

RAD Platform Training Manual

The read-and-watch guide to the RAD case-management platform

Platform: RAD Internal Software — dashboard.returnassets.org **For:** New team members and clients learning the platform from scratch **Companion videos:** [RAD-Training-Internal-Staff.mp4](#) (staff) and [RAD-Training-Client-Portal.mp4](#) (clients) **Version:** 1.0

About this guide

Welcome to RAD. This manual is written for someone who has **never seen this platform before**. You do not need any prior software experience to use it.

The platform, called **RAD**, is the software the Lauth team uses to help people recover **unclaimed assets** — money and property that belongs to someone but has been turned over to a state because the owner could not be found. RAD keeps every case organized from the first contact all the way through to the money being returned. Clients (the people getting their money back) use a part of the platform too, called the **client portal**.

Who uses RAD

There are four kinds of users. Which screens you see is decided automatically by your account when you log in — you never have to choose.

User type	Who they are	What they do in RAD
Admin	System administrator	Sets up the whole platform: staff accounts, state rules, company credentials, email templates.
Case Manager	Manages the caseload	Brings in new clients, verifies identities, and moves cases forward through the pipeline.
Claim Analyst	Works individual cases	Reviews documents, chats with clients, and completes the day-to-day claim work.
Claimant	The client / customer	Logs into the portal to track their claim, upload documents, sign paperwork, and message the team.

How to use this guide

This manual is built to be used **alongside the training videos**. For every feature you will find:

1. **What it is and why it matters** — a plain-language explanation.

2. **Step-by-step instructions** — numbered steps you can follow click by click.
3. **A picture** — a screenshot of the screen, where we have one.
4. **► Watch** — the name of the matching video clip, so you can see it in action.

The best way to learn: read the steps for a feature, then watch the matching video clip, then (when you have access) try it yourself. Read → Watch → Do.

This guide is organized into two parts that mirror the two training videos:

- **Part 1 — Internal / Staff Guide** — for Admins, Case Managers, and Claim Analysts. (Matches `RAD-Training-Internal-Staff.mp4`.)
- **Part 2 — Client Portal Guide** — for Claimants, the people getting their money back. (Matches `RAD-Training-Client-Portal.mp4`.)

A **Glossary** at the end explains every special word in plain English. Any time you hit a word you do not know, look it up there.

Getting started: logging in

Everyone — staff and clients — gets into RAD the same way. This section is the shared starting point for both videos.

Signing in and the "security check"

What it is and why it matters

Logging in is the front door to the platform. RAD signs you in by your **email address**, not a username. There is one small step people often miss: a tiny **math question** called the "security check." It is there to prove you are a real person and not an automated program. If you do not answer it, you cannot get in — so slow down and read it.

You never have to pick your role or your dashboard. RAD already knows who you are from your email and sends you straight to the right place.

Steps

1. Open any web browser and go to `dashboard.returnassets.org`.
2. On the home page you will see a sign-in form. Enter your **work email** in the email field.
3. Enter your **password** in the password field.
4. Look for the small **security check** — a short math question such as "7 – 2 = ?". Read it and type the answer in the box.
5. Click **Sign In**.
6. RAD takes you straight to the correct dashboard for your role.

Return Assets Division

Trusted worldwide asset recovery experts

Are unclaimed assets on your mind? Don't have the time to maneuver the complicated ownership documentation process? Lauth Return Assets Division can help secure what is rightfully yours.

→ Sign In

Username

Enter your username

Password

Enter your password

Security Check

1 + 2 = ?

Answer

→ Sign In

Forgot Password?

\$61M+

Million in Recovered Assets

4,800+

Clients Helped

98%

Success Rate

Contact Support

Tip: The math question is easy to overlook. If Sign In does not work, check that you answered it correctly.

► **Watch:** T0-Login-01 — *Signing In & the Security Check*

Logging out (shared computers)

What it is and why it matters

If you share a computer with anyone, always log out when you finish. This keeps client information private and secure.

Steps

1. Find the **account menu** in the top-right corner of the screen.
2. Click it to open the menu.
3. Click **Log Out**.

► **Watch:** T0-Login-01 — *Signing In & the Security Check* (log-out is shown at the end)

Account settings and changing your password

What it is and why it matters

Your account settings page shows your profile — your name, email, and role — and lets you change your own password. **New hires: changing your temporary password is the very first thing you should do.**

Steps

1. Open the **account menu** in the top-right corner.
2. Click **Account Settings**.
3. Review your **profile** (name, email, role).
4. Scroll to the **password-change** fields.
5. Enter a strong new password you have not used elsewhere, type it a second time to confirm, and click **Save**.

Note: If you ever forget your password, a manager can reset it for you. Keeping your own password current and private is your responsibility.

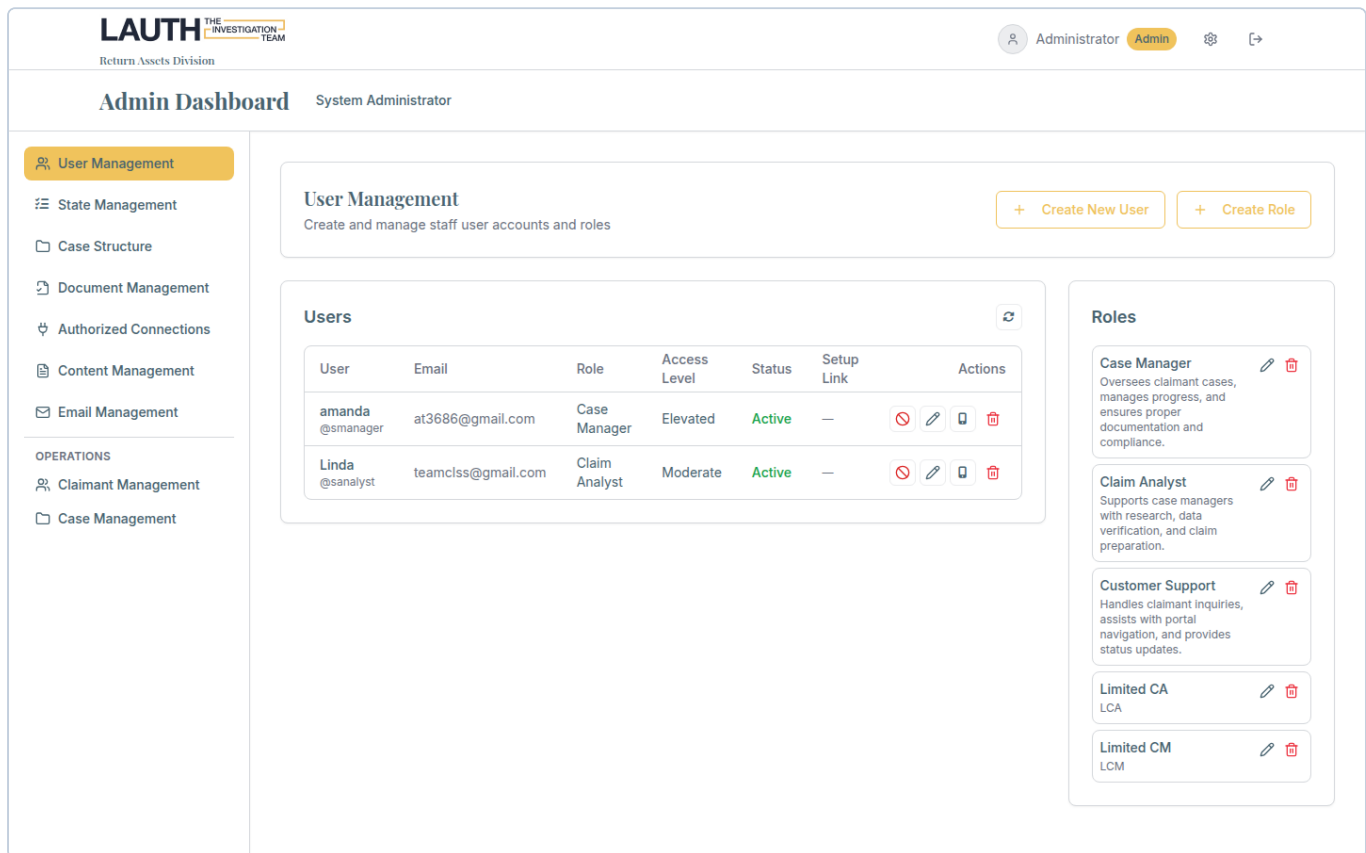
► **Watch:** [T0-Login-02](#) — *Account Settings & Changing Your Password*

