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PLEASE NOTE:

Before you begin to set up your computer, please read the *Introduction* and *Possible Set-Up Issues* sections carefully before proceeding.

INTRODUCTION

The National Mediation Board is introducing an electronic forms program for all arbitrators on the NMB Roster. The program will be voluntary from October 1, 2004 through December 31, 2004. Starting January 1, 2005, all arbitrators will be required to submit all paperwork to the NMB electronically. The NMB is issuing this manual to help arbitrators make the transition as smooth as possible.

The shift to a paperless system in the NMB's Arbitration Department is part of a larger federal government-wide initiative to use technology to improve efficiency. Arbitrators will benefit from this initiative in several ways. First and foremost, arbitrators will receive payment for services much more quickly. Second, it will be much easier to submit the various NMB forms in a timely manner. Third, arbitrators will have the choice of going paperless at home as well, by keeping their own files electronically.

The instructions in this manual are designed to be as useful as possible. There are pictures detailing virtually every click of the mouse. Reading through this manual will give you a good feel of what to expect. For some users, these instructions may be exact.

Pilot Program. The NMB worked with a small group of arbitrators for several months to pilot the program. They have provided invaluable input in how to improve and implement this program. All arbitrators will benefit from their efforts and the NMB is very thankful for their hard work on this program.

Feedback. During implementation of this program, the NMB encourages arbitrators to provide feedback. NMB staff will attempt to address any issues and concerns raised as arbitrators begin to participate in this program. Please send comments to arb@nmb.gov with "feedback" in the subject line.

Technical Assistance

The NMB will provide limited technical assistance to address issues specifically related to the process detailed in the technical manual. Depending upon the problems experienced as well as your own technical experience, you may need to contact the store from which your computer was purchased for their technical assistance, or a computer consultant.

Required Computer Setup

Below is the minimum required setup one must have to participate in this program.

- **Windows 98 Second Edition or higher.** For those with Windows ME (Millennium edition), Windows 2000 and Windows XP, administrator rights are needed. Look in your computer's user manual for details or call the company from which you purchased your computer.

- **Full Adobe Acrobat v. 6.0 or better or Reader 6.0 & PDF 995.** Those with full Acrobat will not need PDF 995. Full Acrobat costs approximately \$300, but Reader and PDF 995 are free downloads.
- **Modem.** Please keep in mind, the slower the modem, the longer the downloads will take. For example, if you have a 33.6 connection rate, it will take approximately 4 hours to download Reader Version 6. The rule of thumb is 1 megabyte per 15 minutes for this connection rate.
- **Internet connection.** Look in the Yellow Pages for Internet Service Providers (ISP) in your area or check with the store from which you purchased your computer.
- **Email account.** Most web-based email systems are acceptable for this program. However, the NMB blocks a few web mail providers that do not provide adequate security. For example, all email ending in @Bigfoot.com will not be accepted by our server. If you have any trouble with emails bouncing back from the NMB's server, please contact us immediately.

Recommended Computer Setup

- **Updated Service Packs.** You should have all service packs (updates to the applications on your computer) and security updates installed. To check for updates, go to Internet Explorer, Tools menu, and click on Windows Update.
- **Updated antivirus software.** Keep in mind that updates to antivirus software often come out daily.
- **Internet Explorer.** This manual is written for the most commonly used browser, Microsoft Internet Explorer.

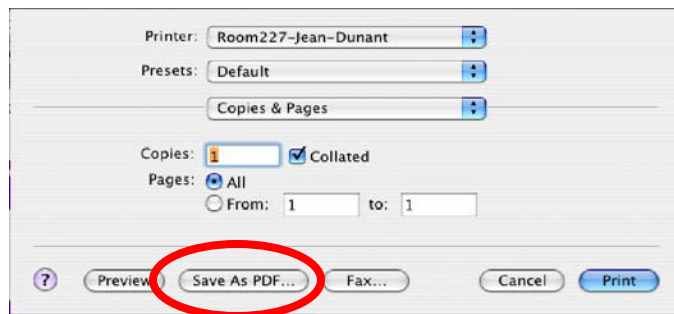
Possible Set-up Issues

Hardware

Age of computer system. If you have Windows 95, your system may not be able to update to Windows 98 Second Edition or higher due to size of hard drive storage, memory (RAM) or processing speed. If you are not sure if your computer can be upgraded, please consult with a computer technician.

For Mac Users: While the NMB did not test this on Macs, you may still be able to save and submit forms. Acrobat Reader runs on Macs, and OS 10 version has the PDF995 function built in. First, review the procedures in this manual on how to access the forms on the NMB website (see section 5) and save a blank form on your hard drive. When you fill out a form and save it, you will see a screen similar to this:

Click "save as PDF." If you have any trouble, you must consult with a Mac computer consultant.

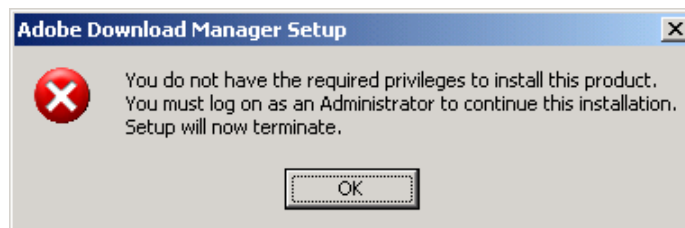


Software

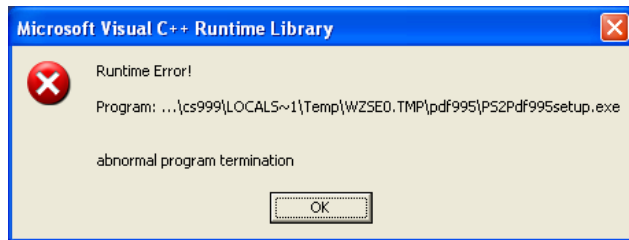
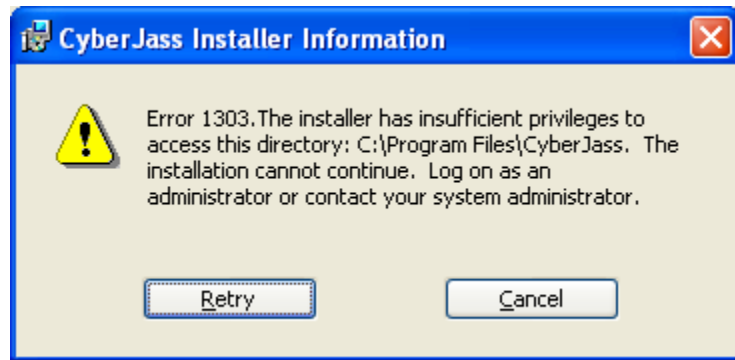
Windows ME, 2000 and Windows XP users: you will need the **administrator login and password** for your machine. You must log in as administrator in order to install the software applications. If you do not know the password, please contact technical support for your computer (usually the store from which it was purchased). You must have the password before you can install the software.

If you do not have the administrator login and password, you will encounter error messages similar to the following:

For Reader 6.0:



For PDF 995:



INSTRUCTIONS

1. Connect to the internet via your internet service provider.

Please note:

- **If you already have the full version of Adobe Acrobat 6.0 or better, go directly to step 5.**
- **If you already have Reader v. 6.0, go to step 3**
- **If you have Reader 5.x or lower you must download v. 6. Go to step 2.**

2. Download Acrobat Reader v. 6.0

Users must use version 6.0 or better for this process to work.

- 2.1. If you want to purchase and download Adobe Acrobat 6.0 or upgrade from a lower version, go to:

<http://www.adobe.com/products/acrobatstd/main.html>



- 2.2. Click on "order" and select your operating system, or contact Adobe directly at 800-833-6687. If you purchase and install the full version of Acrobat, please proceed to step 5.

If you do not wish to purchase Acrobat 6.0, continue to 2.3.

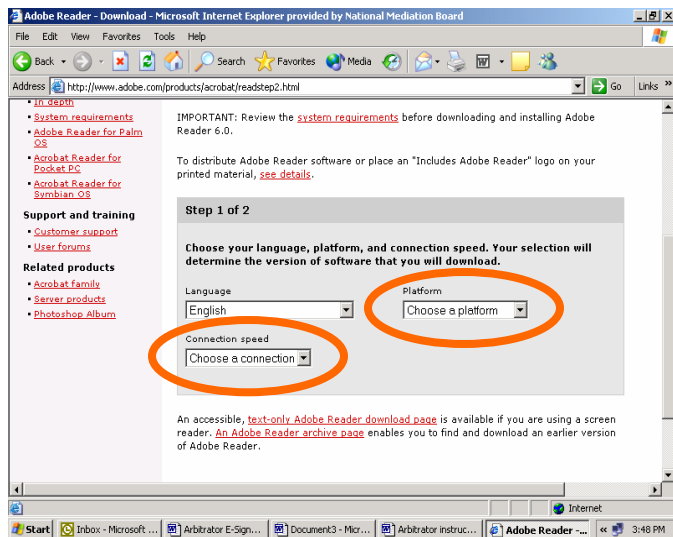
2.3. Go to: <http://www.adobe.com/products/acrobat/readstep2.html>

The screen will look like this:



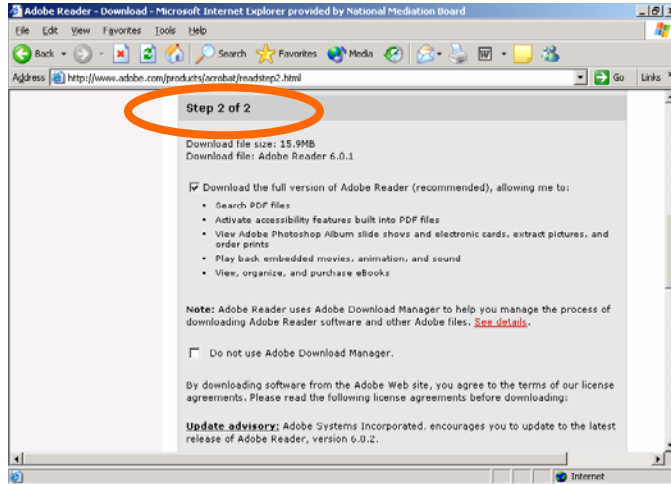
2.4. Scroll down to the bottom of the page to the gray box that says "Step 1 of 2."

