

Collect and Manage Grievances and Cases Efficiently

AFGE CaseTrack

AFGE CaseTrack is an entirely web-based application built on the latest internet technology. With this Grievance Tracking System there is no need to install multiple copies on different computers or synchronize data between machines. All data is instantly updated on the server allowing users to get up-to-the-minute reports and case information online at any time.

Having all your grievance data in one place eliminates redundancy and helps local stewards manage and respond to cases. Most importantly, it ensures that no grievance gets overlooked, and maximizes the chance of a positive resolution.

CaseTrack has been designed to be extremely simple and intuitive to use, ensuring that you can get up and running in no time. You will find it easy to find grievance cases, start new ones, and generate reports on cases across a wide range of criteria and filters.

Retrieving Grievance Cases

You can retrieve grievance cases in several different ways. To Retrieve a case, click on "Retrieve Case" in the top navigation bar. This will bring you to a screen where you have several ways to find a case:

1. My Cases
2. By Agency
3. Local
4. Concerned Party
5. Case Type
6. Case Designation
7. Issue

Cases can be categorized by seven different types:

- 1) Employee Grievance
- 2) Union-Management Grievance
- 3) Unfair Labor Practice
- 4) Merit Systems Protection Board
- 5) Equal Employment Opportunity
- 6) Notice of Change
- 7) Congressional Contact

The Case Window

When you retrieve a case it will open to the current stage as indicated below. Each tab represents a separate stage in the grievance process. Tabs are only shown for the stages which have already been reached. You can view information for a particular stage by clicking on one of the tabs.

To update any of the data simply modify the input boxes or make a selection from the drop-down menus and then press the "Update Case" button. The case is updated in real-time instantly.



Registering for Use

Each local must have a designated Administrator who will be responsible for approving local users who have applied for access. Local Presidents or designated Administrators for each local should e-mail their name, address, preferred e-mail address and desired username and password to casetrack@afge.org. Local Stewards or Union Reps who will be inputting cases can register for access using the registration link located at www.afge-casetrack.org and their local administrator can approve their application for immediate access to the system.

Centralized Processing

Local unions around the world can input their own information for centralized processing.

Anytime, Anywhere Access

Access all information on any members and grievances at any time, from anywhere for your local's cases.

Real-time Processing

Real-time inputting and updating of all information by each local office.

Search and Retrieval

Organize all of your grievance information. Search and retrieve any data at any time. You have full online access to all your critical case information.

