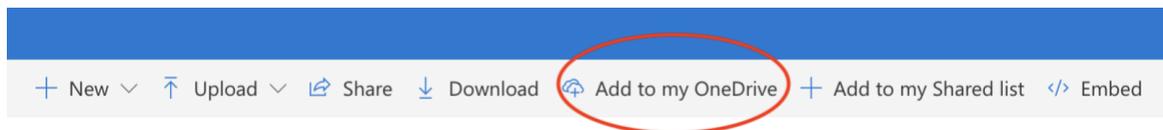


Custody Resolution Method (CRM): OneDrive Uploading Information

Please read this thoroughly. This document is for your reference to help you understand what and how you will be uploading into the OneDrive

Step 1: When you receive an invite link to your OneDrive folder and are on the [website](#), head to the upper right-hand corner where you will have to create an account first using your email of choice, OR sign in if you have an account with Microsoft already. Once you get to your folder, **make sure to add your main folder into your OneDrive (see screenshot below)**. After this step it will always be in the *Shared* area to the left of the main OneDrive page.



Uploading Steps: When you are in your main folder, you will find 6 [empty] folders (see screenshot below). You will upload your evidence into the first 4 folders only. Simply open up a folder and in the upper left corner click *Upload* → *File* to upload a document where it makes the most intuitive sense to add to – no need to overthink it (you can also drag + drop). Please do not make any other sub folders *unless you are international and are translating files*--in that case, you need to create folders for each document being uploaded, and inside that folder needs to be the English version and the original language version (please go to [Google Translate Documents here](#) to upload your version that will then be translated to English).



Now let's talk about the types and amount of evidence you will be uploading into the folders: We know that you have years of evidence; however, we don't need it all - just enough to show a pattern! You will only be allowed to upload roughly 250 documents, so be selective in what you choose to upload. We *mainly* need the most relevant and recent pieces (the last 2 years). Note that one PDF document is considered one piece of evidence; that is why it is important to condense your documents into a single PDF (e.g., 5 screenshots can be condensed into one single PDF document). If you do this, one way it can be done in Acrobat under *Tools* → *Combine Files* → *Add Files*. Again, we do not need 'everything' – the tagger will organize your files based on what we deem is necessary and is enough to show a pattern. We do this because too much evidence can be overlooked.

- Important: you want to upload evidence that displays & exhibits negative behaviors of the child(ren) and pathogenic parent. However, keep in mind *positive* pieces of evidence as well! This is also very important evidence that shows you had a normal, healthy relationship with your child(ren) before the separation (if you did), and the timeline will show these changes and shifts in your relationship and in their behaviors.

These documents will be of the following types of evidence, if you have them:

- Emails
 - Please be sure your emails are saved and uploaded into the OneDrive as a PDF. If you have a string of email communication, be sure to save the entire thread into one single PDF document, per conversation thread. This will help keep the pattern you are trying to show in one document. This should be under *File* and say something like “*Export as PDF*” or will be under the *Print* option.
- TalkingParents/ OurFamilyWizard/ WhatsApp/ etc
 - [Head to the link here](#) on how to export OFW messages.
 - The other communication platforms should also have similar uploading options.
- Text Messages
 - ...yes, even ones where your child(ren) and/or other parent don't respond!
 - Please download & use the software Touch Copy ([click here](#) for Touch Copy iPhone OR [click here](#) for Touch Copy Android). This will create one long, continuous HTML document of your texts with each party, and you will then click to open & save as a PDF. This will collect the date, time, and parties involved in the conversations and is what you will upload to the OneDrive. Note that you will need to purchase the app for either \$30 USD for 1 year access or \$40 USD for lifetime access – the free version will not export all that we need. Please also note that this is the best format for text message evidence as it is not able to be tampered with and it includes the necessary information.
 - *Note:* some issues other parents have faced with Touch Copy is not having enough storage in their computer to export the text message thread (this is especially the case when text message threads are very lengthy; therefore, their file size is large). You may need to clear up some storage on your computer for this if it does not export. If you face additional issues, note that these are technical problems so you may need to contact them for additional support, or check out the [link here](#) for their support articles.
 - If you have not saved the text messages in an external storage and you *only* have screenshots of texts, please save the screenshots as a PDF and we will use those **IF that is all you have, and only if the date and time are captured in the screenshot.**
 - PLEASE INCLUDE THE YEAR of each text message where they do not say the full date (e.g., if you have a screenshot of a text that just says ‘June 24th’ we need the year; if you have a screenshot that just says ‘Tuesday at 4:05’ we need the date). This is crucial!
 - If you have multiple screenshots, export those into a single PDF document and include the year for each message where missing. Proceed to label it with a date range (see pages 3-4). If you don't have that many or are unable to include the year in each one, you may continue to label each screenshot with the full date (again, please include the year when missing).
- Medical & Mental Health Reports
 - If you do not have these from therapists, speak to your attorney on how to obtain them.
 - This does not just mean lengthy reports, it could also be communication between the medical/mental health providers.