- a. On the right-hand side, click the pull down menu that says "choose a platform." Select your operating system.
- b. On the lower left side of the screen, select your connection speed—dialup or broadband.

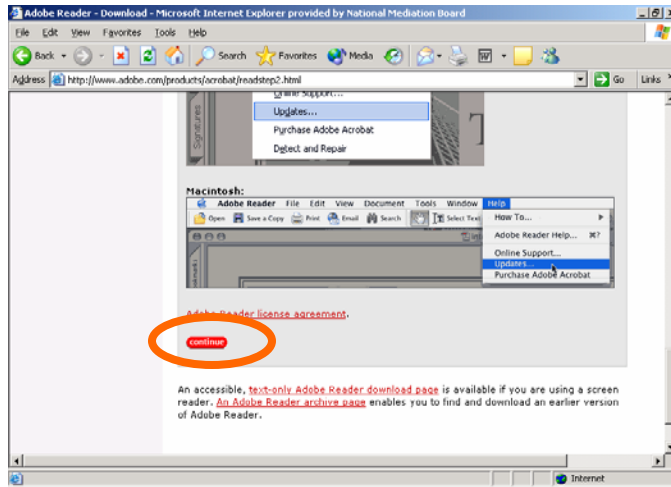


Dial-up means when you signed up for your internet connection, you had to program or select a phone number to connect to you internet service provider. **Broadband** means you have cable or DSL. If you do not know, please contact your service provider.

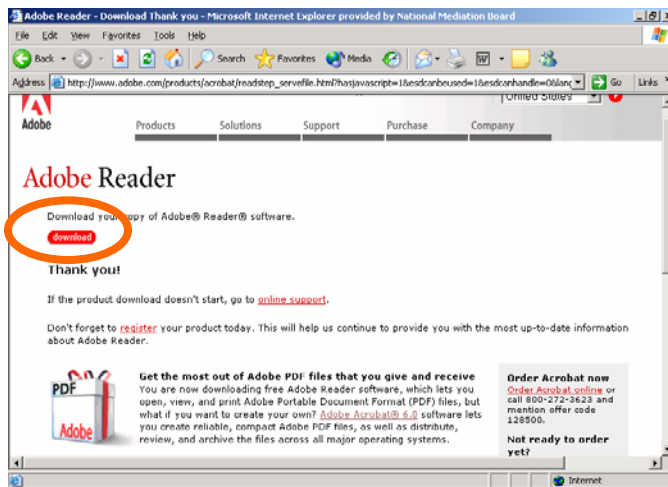
2.5. Once you make those selections, step 2 of 2 will appear. It will look like this. Scroll down to the bottom.



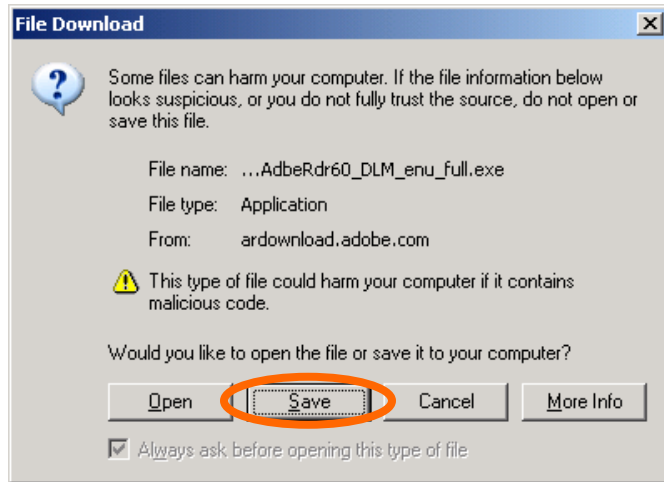
2.6. Do not make any changes in the preset selections. Click "Continue."



2.7. Your screen now should look like this. Click the red "Download" button on the left side of the screen.

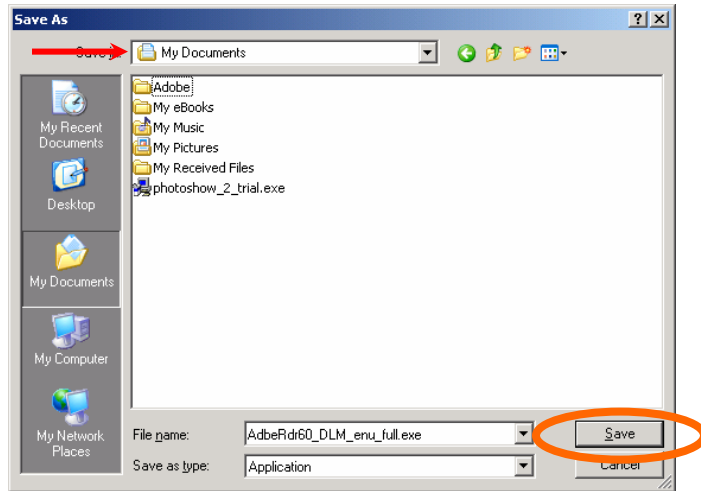


2.8. A gray dialog box will appear. Click "Save."



2.9. When you click "Save", this dialog box will pop up.

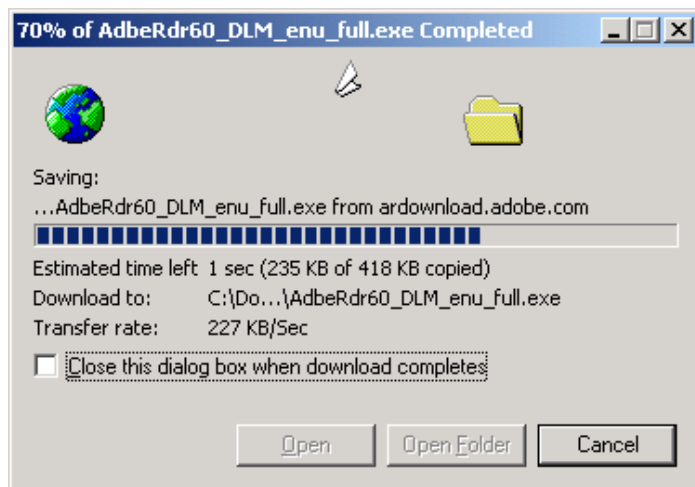
Your screen will not look exactly like this. Your computer determines which default folder to save Reader to. **Please note below the name of the folder in which Reader is saved.**



You may need this information later.

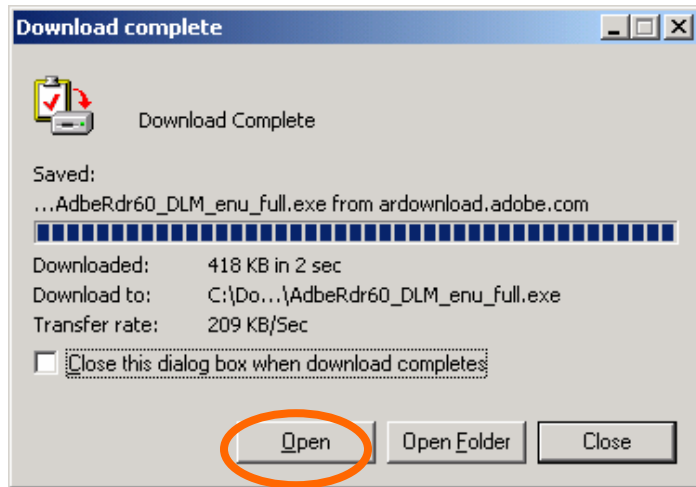
Reader is saved in _____ folder. Click "Save."

2.10. Reader will now download to your machine. You will see this dialog box. If you have a dialup connection, please allow for a considerable amount of time to complete this process.



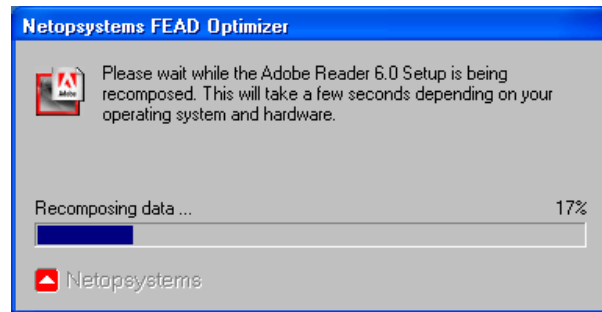
2.11. When the download is complete, you will see this box.

Click "Open."