PART 1 — Internal / Staff Guide

This part is for **staff**: Admins, Case Managers, and Claim Analysts. It matches the staff training video, [RAD-Training-Internal-Staff.mp4](#). Read the section for your role — but reading all three helps you understand how the whole team works together.

Module A — Admin (the control panel)

The Admin is the person who sets up and maintains the platform. When an Admin logs in, they land on a **left-hand sidebar** split into two groups: **Configuration** (setup screens) at the top and **Operations** (day-to-day data) at the bottom.



A1. User Management — onboarding staff

What it is and why it matters

This is the **most powerful screen** in the platform. It is where every new employee is created, and where you set each person's **access level** — the single choice that decides everything they can see and do.

The four access levels are:

- **Admin** — sees this whole control panel.
- **Elevated** — your **Case Managers**.
- **Moderate** — your **Claim Analysts**.
- **Basic** — the client-facing tier (claimants and customer support).

Get this right and everything downstream just works.

Steps — to add a new staff member

1. In the sidebar, click **User Management**.
2. You will see the **users table** listing existing staff accounts.
3. Click **Create User**.
4. In the form, enter the person's **username** and **work email**.

5. Open the **access level** dropdown and choose their level (Admin, Elevated, Moderate, or Basic). Set this carefully — it controls their entire dashboard.
6. Click **Save**. The new person can now log in.

Steps — to change or deactivate someone later (e.g. a promotion, or a person who left)

1. Find the person in the **users table**.
2. Click **Edit** on their row.
3. Update their details or access level, then **Save**.

► **Watch:** [T1-Admin-01](#) — *User Management — Onboarding Staff*

A2. State Management — guidelines and document checklists

What it is and why it matters

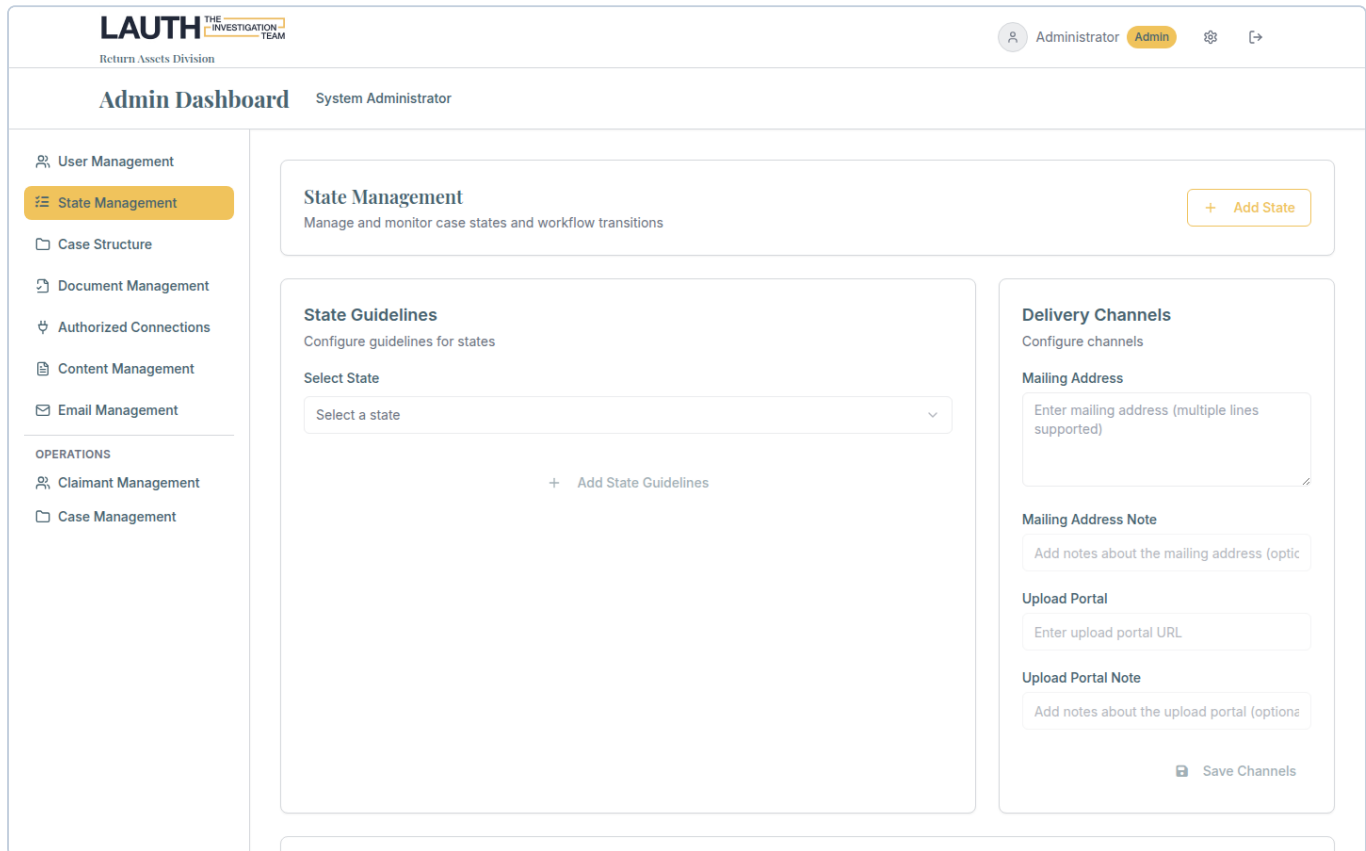
Every U.S. state has its own rules for unclaimed property. This screen is where you configure them, one state at a time. What you set here automatically drives what documents a claimant from that state is asked to provide — so the platform stays compliant without anyone memorizing fifty rulebooks.