- Legal Documents
 - Court filings, court orders, CPS/CWS/FCS/DCFS reports, police reports, divorce decree, child custody orders, school records, etc – if any apply to your case.

- Video / Audio / Voicemail Recordings:

*****BY LAW, WE CAN ONLY ACCEPT THESE FILES IF YOU LIVE IN A ONE-PARTY STATE** (i.e., if you live in a two-party state like California, DO NOT UPLOAD recordings since both parties have to agree to being recorded. Please see below for a list of two-party states but be sure to do further research for specific recording laws for your state as the laws vary and change. This is just a brief rundown of the states that require both parties to give consent for recording as of 2021. If you are in another country, please research your specific area.)

- | | |
|-----------------|-----------------|
| ▪ California | ▪ Michigan |
| ▪ Connecticut | ▪ Montana |
| ▪ Florida | ▪ New Hampshire |
| ▪ Illinois | ▪ Oregon |
| ▪ Maryland | ▪ Pennsylvania |
| ▪ Massachusetts | ▪ Washington |

- Please use [Temi.com](https://www.temi.com) to have these files transcribed, again if your state is a one-party consent state. Once they are transcribed, download them to your computer, change "SPEAKER ONE, SPEAKER TWO" to the names of those speaking. Then save as a PDF file and upload that with the video or audio recording. Additionally, each video/audio recording needs a list of who is in the recordings. Be sure they are named with the name of the event and the date.

- Social Media Posts

- Pictures

- If you have multiple pictures from one event, save them as one PDF document, naming it with the date and the event. You can do this easily by putting the photos into a Word document then saving as PDF.

- Artwork or Letters from Child

- This is another form of communication between parent and child.

- Documents to *limit/refrain* from uploading too much of:

- Personal narrative documents such as diaries, journal entries, or Word documents explaining situations, incidents, events, etc -- these are not actual pieces of evidence and hold little weight to your case. If you upload these, they will be read last, and most of them will not be added to the timeline as they create a bias when tagging.

***It is very important to include the date of every document.** If you are not from the US and your date formats are flipped (e.g., March 1, 2015 is 01.03.15) please switch to 03.01.15 so there is no confusion **OR** ensure with us which date format you are using.

Note: OneDrive is sensitive to certain characters, such as dashes. Use periods for dates instead and refrain from commas and other special characters just in case.

***Each uploaded document should be labeled as such:**

Date(s) followed by a Brief Description

Examples:

- 2.21.99 Birthday Party Son Yells at Mom Video
- 2.21.99 Birthday Party Son Yells at Mom Transcript
- 5.3.13 Daughter Says She Is Looking Forward to Our Visit
- 7.1.2017 to 3.5.2019 Mom and Dad Text Exchange

***Document Size:**

- You must compress all large files. We cannot accept files over the size of 50 MB as they cannot be used in the timeline. To check the size of your file you should be able to right click and find its information. You may use a website such as <https://pdfcompressor.com/> to compress larger PDF files, and can download a software to compress larger videos.

Final step: Once your evidence is uploaded and you have paid in full for the CRM Program, you will *temporarily* no longer have access to your OneDrive folders as it creates confusion & chaos when both the tagger and client are in the OneDrive. At that point we begin creating your timeline (i.e., once the above data is uploaded), so please inform us when you are finished. That being said, if you have a pressing court date, it is important to get your files uploaded as soon as possible so we can get started and finished in a timely manner. You will be given a ‘drop dead date’ for you to finish uploading by. In the event you need to upload more evidence that has recently come to light, please notify clientcare@coparentinginstitute.com immediately so we may unlock the OneDrive folder so you can submit the new evidence.

.
. .
. .
. .
. .

You're all set! Once your timeline is finished, we will contact you to schedule your Timeline Review session where we explain how to access and interpret it, and go over any other necessary details.

**If you have any questions about what you should upload, please feel free to contact Client Care at clientcare@coparentinginstitute.com or call them at 888-379-7279.*