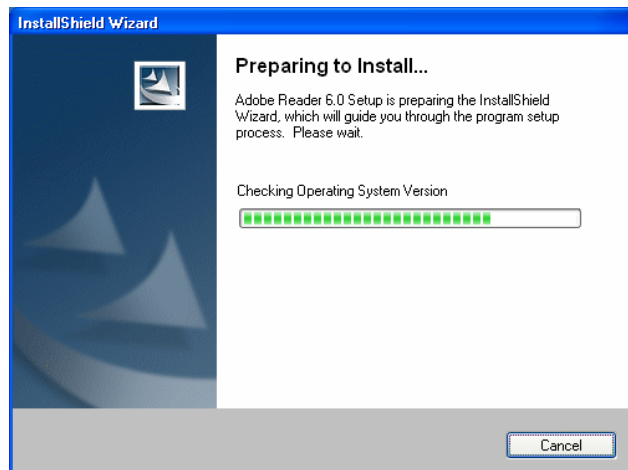


2.12. At this point, Acrobat Reader 6.0 will open and run. Proceed to step 2.13. If you receive error messages about administrator rights, please refer to the section "Possible Set-Up Issues" on pages 4-5.

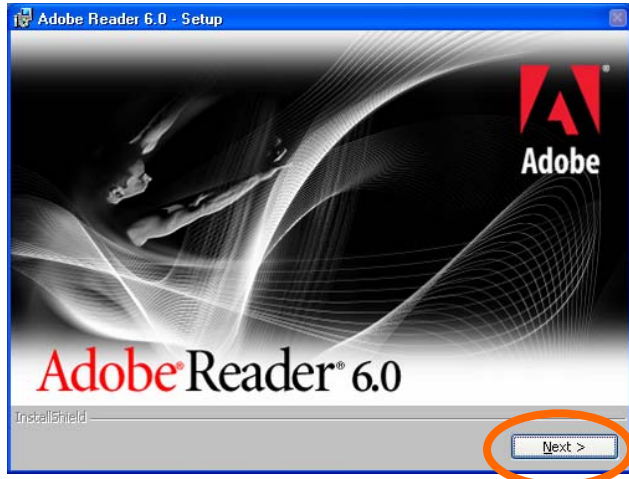
2.13. This screen may appear once you've clicked "Open." Acrobat Reader is getting ready to install itself on your machine.



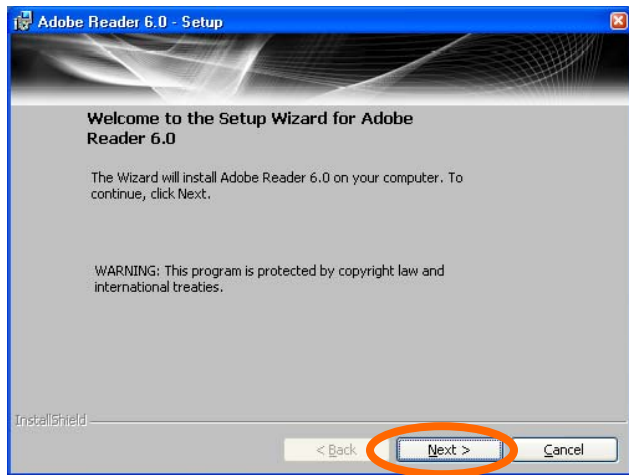
2.14. A screen similar to this will appear as Reader is preparing to install.



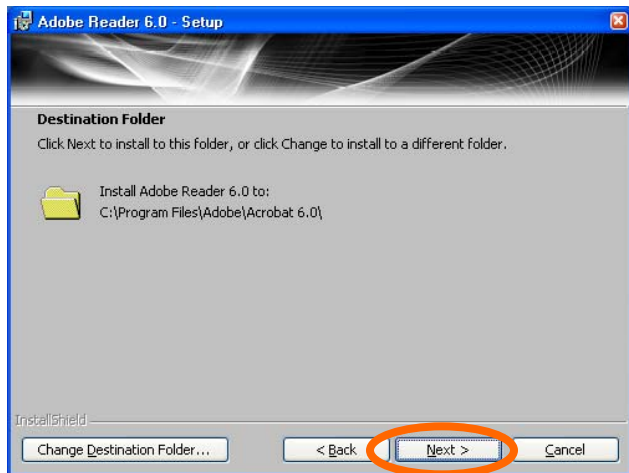
2.15. This screen will appear. Click "Next."



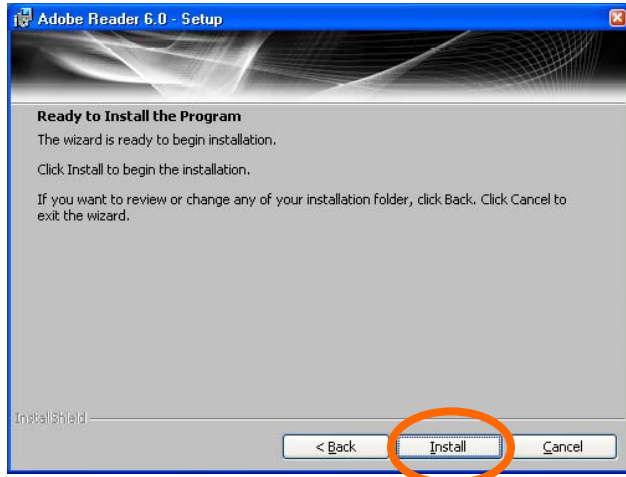
2.16. You will continue to install Reader. Click "Next."



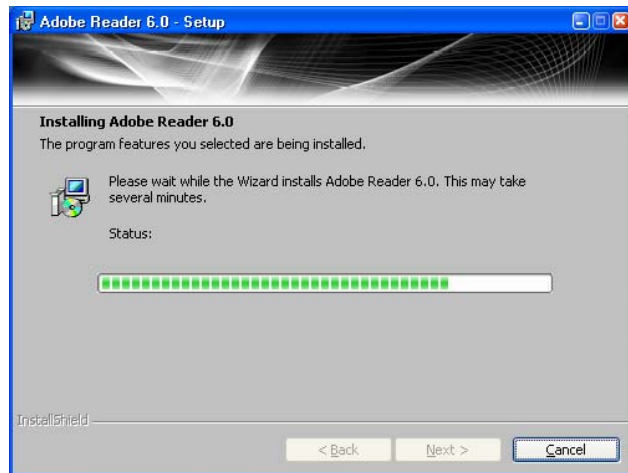
2.17. Again, click "Next."



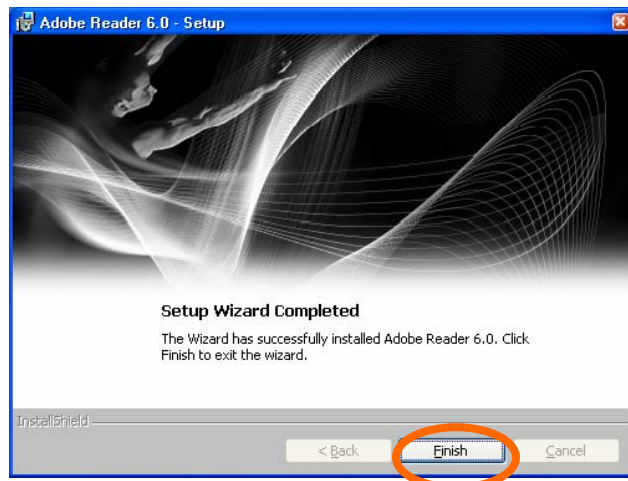
2.18. Click "Install."



2.19. This screen will appear as Reader is installing. Please wait.



2.20. Click "Finish." The screen will close. You are now done downloading and installing Reader.

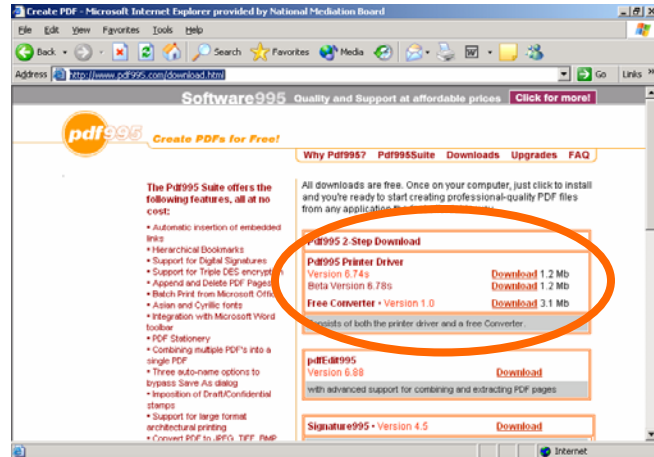


3. Downloading PDF 995 Version 6.xx**

This software will allow the user to save the NMB forms in PDF format, allowing it to be emailed to the NMB.

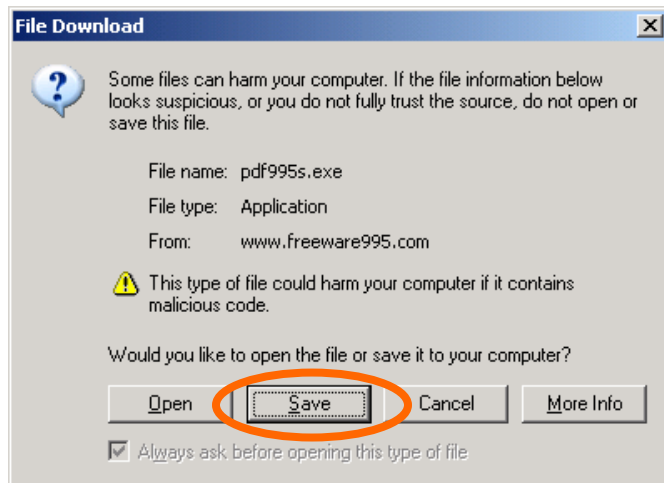
- 3.1. Go to: <http://www.pdf995.com/download.html>

The main page looks like this. On the right-hand column, you will see "PDF995 2-step download." You will need to download Version 6.74s or higher and the free converter.