For each state you set three things:

- **State Guidelines** — the rules your team and clients need to know.
- **State Document Checklist** — exactly which documents a claim in that state requires. This is what a claimant sees on their side.
- **State Messages** — any special note shown to claimants from that state.

Steps

1. In the sidebar, click **State Management**.
2. Select a state from the list (for example, **Florida**).
3. Review or edit the **State Guidelines** panel.
4. Review or edit the **State Document Checklist** — the required documents for that state.
5. Review or edit any **State Message** shown to claimants.
6. Save your changes. Every claimant from that state is now automatically asked for those documents.



► **Watch:** [T1-Admin-02](#) — *State Management — Guidelines & Document Checklists*

A3. Lauth Credentials editor

What it is and why it matters

This is a **trust feature**. Everything you enter here appears on the client's portal in their "**Verified and Licensed**" card — the card that answers the client's biggest question: *"Is this company real, or is it a scam?"*

You control:

- The **company phone number**.
- The **verification links** clients use to check us on official government and Better Business Bureau websites.
- The table of our **private-investigator licenses** across eleven states.

Because clients use this to decide whether to trust us with sensitive documents, keeping it current is a compliance and reputation responsibility.

Steps

1. In the sidebar, click **Lauth Credentials**.
2. Review the **phone number** and **verification links** fields.

- Verify Lauth's Credentials

This portal ([dashboard.returnassets.org](#)) belongs to Lauth Investigations International, Inc. – a licensed, accredited firm. You can confirm it yourself below on official government and BBB sites.

Questions, or want to confirm by phone? Call [\(855\) 544-3463](#).

INDEPENDENTLY VERIFIABLE

BBB A+ Accredited Business – Lauth Investigations International, Inc.
(Indianapolis)

Accredited since 5/28/2011; categories include Unclaimed Funds Retrieval & Asset Recovery.

Licensed & Bonded PI Firm

Licensed private investigation firm; licensed in the states listed below; serves clients nationwide.
See state licenses below.

Serving Clients Since 1995

30+ years (BBB profile: founded June 1, 1995).

STATE LICENSES (11)

Florida

Business ID: F12600000338 License: C 1300186 (Agency) / A 1200303 (Manager)
How to verify: On the FDACS Licensing site choose "Search by Business/Agency," enter Business ID F12600000338 (or license C 1300186). Expect an ACTIVE agency record for Lauth Investigations International, Inc.

Call us to confirm

Indiana

Business ID: 2005122100314 License: 20000385
How to verify: On Indiana's license eVerification, search license number 20000385 (or Business ID 2005122100314). Expect an active private investigator firm license for Lauth.

Call us to confirm

Iowa

Business ID: 006752 License: 1760 (Agency) / PI00254 (Individual)
How to verify: On the Iowa DPS PI/PS Bureau page, search Business ID 006752 (this resolves the firm regardless of which license number is the agency vs. individual record – 1760 and PI00254). Expect an active Iowa PI license for Lauth.

Call us to confirm

Kentucky

Business ID: 1057427 License: 247927
How to verify: On the Kentucky Office of Occupations & Professions site, search license 247927 (or Business ID 1057427). Expect an active PI license for Lauth.

Call us to confirm

Michigan

Business ID: 3701297727 License: Verify by firm name
How to verify: On Michigan LARA "find or verify a licensed professional or business," search our firm name "Lauth Investigations International" (Business ID 3701297727). Expect an active Michigan license.

Call us to confirm

Minnesota

License: 2300
How to verify: On Minnesota eLicense, search license number 2300. Expect an active private detective / protective agent license for Lauth.

Call us to confirm

Ohio

Business ID: 2310636 License: 20222100412559
How to verify: On the Ohio Homeland Security registrant search, look up Business ID 2310636 (license 20222100412559). Expect an active PI registration for Lauth.

Call us to confirm

Oregon

License: 74347
How to verify: On the Oregon DPSST IRIS system, search license number 74347. Expect an active investigator license for Lauth.

Call us to confirm

Pennsylvania

License: 0060120-0215
How to verify: Pennsylvania licenses private detectives through the county Court of Common Pleas; there is no statewide self-service lookup. To confirm license 0060120-0215, call us at (855) 544-3463 or ask your analyst for the verification letter.

Call us to confirm

Tennessee

License: 9187
How to verify: On Tennessee's license verification site, search license number 9187. Expect an active PI license for Lauth.

Call us to confirm

Texas

License: 1054071
How to verify: On the Texas TDLR License Search, search license number 1054071. Expect an active investigations company license for Lauth.

Call us to confirm

About Lauth (self-reported by Lauth, not third-party verified): \$61M+ Recovered · 98% Success · 4,800+ Clients. Self-reported by Lauth; not third-party verified.

Credentials current as of 2026-07-23; status may change – verify independently via the official links. The issuing state authority and BBB are the source of truth. Self-reported results are not a guarantee; individual results vary.
Credentials current as of 2026-07-23. The official state and BBB sites – not Lauth – are the source of truth. Questions about your case? Contact your case team at (855) 544-3463.

► **Watch:** T1-Admin-03 — *Lauth Credentials Editor*

A4. Case Structure — categories and types

What it is and why it matters

This screen manages the **reference lists** that classify every case — the dropdown choices that appear when someone creates a case. Think of it as the filing system for the whole operation. Clean, consistent lists mean clean reporting later; messy or duplicated lists make every future report messy too.

The lists you manage here are: case categories, case types, claim categories, claim types, and claimant categories and types.

Steps

1. In the sidebar, click **Case Structure**.
2. Review the tabs/lists (case categories, case types, claim types, claimant types, and so on).
3. To add a new entry, open the section, click **Add**, name it, and **Save**.

Treat this as a **set-up-once, maintain-carefully** screen.

► **Watch:** [T1-Admin-04](#) — *Case Structure — Categories & Types*

A5. Document Management — classification and permissions

What it is and why it matters

This screen controls **who is allowed to touch sensitive files**. Every document in the system has a **classification type**, and for each account type you set the permissions — most importantly, who can **download** a given class of document. Because our documents contain personal, sensitive information, this is a core part of our compliance.

Steps

1. In the sidebar, click **Document Management**.
2. Review the **classification types** list.
3. Review the **Account Type Permissions** table — rows are classifications, columns are account types.
4. To change who can view or download a class of document, toggle the permission for that row. Change these deliberately, and only when you know why.

