

b. **Review Criteria**
   Note: This is the document you originally provided to FAO in order to have the case launched in the Feinberg Faculty Portal. FAO validated the data in it and uploaded it to Interfolio at the time of creating the case. The cover sheet includes the review criteria for the candidate’s proposed promotion.

c. **CV**
   If you have uploaded more than one version of a CV, make sure you are using the most updated CV!

d. **Personal Statement**

e. **Be careful not to attach any confidential or inappropriate documents!**
4. The files you selected now appear in the Files panel. **Double check that you did not attach any confidential or inappropriate documents.** If you attached a file in error, press the **Remove** link for that document to remove it from files that will be sent to the evaluators. If you accidently remove a document, press the **Add Files** button to select it again.

5. Scroll down and complete the **Response Settings** section:

   a. **Specify a Deadline**
      i. Be aware that the calendar for picking dates displays a week from Monday to Sunday (not Sunday to Saturday).
      ii. For promotions, we recommend providing a deadline that is at least **4 weeks** away.
      iii. **The system will automatically send reminders 7 days and 1 day** before the deadline, so we recommend choosing a deadline that does not cause reminders to be sent on weekends.
      iv. **External Evaluators will not be able to upload letters within Interfolio after the deadline you specify!** If the deadline has passed, and you want to enable them to upload a letter, you will need to extend the deadline (SECTION 8.E).

   b. **[Optional] Can the evaluator submit additional files?** The default setting is “No” and we recommend leaving the default in place. If you ask the evaluator to upload more than one file (such as their own CV) at the time of submitting their reference letter, then you would need to set this to “Yes” to enable uploading multiple separate files.

   c. Ensure the **Access** level for the letters received is **Administrators & Entire Committee** (this is the default value).
      i. The access level of **Administrators & Entire Committee** ensures that relevant faculty—e.g., APT Committee, Department Chair—will be able to see the letters when cases are forwarded to them for review. If the access does not include “Entire Committee,” they will not be able to see the letters received.
ii. **Be careful!** If you mistakenly set the access to Administrators Only, even you won’t be able to see the letters (in Interfolio, you are a Committee Manager, not an Administrator). If that occurs, contact fao@northwestern.edu.

6. Scroll up and complete the **Message to Evaluator** section.

   a. Enter a **From Name**. This is the name that the email will appear to come from.

   "Recommended: use a name that referees are likely to recognize, such as the name of your Department Chair or Departmental APT Committee Chair."

   b. Enter a **Reply-to** email address. If an evaluator replies directly to the evaluation request sent from Interfolio, this is who receives the reply. Your email address will appear by default, but it can be changed. It is recommended that the reply-to email be an administrator who has access to Interfolio and can respond to referee questions.

   c. Enter a **Subject** line in this format: **CandidateFirstName CandidateLastName: Letter of Reference**

   For example, **Homer Simpson: Letter of Reference**

   ![Subject](image)

   d. Enter a **Message** that includes a contact email address. This message is repeated at the top of the screen that evaluators interact with when uploading their letter, so repeating contact information within the text of the message ensures they know whom to contact for help. Message templates appear below.

   i. Make sure you use the **correct message template** from the options provided below.

   ii. **Remember to fill in the blanks in this message and remove highlighting**

   iii. Note: The `%EV_Last%` notation in the message template is a placeholder that automatically populates with the last name of the referee. Be careful that you do not introduce a typo into that placeholder or it won’t update as expected.

   iv. If you want to avoid using “Dr.” in the salutation (if your referees do not hold doctoral degrees), you can instead replace the salutation with the following to pipe in first and last name:

   Dear `%EV_First% %EV_Last%`,

   ![Message](image)
Message Template for **PROMOTION** Cases

Dear Dr. %EV_Last%,

**Candidate Name, Degree**, is being considered for **promotion** at Northwestern University Feinberg School of Medicine, and we would appreciate your assessment of the candidate's credentials. Please press the “view request” button to open a page where you accept or decline this invitation and access documents for review. By accepting the invitation, you gain access to the candidate’s materials and our evaluation guidelines, but this does not obligate you to submit an evaluation. You may accept the invitation as a means of accessing documents in order to consider our request and decide whether you can fulfill it. If you have questions, require a deadline extension, or need assistance in uploading your evaluation, please contact [insert administrative contact email].