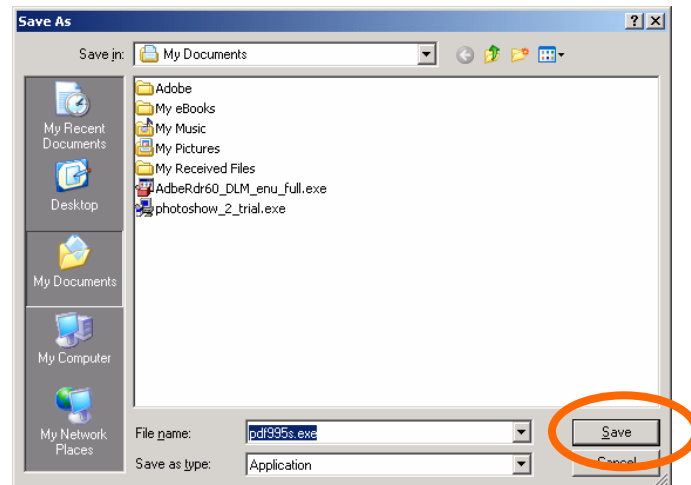
****The versions change periodically, so do not be concerned if the number is higher than 6.74s.**

- 3.2. Click the download button for PDF995 6.74s. This dialog box will appear.



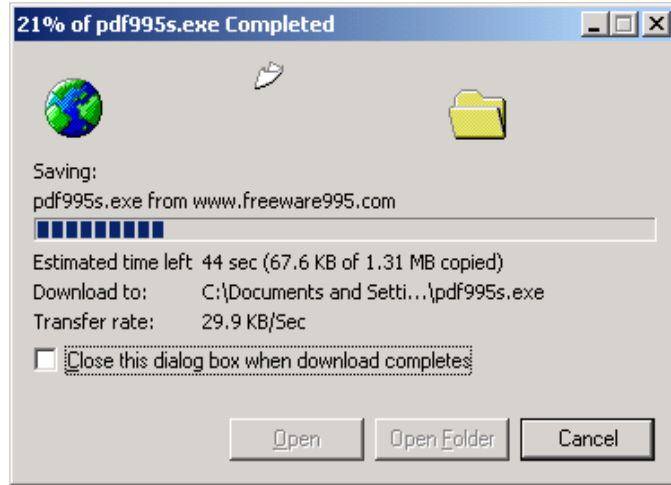
- 3.3. Click "Save."

- 3.4. This dialog box will appear. Your screen will not look identical to this one. Your computer will choose a folder to save this software. Write the name of the folder here:

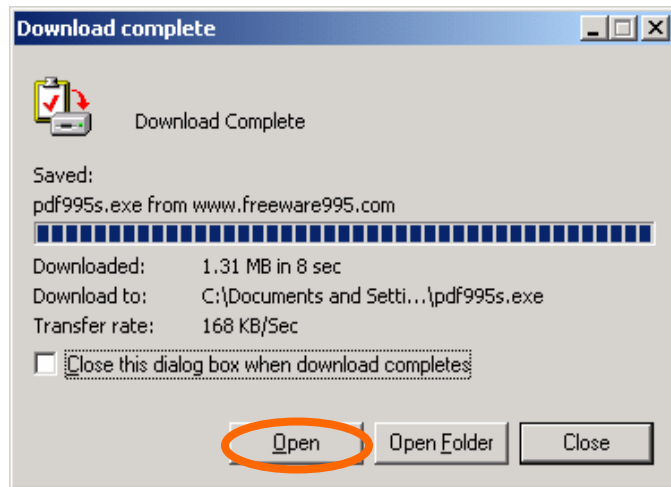


Click "Save."

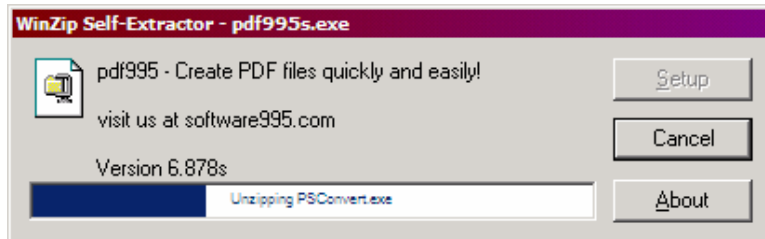
- 3.5. This dialog box will appear. It may take a few minutes to download this, depending upon the speed of your internet connection.



- 3.6. When the download is complete, the dialog box will look like this. Click "Open."

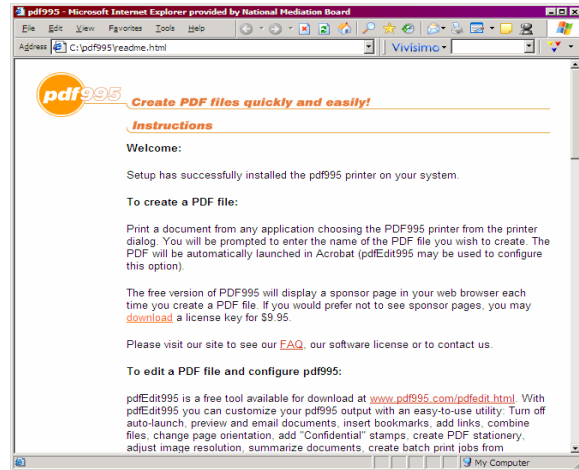


- 3.7. PDF 995 will start to install. You will see a box similar to this one. If you have a fast connection, you may not see this box.



3.8. You will now most likely see the PDF 995 main screen. You can close this screen. You are now done installing PDF 995.

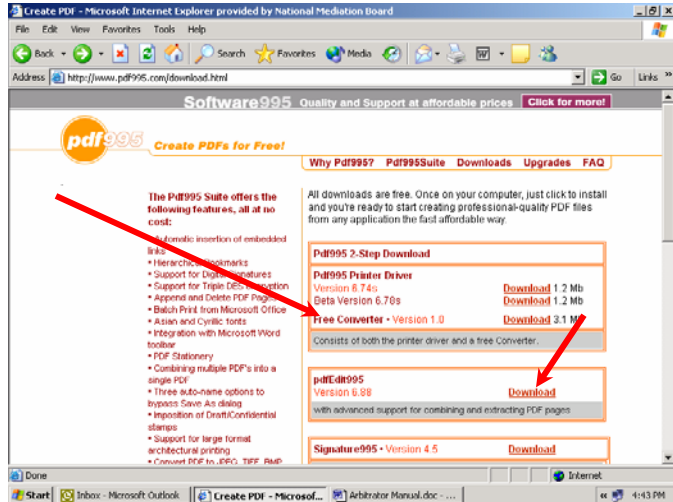
Please proceed to the next section to download the free PDF 995 converter.



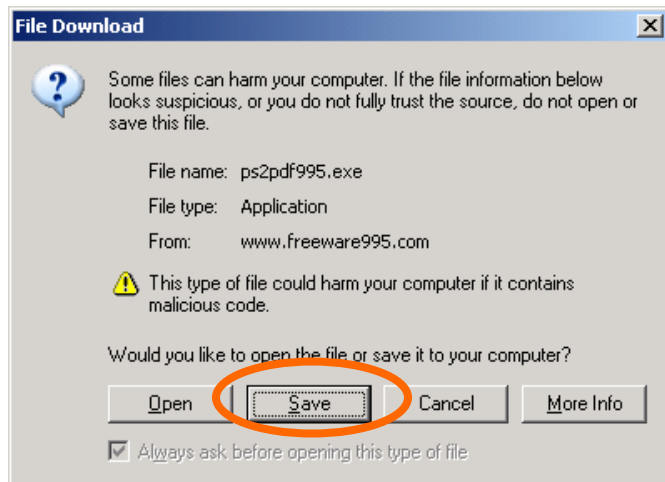
4. Downloading the PDF995 Free Converter

The free converter is part of the software package that allows users to save forms in PDF.

- 4.1. Go back to the PDF995 main page (<http://www.pdf995.com/download.html>) Click on "Download" next to the Free Converter.

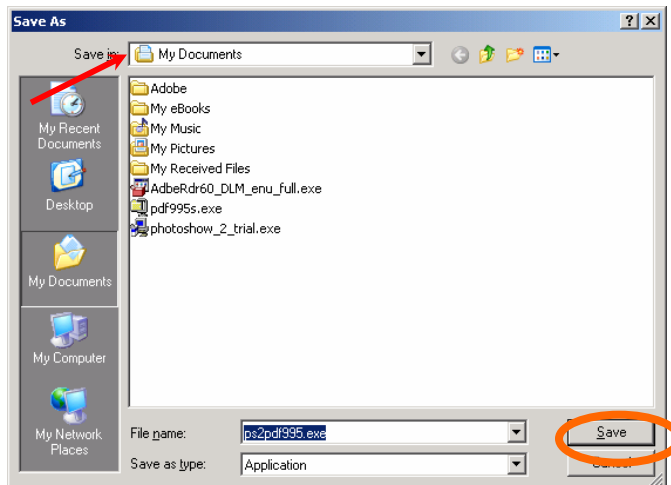


- 4.2. This dialog box will appear. Click "Save."