LAUTH

THE INVESTIGATION TEAM

Return Assets Division

Administrator

Admin

Admin Dashboard

System Administrator

User Management

State Management

Case Structure

Document Management

Authorized Connections

Content Management

Email Management

OPERATIONS

Claimant Management

Case Management

Document Management

Manage document templates and requirements

+ Add Required Document

+ Add Document Classification

Required Documents

Claimant Verification Documents (System Required - Cannot be deleted)

Document Name	Classification	Actions
Identification - Back back	Confidential	✎
Identification - Front front	Confidential	✎

Case-Specific Documents

Document Name	Classification	Actions
Article of Dissolution	Restricted	✎ 🗑
Authorization Letter	Confidential	✎ 🗑
Copy Signed & Notarized LPOA	Internal	✎ 🗑
Copy of Birth Certificate or Proof of Relationship	Confidential	✎ 🗑
Copy of Death Certificate	Restricted	✎ 🗑

Classification Rules

Document Classification Type

Select classification type

► **Watch:** [T1-Admin-05](#) — Document Management — Classification & Permissions

A6. Authorized Connections — authorization letter templates

What it is and why it matters

This is where the **Authorization Letter templates** live — the letters a claimant electronically signs to authorize a representative to act on their behalf. This matters more than it looks: the client-side e-signature flow pulls directly from these templates. **If there is no published, default template, claimants literally cannot authorize anyone** — the signing step has nothing to sign.

Steps

1. In the sidebar, click **Authorized Connections**.
2. Review the list of templates. Click one to see the letter body.
3. Confirm that **one template is marked as the published default**.
4. To update the wording (for example, when legal changes the language), edit the template and re-publish it.

Rule: always keep one clean, current template marked as **published**.

► **Watch:** [T1-Admin-06](#) — *Authorized Connections — Authorization Letter Templates*

A7. Content Management

What it is and why it matters

A small but handy screen. It lets you update certain pieces of text shown inside the app — like in-app messages and blurbs — **without calling a developer**. Nothing here is dangerous; it is a convenience feature so you are not filing a support ticket for a typo you could fix yourself in ten seconds.

Steps

1. In the sidebar, click **Content Management**.
2. Find the managed content item you want to change.
3. Edit the text and click **Save**.

► **Watch:** [T1-Admin-07](#) — *Content Management*

A8. Email Management — templates, settings, and logs

What it is and why it matters

This is the firm's **automated voice to clients**. These are the transactional email templates — the welcome email, the "you've been authorized as a representative" email, and the stage-update emails that tell a client their claim moved forward. Because these go straight to clients, the words you write here are **the firm speaking** — keep the tone professional and warm.

Notice the **merge fields** in curly braces, like `{{firstName}}`, `{{claimID}}`, `{{caseStage}}`, and `{{nextStep}}` — the platform fills these in automatically for each recipient.

There are three tabs:

- **Templates** — the wording of each email.
- **Settings** — how email is configured.
- **Logs** — a record so you can confirm what actually went out.

Steps

1. In the sidebar, click **Email Management**.
2. Use the three tabs: **Templates**, **Settings**, **Logs**.
3. On **Templates**, open a template (for example, a stage-update email). Review the subject and body and note the **merge fields** in curly braces.
4. Click **Preview** to see how the finished email will look.
5. Edit the subject or body if needed, then **Save**.
6. Open the **Logs** tab to confirm what emails have been recorded.

► **Watch:** [T1-Admin-08](#) — *Email Management — Templates, Settings & Logs*

A9. Claimant Management (Admin view)

What it is and why it matters

Admins also get direct access to **claimant records**, under Operations. This is the same claimant data a Case Manager works with, available to you without a separate login. The full claimant workflow — verifying identity, resetting access — is covered in the **Case Manager** module, because that is who does it day to day. For an Admin, just know this door exists.

Steps

1. In the sidebar, under **Operations**, click **Claimant Management**.
2. Browse the list of claimant profiles.
3. Click any claimant to open their record.

► **Watch:** [T1-Admin-09](#) — *Claimant Management (Admin View)*

A10. Case Management (Admin view)

What it is and why it matters

Admins have a **bird's-eye view** of the entire caseload, also under Operations. This gives you the full list of cases across the whole firm — useful for oversight, spot checks, and answering "where does everything stand?" The detailed, day-to-day case work lives in the Case Manager and Analyst modules.

Steps

1. In the sidebar, under **Operations**, click **Case Management**.
2. Review the full list of cases across all stages.
3. Click any case to open its record.

That completes the Admin control panel: **Configuration** up top, **Operations** at the bottom.

► **Watch:** [T1-Admin-10](#) — *Case Management (Admin View)*

Module B — Case Manager

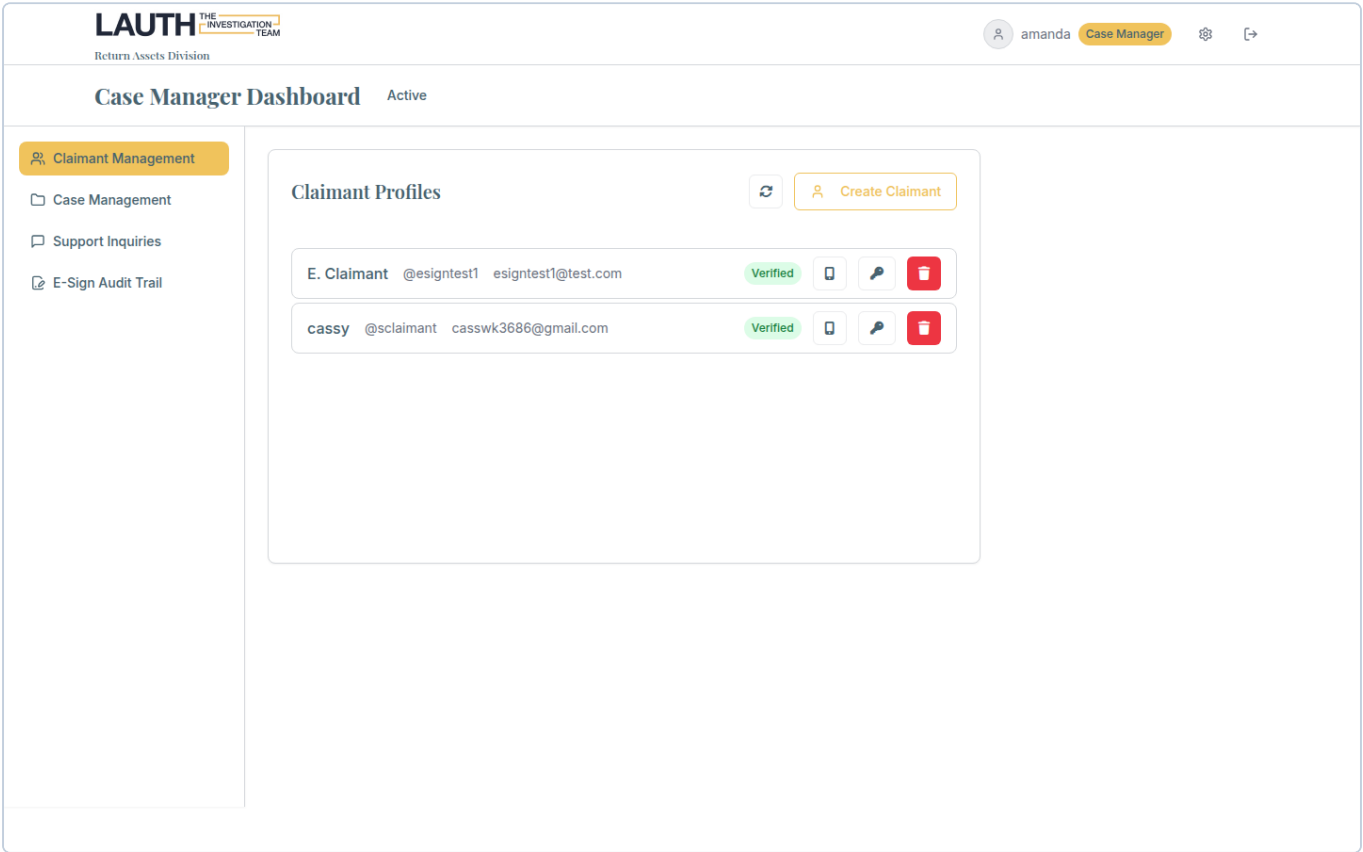
The Case Manager (Elevated access) brings new clients on board and pushes cases forward. When a Case Manager logs in, they land on a dashboard with a left-hand menu: Claimant Management, Case

Management, the Case Pipeline (Kanban), Owners & Heirs, Reporting, Email Approvals, Support Inquiries, and E-Sign Audit.