Sincerely,

Insert Department Chair Signature Block

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Message Template for **NEW APPOINTMENTS**

Dear Dr. %EV_Last%,

**Candidate Name, Degree**, is being considered for **a new faculty appointment** at Northwestern University Feinberg School of Medicine, and we would appreciate your assessment of the candidate's credentials. Please press the “view request” button to open a page where you accept or decline this invitation and access documents for review. By accepting the invitation, you gain access to the candidate’s materials and our evaluation guidelines, but this does not obligate you to submit an evaluation. You may accept the invitation as a means of accessing documents in order to consider our request and decide whether you can fulfill it. If you have questions, require a deadline extension, or need assistance in uploading your evaluation, please contact [insert administrative contact email].

Sincerely,

Insert Department Chair Signature Block

---

e. Press the **Preview Email** link below the message to see the message that evaluators will receive. If you specified a deadline in the response settings section, that deadline will be visible in the message.

*Note: The preview will not pre-populate an evaluator name. You will see the %EV_Last% placeholder text in the preview. Each recipient’s actual last name will be inserted when the message is sent. However, be careful that you don’t have a typo in the placeholder text because then the name won’t be piped in.*
7. Scroll to the top of the screen and enter the names of evaluators and their email addresses. You may send the message to one recipient or a list of recipients. If you send to a list, all will receive the same message, deadline, and files that you selected.

   f. **Be careful to avoid typos in email addresses!** At this time, the system does not provide notice of undelivered messages. Also some typos (such as inputting an invalid email format) will generate errors and prevent messages from being sent.

   g. Press **Add Another Evaluator** to add more names.

   h. To delete a row, press the $X$ to the right of the row.

8. When you are ready to send the message, scroll to the bottom of the screen and press **Send Request**. Your message will be sent to the external referees. In order to access the documents you attached, they will need to press the **View Request** button within the email and then record a response of I Accept.
C. Understand the External Evaluator Experience, Answer Evaluator Questions & Troubleshoot Issues

1. **Email Received by Evaluator:** Evaluators receive an email that looks like the one below. The sentences immediately above and below the View Request button are auto-generated and not editable (except that the sentence below the button includes the due date and the email address entered as the reply-to email that you specified).

   ![Email example image]

   Northwestern University Feinberg School of Medicine is conducting a review of Homer Simpson and has requested a Confidential Evaluation.

   [VIEW REQUEST]

   Northwestern University Feinberg School of Medicine asks that you submit your Confidential Evaluation by Jan 10, 2021. If you have questions about this request, please contact principal@springfieldelementary.com.

   Dear Dr. Flanders,

   Homer Simpson, PhD, is being considered for promotion at Northwestern University Feinberg School of Medicine, and we would appreciate your assessment of the candidate's credentials. Please press the “view request” button to access candidate materials, view our evaluation guidelines, and record whether you accept or decline this invitation. If you have questions, require a deadline extension, or need assistance in uploading your evaluation, please contact principal@springfieldelementary.com.

   Sincerely,

   Seymour Skinner
   Principal, Springfield Elementary School

2. **View Request:** After pressing View Request, the external evaluator sees a screen asking them to accept or decline the request. Notice that the custom email message remains at the top of the screen, which is why we
recommend including contact information in the message text--so the evaluator knows whom to reach out to for help once they have navigated away from the original email. The evaluator must press I Accept in order to access the documents that are attached to the request.

3. **Evaluator Accepts Request (and Later Changes Mind):** After the evaluator presses I accept, they see a new screen and obtain access to the files you attached to the request. From this screen, the evaluator can:

   a. **Read All Materials:** pressing this button opens the full packet of supporting materials for review
   b. **Download:** download individual documents by pressing the download button
   c. **Decline the request:** An evaluator who initially accepted (perhaps as a means of viewing the documents to determine whether they can perform the review) can change their mind and record that they decline the invitation by pressing the link that says I’ve change my mind and decline to submit an evaluation. Once they do that, they also have the opportunity to provide comments on why they are declining.
   d. **Upload and Submit their evaluation:** Evaluators press the Add File button in order to upload their evaluation, and then press the Submit button in order to submit to you.
   e. If the evaluator navigates away from this screen and needs to return to it, then can do so by pressing the View Request button in the original email (the system will remember they have accepted so they do not need to press I Accept again). If they misplaced the original email, you can re-send the request (SECTION 8.E) to generate the email again.
4. Evaluator Declines Request (and Later Changes Mind): If the evaluator initially records a response of I Decline, they go to the screen below. They can provide additional explanation by pressing the Message the Committee button. They can also change their mind by pressing I've changed my mind and agree to submit an evaluation. If they do that, the screen will change to the acceptance screen from which they can access the candidate packet and upload their evaluation.

Occasionally, evaluators decline a request and later decide to accept after they have navigated away from this screen. To return to it, they can press the View Request button in the original email (the system will remember they have declined so they do not need to press I Decline again). If they misplaced the original email, you can resend the request to generate the email again IF the Edit & Resend Request option is available (see SECTION 8.E). If the Edit & Resend Request option is not available, you would need to send a new request to this individual. (Testing suggests that if the evaluator chose to Message the Committee at the time of declining, it may not be
possible to Edit & Resend Request to allow them to record that they’ve changed their mind.

5. **Evaluator Receives Automatic Reminders**: Interfolio automatically sends reminders to evaluators **7 days before the due date and 1 day before the due date** under the following circumstances:
   a. They have not recorded a decision (i.e., they have not pressed the “I Accept” or “I Decline” button)
   b. They have pressed “I Accept” button but have not yet uploaded a file

**Known issue:**
The reminder messages don’t render as nicely in Outlook as one would hope, but if you receive questions, you can advise recipients to select the option within Outlook to view the message in their web browser:

**Example reminder message when the evaluator has not logged a decision:**
Notice that the message text from the original message is repeated in the reminder.
Example reminder message when evaluator has accepted the invitation but not yet provided the letter:
Notice that the reminder lets the referee know when they accepted the request and repeats the custom email message last sent to them.

![Reminder Message](image)

6. **Evaluator Tries to Upload Letter After Deadline**: Evaluators cannot upload their letters after the deadline has passed. If they try to do so, they land on a screen telling them the deadline has passed. The screen also includes the reply-to email that was specified in the email request. If an evaluator contacts you wanting to submit an evaluation after the deadline, you can upload it on their behalf (SECTION 8.F) or re-send the request and extend the deadline (SECTION 8.E).
D. Track Responses from External Evaluators

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).

2. Expand the External Evaluations section. The names of all referees who have already been contacted will be listed there. Under the details column, you will see the status: submitted, accepted, declined, or sent. If they have submitted, their name will be a hyperlink that opens to the document they uploaded.

![External Evaluations Table]

3. Evaluators who decline have the option of providing a message. If they have done so, you will see a View Message link in the details column and clicking it will display the message.

![Declined Evaluation]

E. Send Reminders to Evaluators, Extend or Check the Deadline, or Edit Request Details (i.e., change the email address of an evaluator, add or remove files, etc.)

1. Interfolio automatically sends reminders to external evaluators based on the due date specified in the request. The automatic reminders go out 7 days before the due date and one day before the due date.

2. If you want to send an additional reminder, change the deadline, use a different email address for the recipient, or change any details in the original request sent, you do so by re-sending the evaluation request. There is no way to extend the deadline without sending another message. If the deadline is changed, the automatic reminders will be sent out based on the deadline specified in the most recent request sent to the evaluator.

3. To re-send the message or extend the deadline, open the case Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the Case Materials tab (this is the default page when a case is opened).
4. Return to the **External Evaluations** section, which lists the names of referees who have already been contacted. Look for the name of the referee to whom you want to re-send the request or extend the deadline; then press **Edit** and **Edit & Resend Request** for that individual.

![External Evaluations Table]

5. The screen that opens contains the last message the individual received. You can simply press **Send** to re-send without making edits, or you can edit message text, deadline, or referee name/email address before sending. You can also remove or add files for the evaluator to review (this only affects the one evaluator message you are editing, so if you need to make similar updates to other requests sent, you need to edit each request individually). If you only need to remind yourself of what deadline was provided, view it on this screen, and then press Cancel to close the window without re-sending.