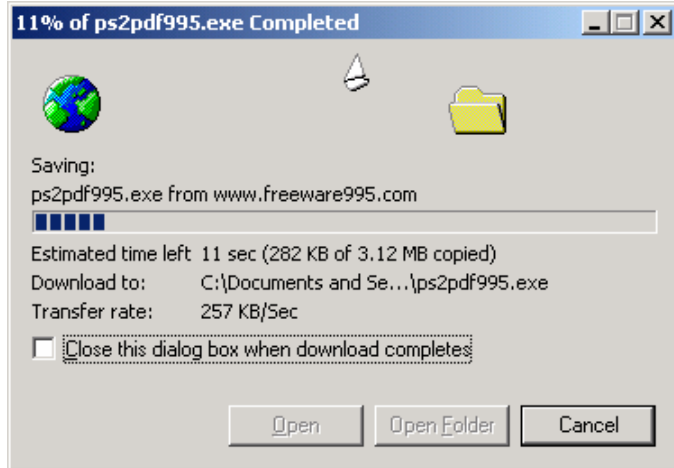


- 4.3. This dialog box will appear. Your screen will not look identical to this one. Your computer will choose a folder to save this software. Write the name of the folder here:

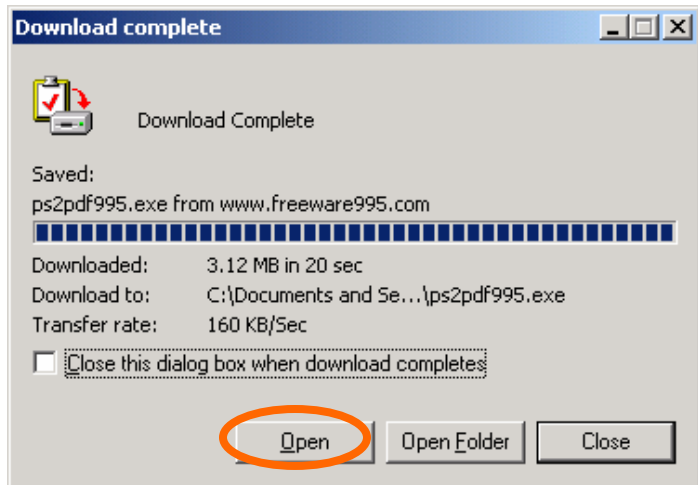
Click "Save."



- 4.4. This dialog box will appear. It will take a few minutes to download, depending upon your connection speed.



- 4.5. When the download is complete, click "Open" to install the program.



- 4.6. You will see the same dialog boxes as you did installing PDF 995. If necessary, please refer to those pictures for your review on pages 13-15.

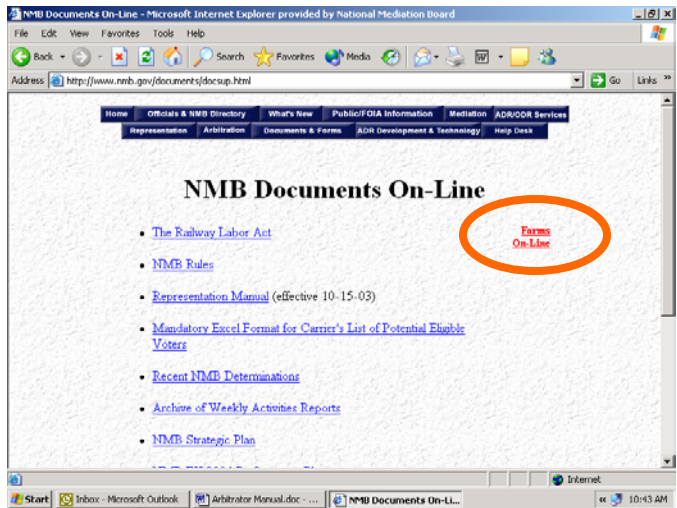
Please proceed to Section 5, which will enable you to download the necessary NMB forms.

5. Downloading and Saving Blank NMB Forms

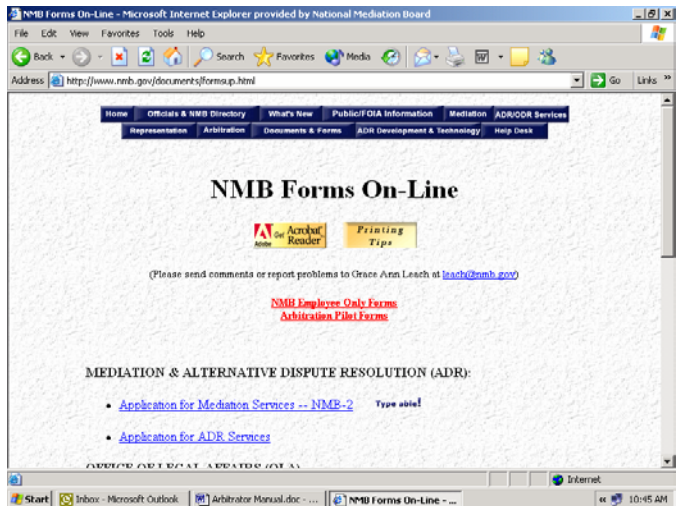
- 5.1. Go to www.nmb.gov and click on "Documents and Forms" in the right hand column.



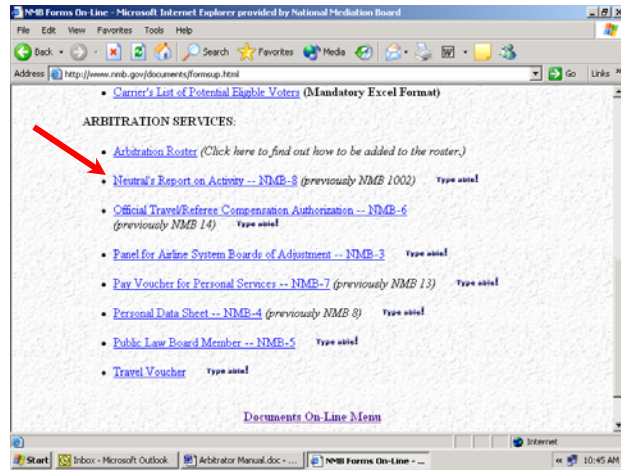
- 5.2. Click on "Forms On-Line" in the red text on the right side of this page.



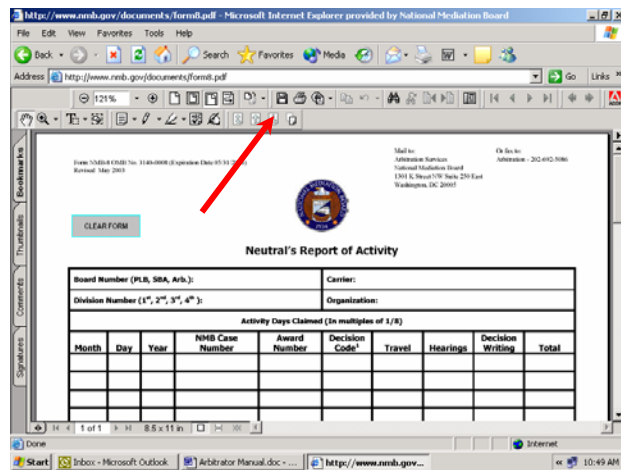
- 5.3. Scroll to the bottom of this page. You will see all of the electronic forms listed.



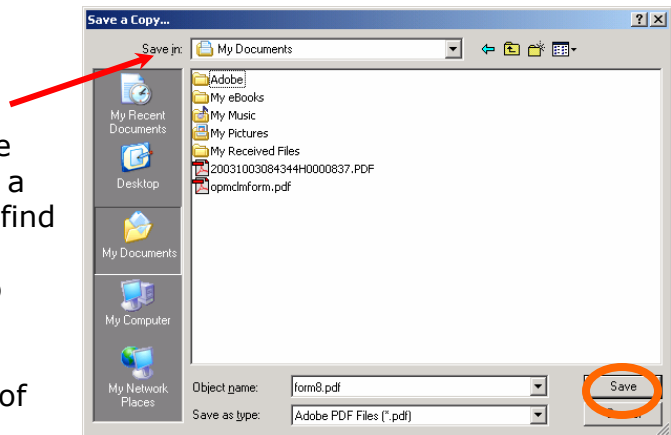
- 5.4. Click on the "Neutral's Report on Activity form (NMB 8)". Acrobat or Acrobat Reader will open the form.



- 5.5. In the toolbar, click on the floppy disk icon to save to your hard drive. Do not use the browser file-save command at the very top of the page.



- 5.6. A dialog box similar to this will appear. Choose the folder in which you want to save the form. Be sure to save the forms in a folder you will be able to find again easily. Once it is saved, you will be able to access the form easily, without going to the website. Write the name of the folder your forms are saved in here: _____.

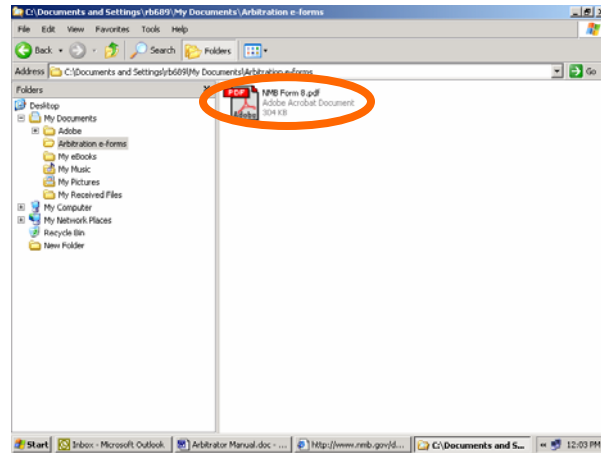


Repeat steps 5.1-5.6 for each form. Most arbitrators will need forms 6, 7 and the Travel Voucher.