B1. Claimant Management — creating and verifying claimants

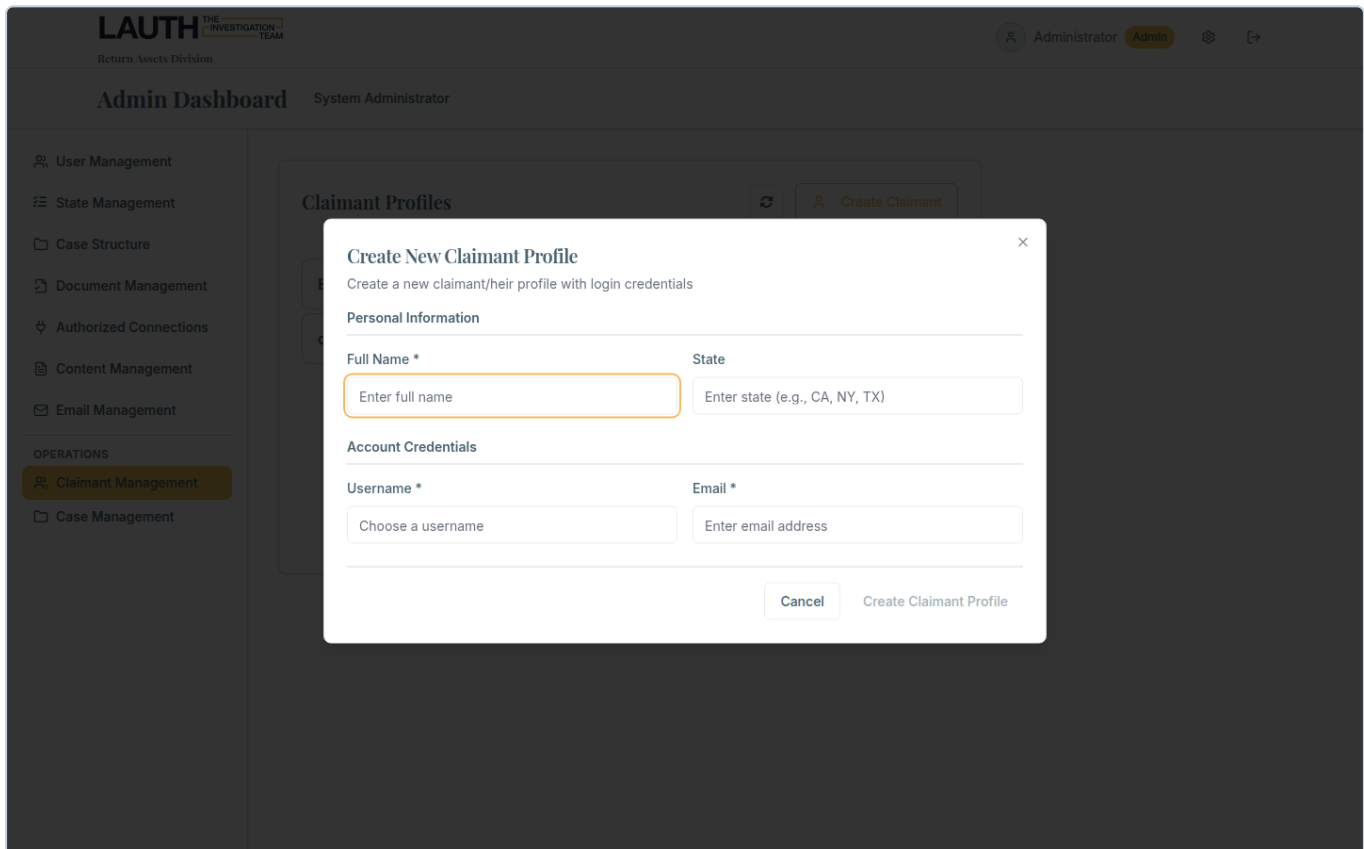
What it is and why it matters

This is your **home base** — where a real person becomes a portal user. You create new claimants here, and you are the one who **approves their identity**. Until you verify a claimant, their portal stays **view-only**.



Steps — to bring on a new client

1. Log in as a Case Manager. You land on **Claimant Management**, showing the list of claimant profiles.
2. Click **Create Claimant**.
3. Fill in the claimant's details in the form.
4. Click **Save**.



Steps — to verify (approve) a claimant

1. Once a claimant submits their contact information and a photo ID, open their profile.
2. Choose **Verify Contact** to approve them — or **Deny** if something is wrong.
3. Once verified, their portal becomes fully usable (no longer view-only).

Other actions on a claimant profile:

- **Reset Password** — if they are locked out.
- **Reset Two-Factor** — gives you a fresh setup link to send them.
- **Delete** — removes the claimant.

► **Watch:** [T1-CaseMgr-01](#) — *Claimant Management — Creating & Verifying Claimants*

B2. The Case Pipeline (Kanban) — the heart of the operation

What it is and why it matters

This is the **visual heartbeat of the whole firm**. Every case is a **card**, and the board has **six stages**, left to right:

Intake → Verification → Assessment → Preparation → Filed → Closed

To move a case forward, you **drag its card** to the next stage. The platform records that move automatically and will not let you skip stages illegally, so the process stays honest. **If you learn one internal screen, learn this one.**

(A "Kanban board" is simply a board of cards arranged in columns, where each column is a stage of work. See the Glossary.)

Steps

1. In the menu, click the **Case Pipeline / Kanban** board.
2. You will see six columns — Intake, Verification, Assessment, Preparation, Filed, Closed — each holding case cards.
3. To move a case forward, **click and drag** its card from one column to the next (for example, Intake → Verification). The move is recorded automatically.
4. To see a case's full detail, **click the card** to open it. You will see: - The **description**. - The **point of contact**. - The **due date**. - The **current stage**. - The **move history** (a record of every stage change — this cannot be edited). - The **document checklist** for that stage.
5. Close the card when done.

► **Watch:** [T1-CaseMgr-02](#) — *Case Pipeline (Kanban) — The Heart of the Operation*

B3. Case Management (list view) and creating a case

What it is and why it matters

The Kanban board is the **visual** view; Case Management is the **same caseload as a list** — faster when you know exactly what you are looking for. You can scan every case, sort, search, and open any one. You also start brand-new cases here.