6. If you update the name of an evaluator when re-sending a request, this may not automatically update the file name in the External Evaluations section. You can rename this manually by using the instructions to re-name a document in **SECTION 6.C**.

**F. Upload a Letter on Behalf of the Evaluator/Referee**

1. Sometimes external evaluators may be unable or unwilling to upload their own letter using Interfolio. If they send the letter to you directly, you can upload it on their behalf. Before uploading, you may wish to rename in the format that Interfolio uses: **Evaluation from RefereeName** (e.g., Evaluation from Ned Flanders).

2. Open the case from your Home page (**SECTION 2**) or Case List (**SECTION 3**), and make sure you are in the **Case Materials** tab (this is the default page when a case is opened).

3. Return to the **External Evaluations** section, which lists the names of referees who have already been contacted using Interfolio. Click on **Edit > Edit Settings**.

4. Scroll to the bottom of the page and press the **Add File** button to upload the external evaluation. This satisfies the external evaluation request, so if you are uploading the file on behalf of the evaluator before the request deadline, the evaluator will not continue to receive system-generated reminder messages.
9. View and Edit Committee Membership

A. View/Confirm Committee Membership

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3).

2. By default, the case opens to the Case Materials tab; switch to the Case Details tab.

3. At the top of this tab, you will see a Reviewing as header that shows you the name of the committee view you have access to. Multiple committees can have access to a case review step. If you are a member of more than one committee that has access to this step, a Change link will appear, and you can use it to toggle between committees.

4. If it is not already open, expand the Committee Members section by clicking the arrow to the left of the section name. This shows you the name, email address, and role of all committee members who have access to this case in the current step:
   a. Standing Committee Members: If the role says Manager or is blank, these are standing members of the committee named under the Reviewing as header. They automatically have access to all case review steps assigned to that committee, meaning they see all cases where the current step is assigned to that committee and in the future will see cases forwarded to a step that is assigned that committee.
b. **Manager:** Individuals with this role can execute the steps of this user guide.

c. **Temporary Committee Members:** If the role says Temporary, then the committee member has been added manually to this step in order to see this case, but does not automatically see all other cases with steps assigned to the standing committee.

**B. Add or Remove Standing Committee Members (affects ALL cases and steps that use this committee)**

1. View the committee members who can currently review the case (see **SECTION 9.A**).

2. To add or remove a standing committee member (an individual who should have access to all cases forwarded to the committee named under the **Reviewing as** header), contact fao@northwestern.edu and provide the name of the committee that should be updated, as well as the names of individuals who should be added or removed.

**C. Add a Temporary Committee Member (affects ONE step in ONE case)**

1. When you assign someone as a temporary committee member, you give them access to one step (the current step to which you have access) in one case.

2. View the committee members who can currently review the case (see **SECTION 9.A**). Only committee members with the role of Manager can add temporary committee members.

3. Click on **Edit** in the upper right corner of the Committee Members section.

4. Click on **Add Member**. A list of all users who have accounts will appear. Use the **Search** box to search for the name of the individual you wish to add and then press **Add** beside their name.

   ![Search users](image)

   **Important:** If a user does not appear on the list, contact fao@northwestern.edu. **Do not press the New button** to add a new user; adding a user this way does not guarantee they will be able to log in using netID. Also, we want to confirm you aren’t setting up a duplicate account for someone under an alternate email address, which will create confusion for that user.

5. Press **Done** when you are finished. The committee list will appear, and the role for the individual(s) you added is listed as Temporary.
D. Remove a Temporary Committee Member (affects ONE step in ONE case)
   1. When you remove a temporary committee member, you remove them from one step (the current step to which you have access) in one case.

   2. View the committee members who can currently review the case (see SECTION 9.A). Only committee members with the role of Manager can remove temporary committee members.

   3. Click on Edit in the upper right corner of the Committee Members section.

   4. Click on the X in the role column to remove a temporary committee member. The X only appears for temporary committee members; the other members are standing committee members.