USING NMB FORMS

6. Filling out the NMB forms

- 6.1.** To fill out a form, open it from your hard drive. Use Windows Explorer to find the document. **You must not open the document from Word or Word Perfect.**

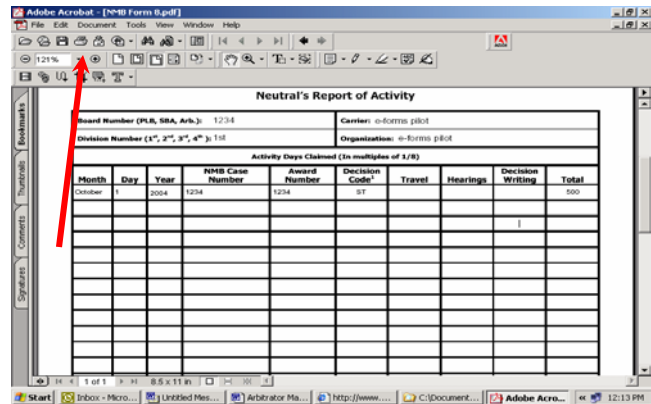


Using Windows Explorer, your screen will look similar to this. Here, NMB Form 8 is saved in a folder called Arbitration e-forms. The document icon is the Acrobat Reader icon. Double click on it to open it in Reader and fill it out.

PLEASE NOTE: Once you've filled out a form once, Reader will prompt you (or "auto complete") with your previously entered data. If you do not want Reader to do this, go to the **Appendix** to learn how to turn off this function.

7. Saving the completed form.

- 7.1.** This next step is counterintuitive. In order to save the completed form, you must use the print function instead of the save function. Think of it as printing to your hard drive.



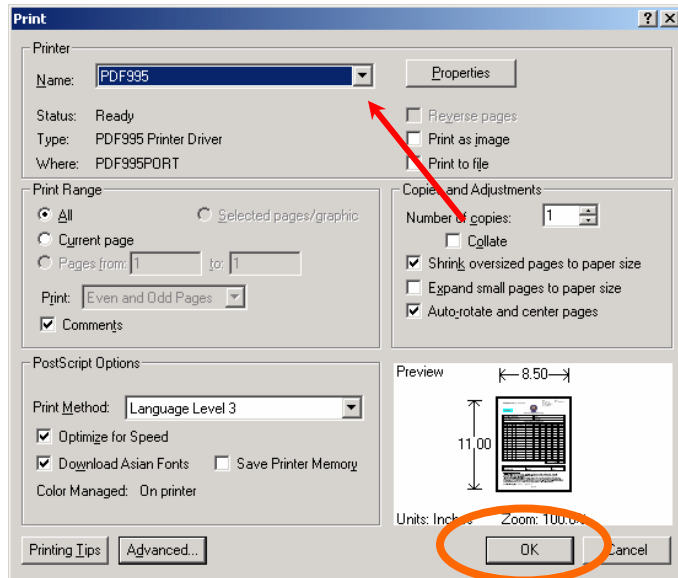
Once the form is completed, click on the print icon on the toolbar at the top of the page. It may not be located in the same place as seen here. Be sure to use the Acrobat icon—do not use the pull-down menu at the very top of the screen.

Once the form is "printed" (saved), you cannot go back to make changes. If you need to make corrections, close the form by clicking the "x" in the top right corner. It will most likely bring up your original form. Make the necessary corrections and "print" again. This will replace the original form you "printed" with the corrected form.

7.2. A print dialog box will appear. It most likely will not look exactly like this one.

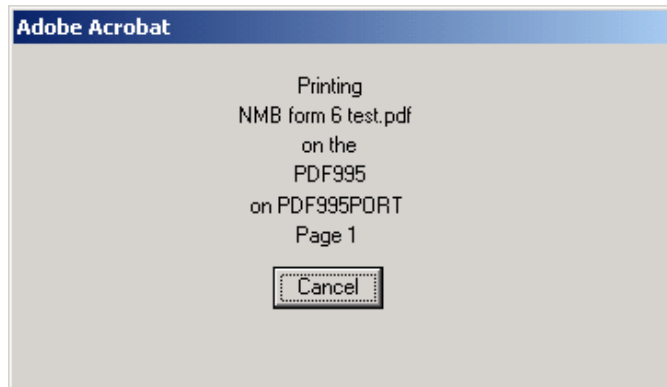
Using the pull down menu, select PDF 995 as the name of your printer.

Click "Ok."



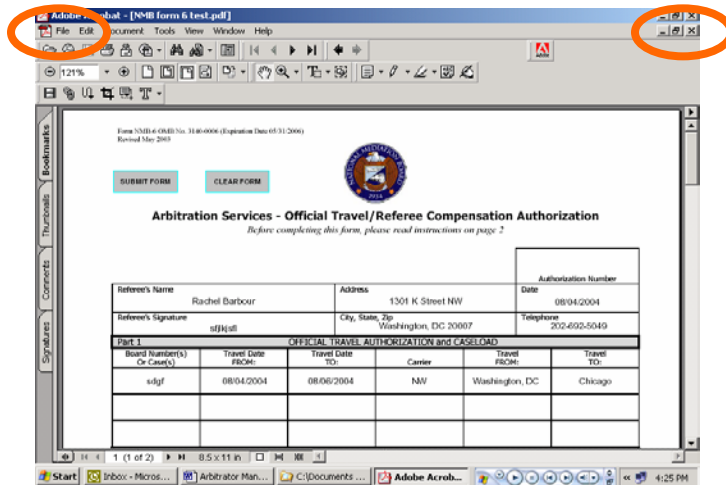
7.3. This box, or something similar will appear briefly and then disappear.

Or, you may see a box prompting you to name the document. Name it, and click save.



7.4. Close the file if it does not close automatically by using the pull down menu "File" and selecting "close" or by clicking the x in the upper right corner.

You have now saved a completed form and are ready to email it.

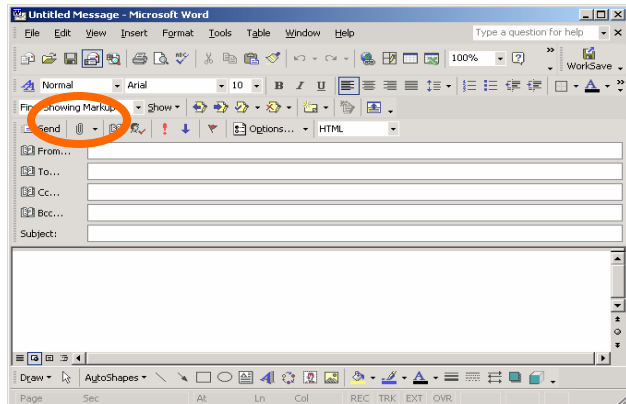


ATTACHING & EMAILING COMPLETED FORMS

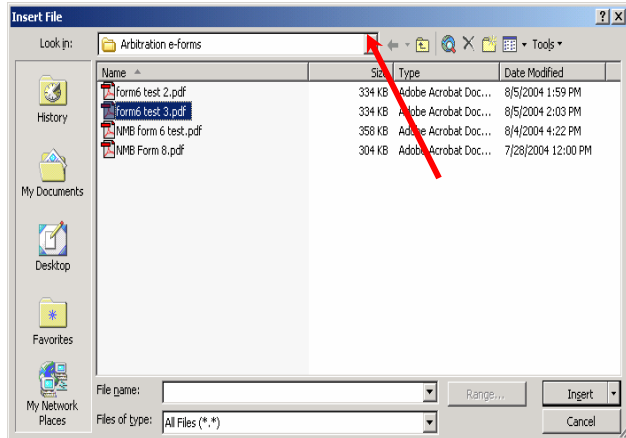
8. Attaching Completed Forms to Outlook.

Please note: Almost all email providers have a limit to the size of the complete message (email and attachments). The NMB also has a 2 MB or 2,000 KB limit on email size. If your attachments total more than 1.7 MB, the final email will be too big and will bounce back. Please keep this in mind if you are sending several forms attached to one email.

- 8.1. Open Outlook and open a new email. Click on the paperclip to attach your form.

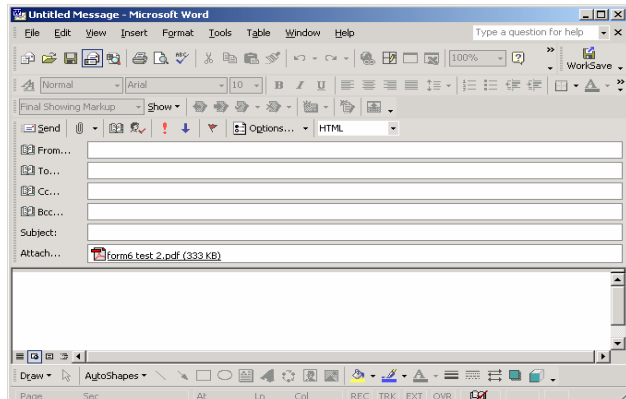


- 8.2. A dialog box like this will appear. Locate the folder in which you saved the form using the drop down arrow at the top of the screen. When you select the folder, your documents will appear.



- 8.3. Double click on the form you wish to attach, and it will automatically insert into your email.

Write your message and send to:
arb@nmb.gov



9. Attaching Completed Forms to Web-Based Email.

There are many different types of email systems one can use for this program. Below are steps for three of the most commonly used web-based email systems: Hotmail (9.1), AOL (9.2) and Yahoo (9.3).