LAUTH

THE INVESTIGATION TEAM

Return Assets Division

amanda

Case Manager

[→]

Case Manager Dashboard Active

Claimant Management

Case Management

Support Inquiries

E-Sign Audit Trail

Case Management

+ Create Case

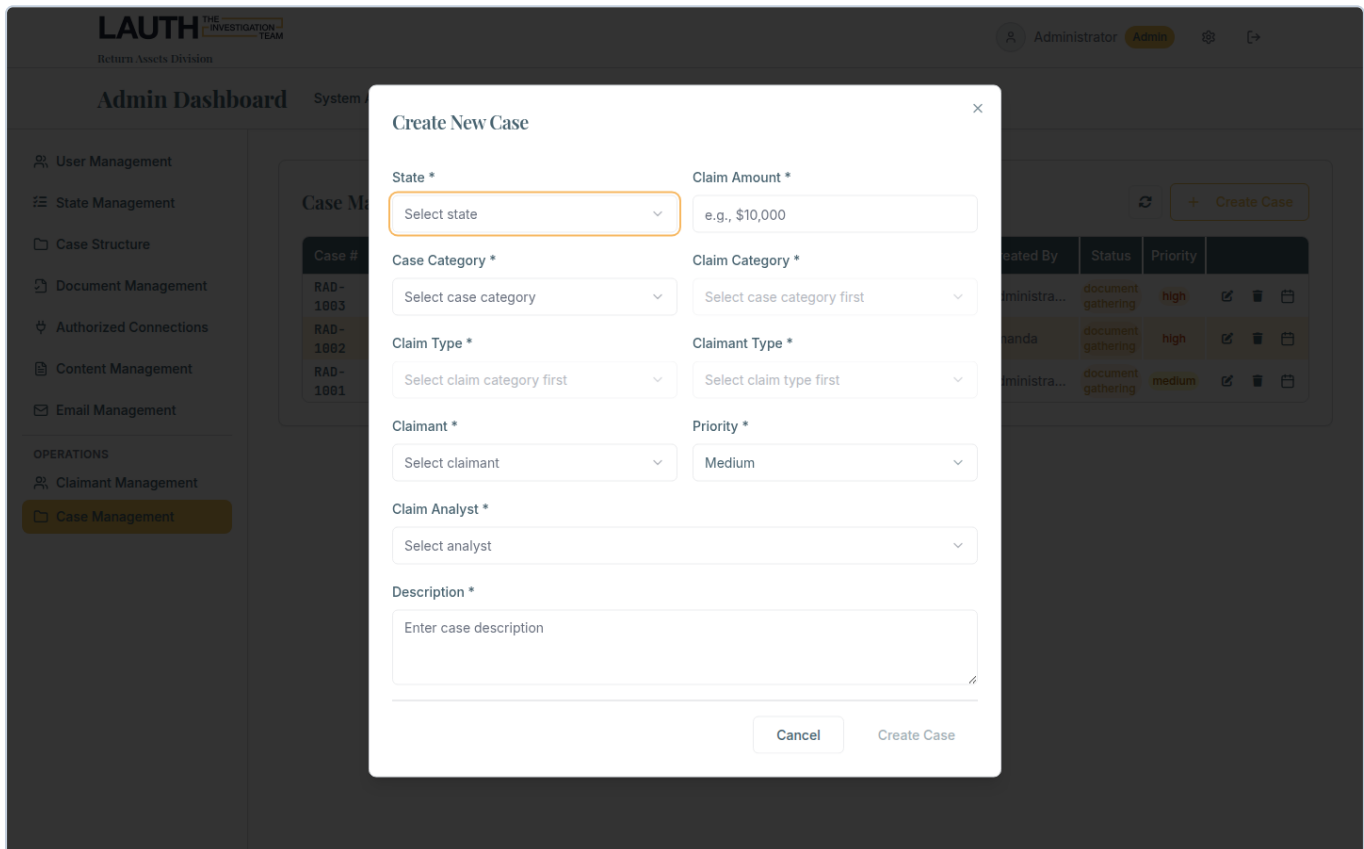
Case #	Case Title	Descriptio	Claimant	Claim Analyst	Date Created	Created By	Status	Priority	
RAD-1003	FL - \$50,000.00	let's g...	E. Claimant	Linda	6/22/2026	Administra...	document gathering	high	
RAD-1002	MI - \$969,999.00	sddd...	cassy	Linda	4/30/2026	amanda	document gathering	high	
RAD-1001	FL - 5000	E-sig...	E. Claimant	Linda	4/24/2026	Administra...	document gathering	medium	

Steps — to find a case

1. In the menu, click **Case Management**.
2. Use the **search** or **sort** tools to find the case you want, then click to open it.

Steps — to start a new case

1. Click **Create Case**.
2. Fill in the basics: the **case details**, the **point of contact**, and the **classification** from the dropdowns (these come from the Admin's Case Structure setup).
3. Click **Save**. Your new case appears in **Intake**, ready to work on the pipeline.



► **Watch:** [T1-CaseMgr-03](#) — Case Management (List View) & Creating a Case

B4. Owners & Heirs directory

What it is and why it matters

This is your directory of **unclaimed-property owners** and the **heirs** connected to each one. A single owner account often has several heirs with claims against it, and this is how staff keep them straight.

Important: this internal view shows the owner's full **gross claim total** — the big number. **Clients never see that.** On their side, clients only ever see their own share. Treat the numbers here as **internal-only**.

Steps

1. In the menu, click **Owners & Heirs**.
2. Browse the owners list.
3. Open an owner that has **multiple heirs** to see all the heirs connected to that one owner.
4. Note the **gross claim total** field — this is internal-only and must never be shared with a client.

► **Watch:** [T1-CaseMgr-04](#) — Owners & Heirs Directory

B5. Reporting — the financial snapshot

What it is and why it matters

Reporting is the **business snapshot** leadership cares about. It projects revenue by month based on net service fees, and shows gross claim totals, total service fees, net-after-fee amounts, owner counts, and a breakdown of account statuses.

One thing to understand: non-viable accounts are **excluded** from these numbers, so what you see is the realistic, workable pipeline — not wishful thinking. This is the report to reach for when someone asks "how are we tracking this month?"

Steps

1. In the menu, click **Reporting**.
2. Review the **revenue-by-month** projection.
3. Review the totals: **gross claim totals**, **service-fee totals**, **net-after-fee** amounts, and **owner counts**.
4. Review the **account-status breakdown**.

These numbers update live as cases move and fees are set.