   ![Committee Members Section]

E. Change the Committee Manager
   1. View the committee members who can currently review the case (see SECTION 9.A).

   2. Click on the Edit link in the upper right corner of the Committee Members section.

   3. Select or de-select the checkbox beside the manager role to add or remove someone as the Committee Manager.
      a. Important: This action affects all cases that use this committee, not just the individual case and step you are editing.
      b. Be careful! The system allows you to de-select yourself as committee manager. If you do that, you will lose access to execute the steps in this guide.
c. Note that the checkbox only appears for standing committee members. If you added a temporary committee member, the Manager checkbox is not an option beside their name.

4. When you are finished making edits, press Done in the upper right corner of the section.

10. Add or Delete a Comment/Note on a Case (Optional)

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3).

2. By default, the case opens to the Case Materials tab; switch to the Case Details tab.

3. Locate the Conversation panel and press Add Comment to open a text box. Type a note and press Add. This comment is visible to all committee members who have access to the case in this step. The note will not follow the case when you send it forward or backward to a new step.

4. Comments cannot be edited once they are posted, but they can be deleted by the author. To delete a note you have written, click on it and then press Delete.

11. Record a Committee Vote (Optional)

1. Committee members do not cast votes online, but a Committee Manager can record the results of a committee vote for a case.

2. Open a case from your Home page (SECTION 2) or Case List (SECTION 3).

3. By default, the case opens to the Case Materials tab; switch to the Case Details tab.

4. Locate the Voting Results panel.
   a. Record Initial Vote on a Case: If you have not yet recorded the results of a committee vote, the edit panel will be open with the vote categories displayed and you can enter the counts for each. Then press Save and the vote will be displayed visually as a donut chart.
b. **Edit Voting Results**: If you need to edit the result of a vote that is already recorded, press **Edit Results** underneath the donut chart.

c. **Record an Additional Voting Result**: To record an additional vote that does not overwrite the results of a prior vote, press **Add New Votes** at the top of the Voting Results panel, record the new vote, and press **Save**. Then a Change link will appear at the top of the **Voting Results** panel, which you can use to toggle between the different voting results.

12. Move Case(s) Forward or Backward Between Steps

A. **Send a Single Case Forward or Backward**

1. Open a case from your Home page ([SECTION 2](#)) or Case List ([SECTION 3](#)).

2. Click on the **Send Case** button at the top of the screen. From the menu that displays, select whether you want to send the case forward to the next step or backwards to the prior step.

3. The next screen will confirm your selection and show which committees will lose access to the case and which committees will gain access to see the case. **Uncheck the box** to send a message to reviewers gaining access to the case, and then press **Continue**. We recommend not sending automated messages to committees from the system. If you do opt to send an automated message, it is recommended that you write custom message text and subject line that would be meaningful to your recipients.
B. Send Multiple Cases Forward or Backward at the Same Time

1. This function is helpful if you want to grant a committee access to a batch of cases at the same time rather than forwarding each to the next step on an individual basis as they are ready. For example, you might hold cases in your queue until all are ready for APT committee review, and then send all cases forward to the APT committee as a single batch.

2. Go to the Case List (see SECTION 3).

3. Click on one or more checkboxes beside candidate names, or click the checkbox at the top of the column to select all cases. When at least one of these checkboxes is selected, a bar appears above the case list giving you the option to send the selected cases forward or backward.

   In the example screen shot, notice that selected cases have three different template names and are not all in the same step. Pressing the Send Forward button will send each case forward to the next step in its respective template, so does not necessarily advance all cases to the same committee. The Send Backward link is not active in this example because at least one case is selected (Clancy Wiggum) that is in step 1, so cannot be sent to a prior step. If Wiggum were de-selected, the Send Backward button would also be active and available for use with the cases of Homer Simpson and Lisa Simpson.

4. Press **Send Forward** or **Send Backward**. Then a screen will appear asking you to confirm your selection. It will list all the cases and the names of the steps they are moving to. Notice that when sending multiple cases forward or backward, the system does not tell you the name of the committees that are gaining access to each case.
case (that only happens when sending an individual case forward or backward, see SECTION 12.A).

5. **Uncheck** the option to send a message to reviewers and then press **Send**. When you return to the case list, you will see that each case has moved one step forward or backward its process.