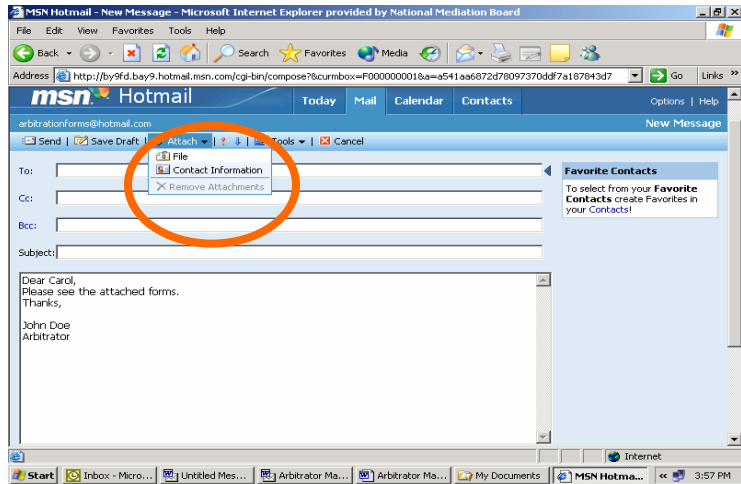
If your email system is not covered and you do not know how to attach a document, look for a help button or a paper clip icon.

Please note: Almost all email providers have a limit to the size of the complete message (email and attachments). The NMB also has a 2 MB or 2,000 KB limit on email size. If your attachments total more than 1.7 MB, the final email will be too big and will bounce back. Please keep this in mind if you are sending several forms attached to one email.

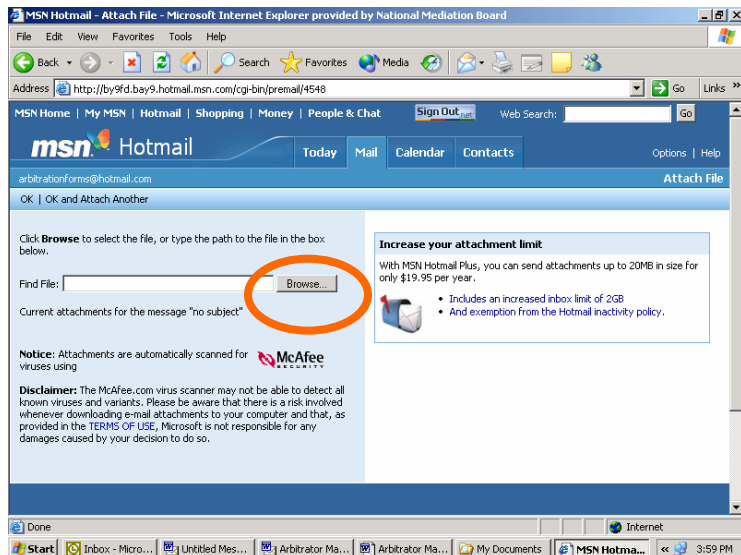
9.1. Hotmail

A. Log into your account at www.hotmail.com and open a new email.

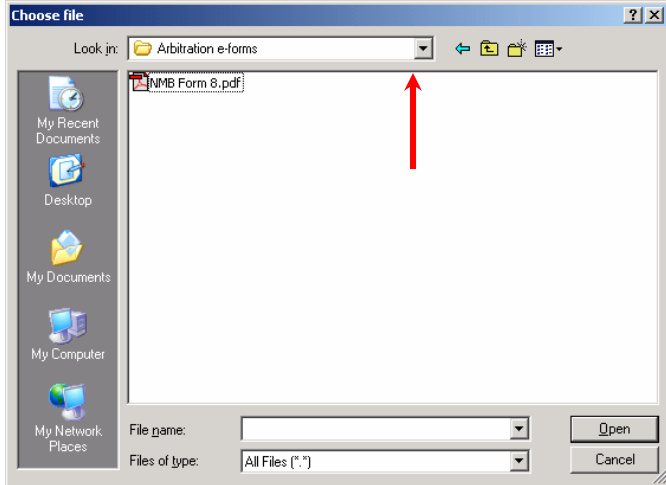
B. Write your message, and click "Attach." A pull down menu will appear. Click "File" to attach a file.



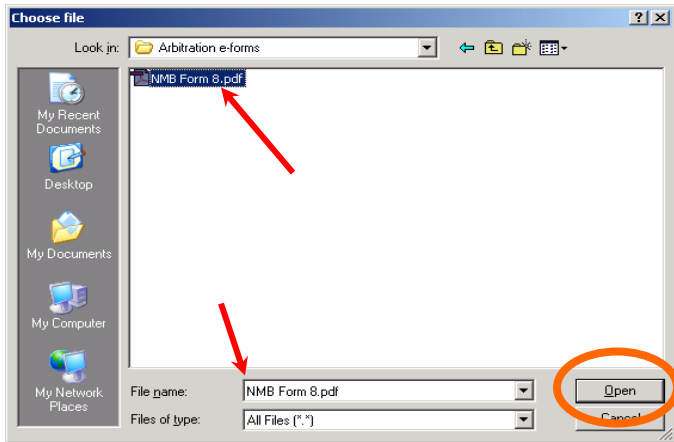
C. Click "Browse."



D. A dialog box like this will appear. Locate the folder in which you saved the form using the drop down arrow at the top of the screen. When you select the folder, your documents will appear.

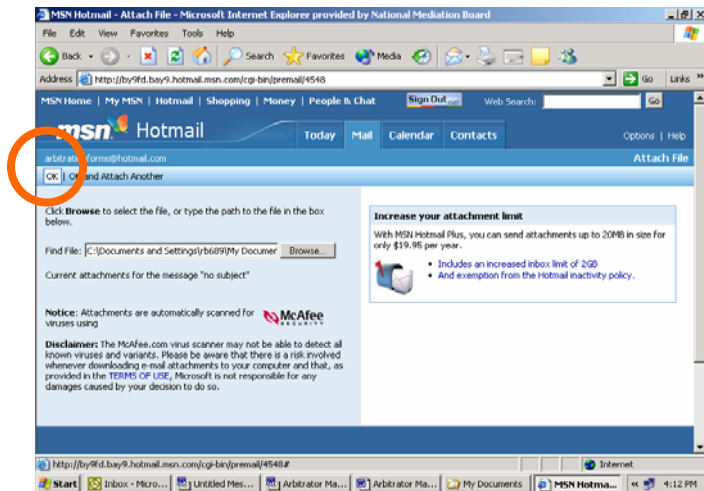


E. Click once on the form to attach. The file name will automatically appear at the bottom of this dialog box, where it says "file name." Click "Open."



F. The file name and path will appear. Click "Ok" in the top left corner.

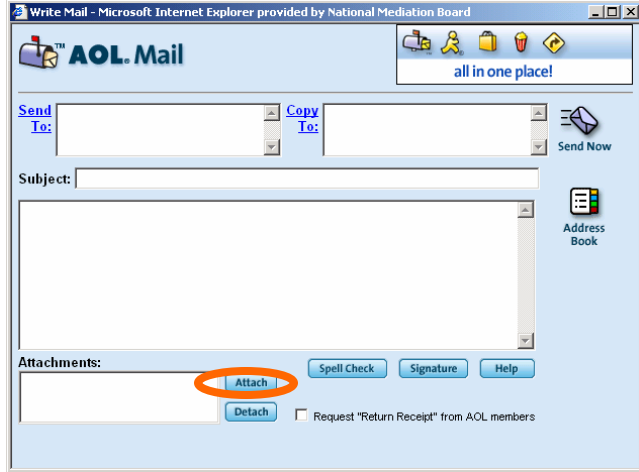
Once the form is attached, you will automatically go back to your open message. Address the email to arb@nmb.gov and click "Send."



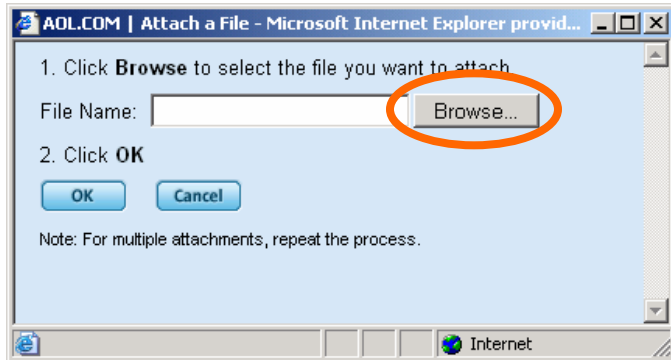
9.2. America On-Line (AOL)

A. Log into your account at www.aol.com. Open a new email message by clicking on "Write Mail."

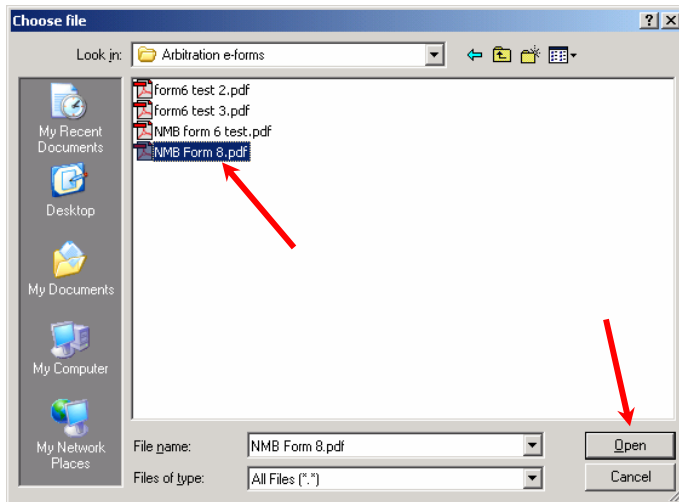
B. This box will appear. Write your message and click "Attach" in lower part of the screen.