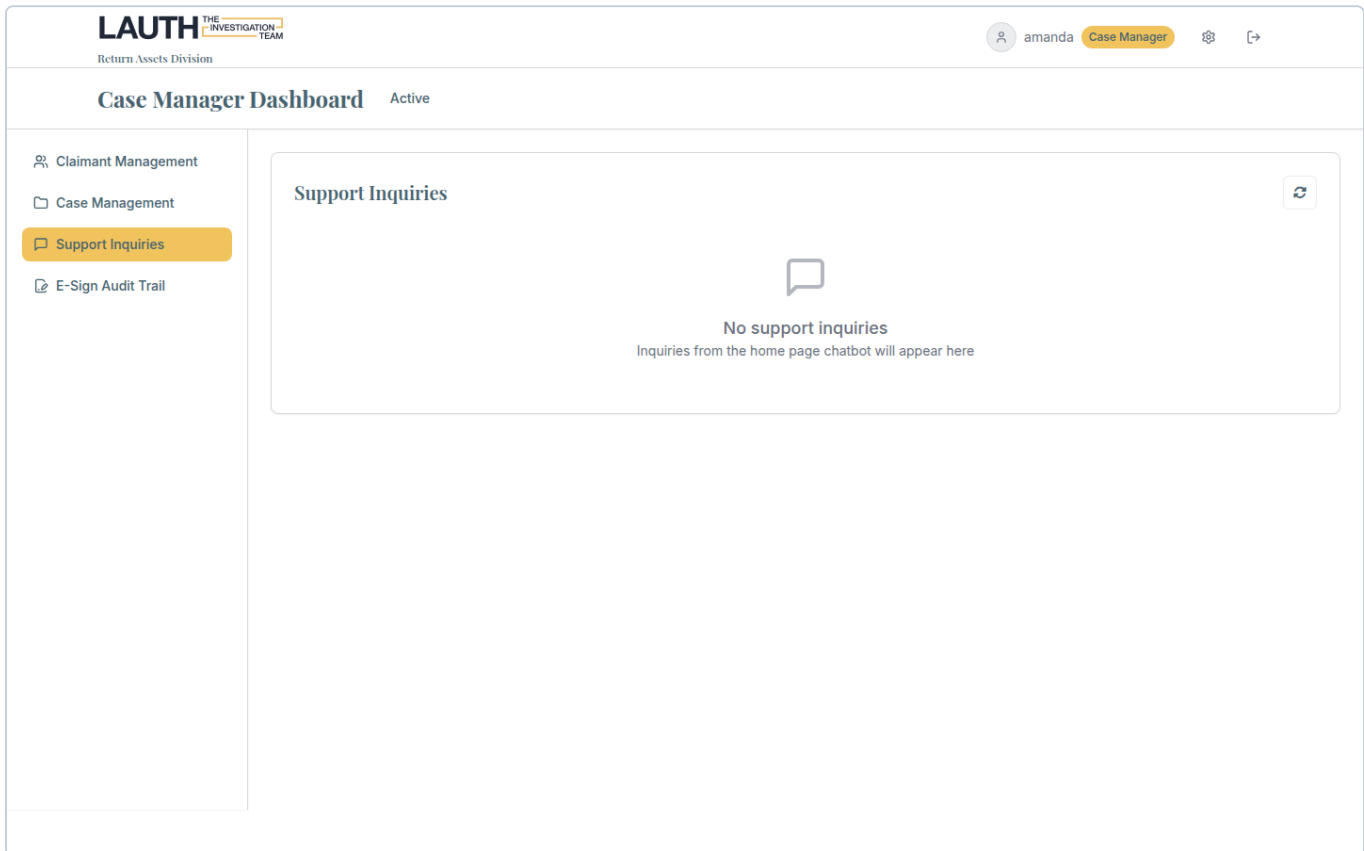
► **Watch:** [T1-CaseMgr-05](#) — *Reporting — The Financial Snapshot*

B6. Email Approvals and Support Inquiries

What it is and why it matters

Two quality-control screens sit close together. Together they are your **outbox and inbox** for client communication quality.

- **Email Approvals** is a **queue**: before certain client emails go out, they wait here for a human to review and approve — a final check so nothing wrong reaches a client.
- **Support Inquiries** is the flip side: it is where **questions coming in from claimants** land.



Steps — Email Approvals

1. In the menu, click **Email Approvals**.
2. Open a **queued email** that is pending approval.
3. Read it, and when it is correct, click **Approve**.

Steps — Support Inquiries

1. In the menu, click **Support Inquiries**.
2. Open an **inquiry** from a claimant.
3. Work it, then update its status or **mark it resolved** when done.

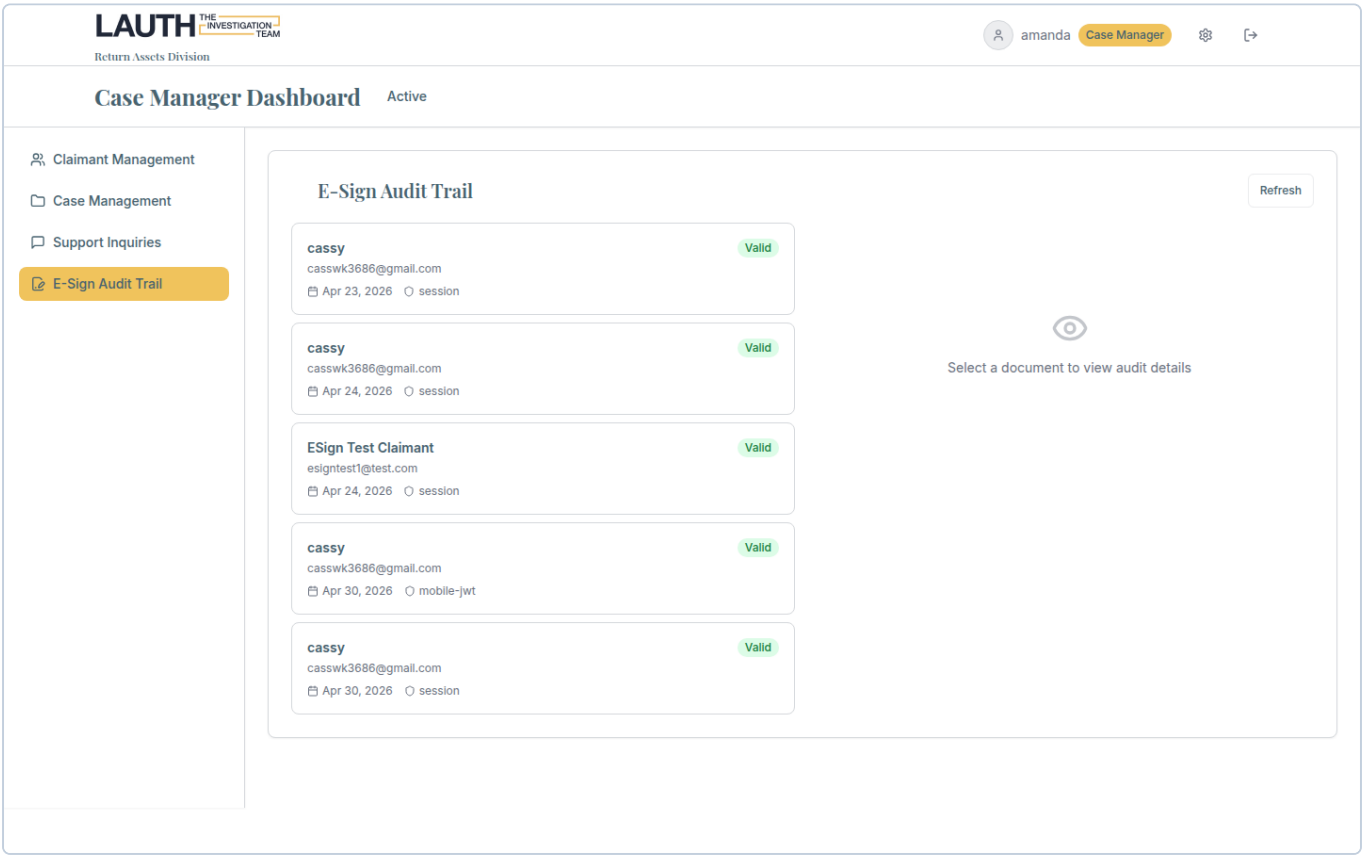
► **Watch:** [T1-CaseMgr-06](#) — *Email Approvals & Support Inquiries*