![Send Cases Forward](image)

### 13. Download Individual Documents or Complete Packet

**A. Download from the Case Materials Page**

1. Open a case from your Home page (SECTION 2) or Case List (SECTION 3), and make sure you are in the **Case Materials** tab (this is the default page when a case is opened).

2. When sections are expanded, you will notice a checkbox to the left of the document name. Select the checkboxes for the documents you wish to download. If you wish to download the entire packet (all case
3. After one or more checkboxes are selected, press **Download** and select your preferred download format from the menu that opens.

4. You will receive an email when the documents are ready for download. Return to your home screen (see **SECTION 2**) and click on the link in the **My Tasks** list that says **Your Files Are Ready to Download**. Then press **Download** beside the packet name.

**B. Download from the Materials Viewer (recommended)**

1. Open a case from your Home page (**SECTION 2**) or Case List (**SECTION 3**), and press the **Read Case** button to open the materials viewer.
2. At the top of the screen, press the Download link and choose whether to download the packet or an individual document. If you select Download Document, the document that is currently open will download in your browser.

3. If you select Download Packet, you will be presented with a list of all documents available for download, and you can select which ones to include in the download. Then select either Download PDF or Download ZIP.
   a. You will receive an email when the documents are ready for download.
   b. Return to your home screen (see SECTION 2) and click on the link in the My Tasks list that says Your Files Are Ready to Download. Then press Download beside the packet name.

14. Close, Disapprove, or Withdraw a Case from Review

If a case is launched and later a decision is made not to submit the case to FAO for review (e.g., the candidate withdrew from consideration, the department decided not to put the nomination forward, etc.), please contact fao@northwestern.edu and provide the reason the case will not advance. FAO will close the case, which removes it from the department workflow and prevents it from entering the FAO workflow.
AVOID USING THESE FEATURES!

This section identifies features to avoid using for one of several reasons:

- Given the implementation timeline, it’s not the right time to introduce this feature in Feinberg
- The feature is inconsistent with Feinberg’s implementation or workflow practices
- There are known issues with the feature

15. Email the Candidate (Do Not Use)

Emailing the candidate from within a case is possible, but please don’t use this feature. Since candidates are not submitting packets electronically through the Case Review Module, the messages sent from the system will likely be confusing.

16. Email the Committee (Do Not Use)

It is possible to email the committee reviewing the case from within the Feinberg Faculty Portal, but please don’t use this feature at this time. There are known issues in keeping email addresses in the Case Review Module in sync with those in the Career Activity Module, and the emails in the Case Review Module are likely to be out of date. In the Faculty Affairs Office, we send emails separately outside of system when we need to communicate with a review committee.

17. Share Materials/Documents (Do Not Use)

Once a case is open, you may notice a Share feature. This is a mechanism for sharing case materials with either the candidate or the committee. To avoid confusing faculty with system-generated messages, please do not use this feature at this time. If you need to share documents with others, please do so by sending email outside of the system. You may download documents (see SECTION 13) and attach them to your email.
18. Change Status of Case (Do Not Use)

Please don’t change the case status. The Faculty Affairs Office sets the status of the case to the rank of the proposed promotion. This allows us to filter the case list by proposed promotion rank. If you think there is an error in the status set on the case, please contact fao@northwestern.edu

19. Edit Document Description and Access (Do Not Use)

1. When you edit the name of a document (SECTION 6.C) or move a document to a different section within the packet (SECTION 6.F) you will also see fields called Description and Access.
   a. Description: Feinberg recommends not using this field because your description isn’t visible anywhere convenient.
   b. Access: Do not change because you will prevent faculty reviewers from seeing the documents

2. If you mistakenly change the access setting on some documents, follow instructions in SECTION 7.B to fix.

20. Create New User Account when Adding Committee Member (Do Not Use)

When adding a temporary committee member to a case review step, you have the opportunity to create a new user account for someone who may not be in the system (see SECTION 9.C). Please do not do this! The account you create likely won’t work with Northwestern’s netID login, and if the account you create is for someone who exists under a different email address, this will cause problems for the user. Please contact fao@northwestern.edu if you feel a user account is missing.