C. This box will appear. Click "Browse" to find your form.

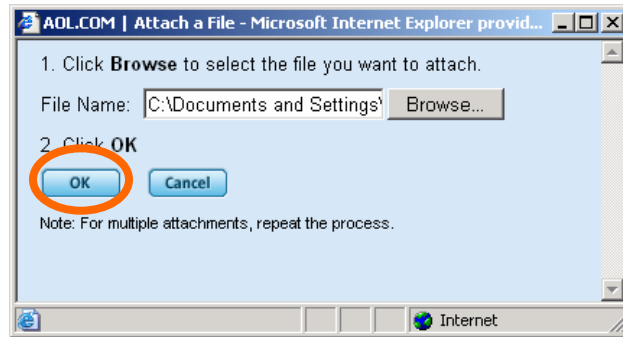


D. Click once on the form to attach. The file name will automatically appear at the bottom of this dialog box, where it says "file name." Click "Open."



E. The file name and path will appear. Click "Ok."

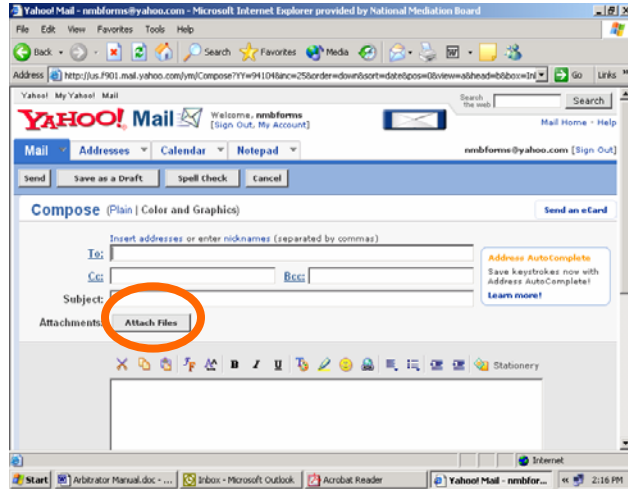
Once the form is attached, you will automatically go back to your open message. Address the email to arb@nmb.gov and click "Send."



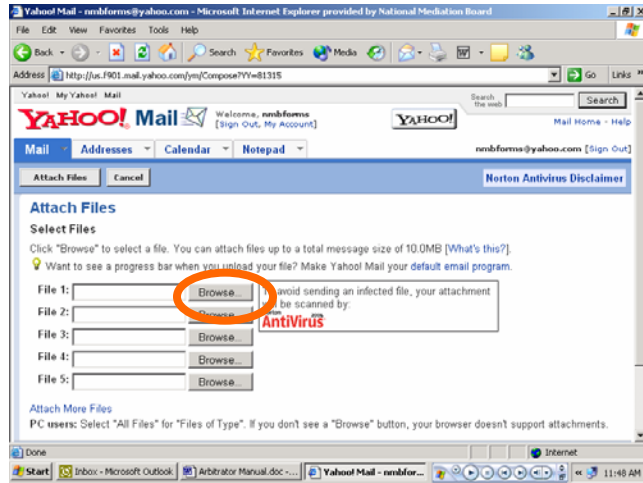
9.3. Yahoo.

A. Log in to your account. Open a new email message by clicking "Compose."

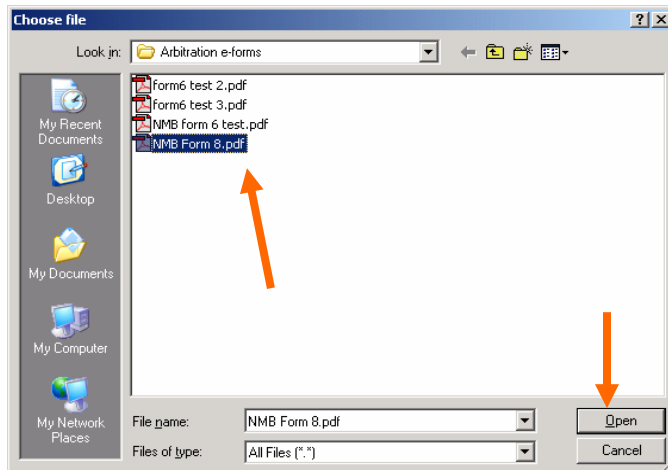
B. A new mail message will appear. Write your message and click "Attach Files."



C. This screen will appear. Click "Browse."

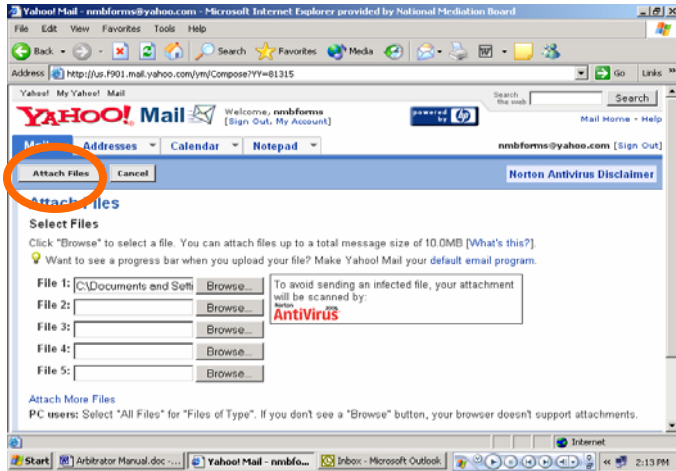


D. Click once on the form to attach. The file name will automatically appear at the bottom of this dialog box, where it says "file name." Click "Open."

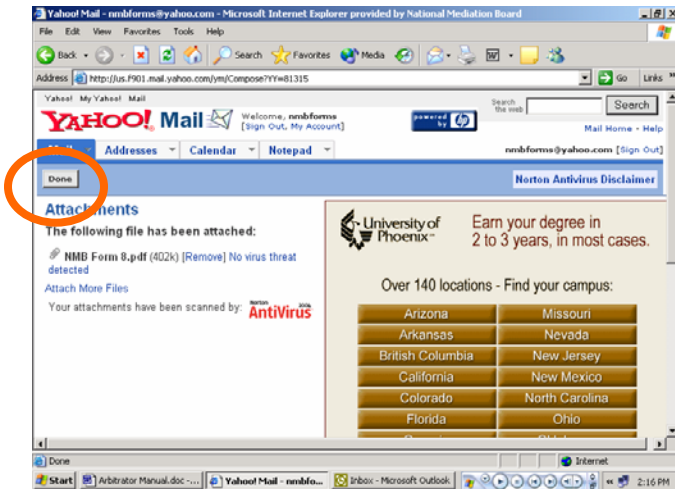


- F. The file name and path will appear. Click "Attach Files" in the top left corner.

These files may be quite large--some email systems will allow you to attach several, while others may not. Keep in mind you may need to send multiple emails to submit multiple forms.



- G. This box will appear. When you are done attaching documents, click "Done" and you will be taken back to your mail message.



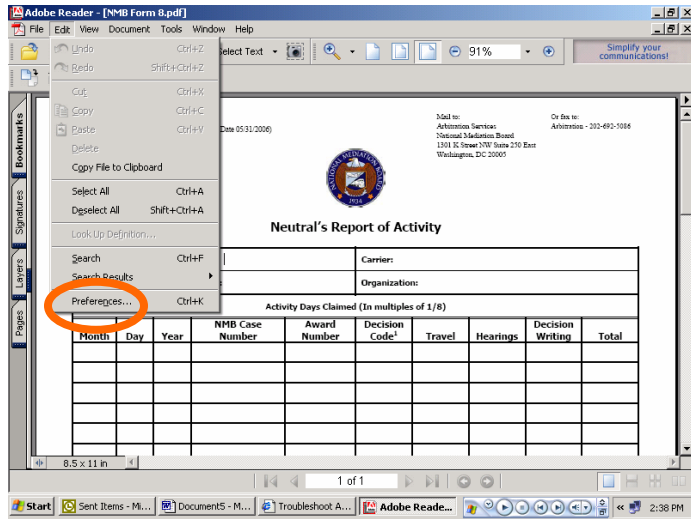
Address the email to arb@nmb.gov and click "Send."

APPENDIX

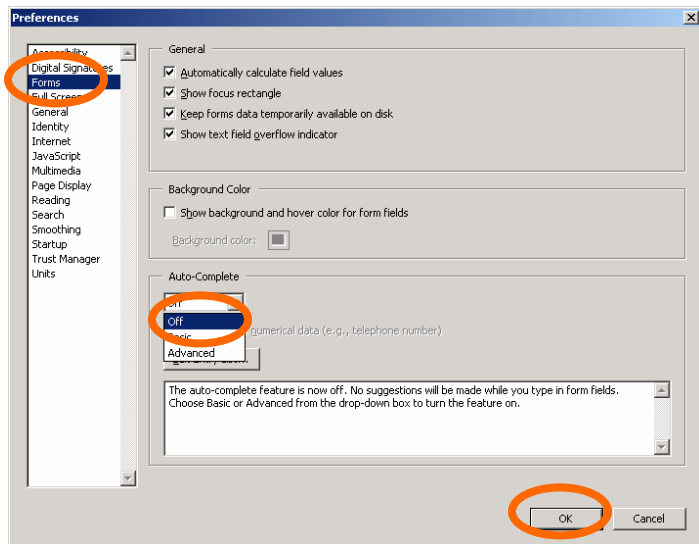
10. How to turn off "Auto Complete" in Reader

When you fill out the forms, Reader will prompt you, or "automatically complete" your form with information you entered the last time you filled out the form. If you do not want Reader to do this, you can turn off the this function.

- 10.1. Open a form in Reader. Click on "Edit" and click on "Preferences" at the bottom of the pull down menu.



- 10.2. This screen will appear. In the left hand column, click on "Forms." Then, click on the down arrow in the box below Auto Complete. Click "Off," and then click "OK."



You have now turned off Auto Complete. At any time, you can turn this function back on.