B7. E-Sign Audit Trail — proving signatures are binding

What it is and why it matters

This is your **compliance record** for every electronic signature in the system. For each signed authorization, it captures exactly **when** it was signed, the signer's **IP address**, their **browser**, the **consent** they agreed to, and the **certified PDF** of the signed document.

Why does this matter? Because under the federal **ESIGN Act** and state **UETA** law, these signatures are legally binding — and this trail is the **proof**. If there is ever a dispute, or an auditor asks "how do you know this person signed?", this is the screen you show them.



Steps

1. In the menu, click **E-Sign Audit**.
2. Review the list of signed records.
3. Open a record to see **Signed At** (timestamp), **IP Address**, the browser (user agent), and the **consent** captured.
4. Open or view the **Certified PDF** of the signed document.

► **Watch:** [T1-CaseMgr-07](#) — *E-Sign Audit Trail — Proving Signatures Are Binding*

Module C — Claim Analyst

The Claim Analyst (Moderate access) does the day-to-day work on individual cases. When an Analyst logs in, they land on a focused dashboard centered on **My Assigned Cases**, with per-case tools for documents, notes, chat, and questions.

C1. My Assigned Cases

What it is and why it matters

Your whole day starts here. This is the list of cases assigned **specifically to you**, and each one shows whether it has **pending files** waiting for your review. Think of it as your to-do list: what is on my plate, and what needs action right now.

When you select a case, a **state guidelines banner** appears at the top for that case's state — so the rules you need are right in front of you, no lookup required.

LAUTH

THE INVESTIGATION TEAM

Return Assets Division

Linda

Claim Analyst

Claim Analyst Dashboard

Active

My Assigned Cases

Refresh

RAD-1003	FL - \$50,000.00	let's get it!	A. E. Claimant	6/22/2026	document gathering	high
RAD-1002	MI - \$969,999.00	sdddfdfdf	A. cassy	4/30/2026	document gathering	high
RAD-1001	FL - 5000	E-sign test case	A. E. Claimant	4/24/2026	document gathering	medium

Case Details

Select a case to view details

Steps

1. Log in as a Claim Analyst. You land on **My Assigned Cases**.
2. Scan the list. A **pending-files** indicator shows which cases need your review.
3. **Click a case** to open it and start working.
4. Notice the **state guidelines banner** that appears at the top for that case's state.

► **Watch:** **T1-Analyst-01** — *My Assigned Cases*

C2. Document Checklist — accept, deny, download, and AI redaction

What it is and why it matters

There is also a **"Documents from Lauth"** list — files our team has sent to the client.

LAUTH THE INVESTIGATION TEAM
Return Assets Division

Linda Claim Analyst

Claim Analyst Dashboard Active

My Assigned Cases

Refresh

RAD-1803	FL - \$50,000.00	let's get it!	E. Claimant	6/22/2026	document gathering	high
RAD-1802	MI - \$969,999.00	sdddddffdf	cassy	4/30/2026	document gathering	high
RAD-1801	FL - 5000	E-sign test case	E. Claimant	4/24/2026	document gathering	medium

State Guidelines

- Lorem Ipsum is a corrupted version of a 1st-century BC text by the Roman philosopher Cicero. FL
- Lorem Ipsum is a corrupted version of a 1st-century BC text by the Roman philosopher Cicero. FL
- Lorem Ipsum is a corrupted version of a 1st-century BC text by the Roman philosopher Cicero. FL
- Lorem Ipsum is a corrupted version of a 1st-century BC text by the Roman philosopher Cicero. FL

Case Details

document gathering high

Case Number

State

RAD-1003
Florida

Claimant Information

E. Claimant
Living Owner

State Mailing Address

Department of Financial Services
Bureau of Unclaimed Property
P.O. Box 8599
Tallahassee, FL 32314-8599

State Upload Portal

<https://www.fltreasurehunt.gov/ControlServlet?actionForm=GotoLocatorLogin>
Use for Filing and Register the claim; ONLY Rain, Claim analyst, Claim Support Specialist assigned a log in

Document Checklist

Refresh RAD-1003

Article of Dissolution	Awaiting Upload
Cover Letter for filing Claim	

Case Communication

No messages yet

1. With a case selected, open the **Document Checklist**.
2. Find a file that is **pending review**.
3. Click the **check (✓)** to Accept it, or the **X** to Deny it if it is wrong or incomplete.
4. If your permission level allows, click **Download** to work with a file.
5. When a new file is uploaded, watch for the **"Redacting..."** badge — wait until it finishes before viewing.
6. Scroll to the **"Documents from Lauth"** list to see files our team has sent to the client.

► **Watch:** [T1-Analyst-02](#) — Document Checklist — Accept, Deny, Download & AI Redaction

C3. Case Notes

What it is and why it matters

Case Notes is the **running internal record** for a case. The team logs what has been done, what is outstanding, and anything the next person needs to know. This is how work gets handed off — if you go on vacation and someone else picks up your case, good notes are the difference between a smooth handoff and a confused client.

These notes are internal only — the claimant never sees them. So this is your space to be direct about the state of the case.

Steps

1. With a case selected, click **Case Notes**.
2. Read the existing notes.
3. To add a note, type in the **add-note** field and save. Keep notes factual and current.

► **Watch:** [T1-Analyst-03](#) — Case Notes

C4. Case Chat — messaging the claimant

What it is and why it matters

Every case has a **chat thread** between you and the claimant — your **primary direct line to the client**. A message you send here appears instantly on the client's portal in the same conversation. Use it for quick updates, to request a missing document, or to answer a question.

Tone reminder: everything you write here is **client-facing**, so keep it clear, warm, and professional. If it is sensitive or internal, it belongs in **Case Notes**, not here.

Steps

1. With a case selected, open the **chat** panel and read the existing thread.
2. Type your message in the message box.
3. Click **Send**. Your message appears in the thread and on the client's portal.

► **Watch:** [T1-Analyst-04](#) — Case Chat — Messaging the Claimant

C5. Intake Questions

What it is and why it matters

Sometimes a claim needs specific facts that do not fit in a document — a date, a relationship, a confirmation. **Intake Questions** is the structured way to get them. You pose a question, and it shows up as a **banner** on

the claimant's portal prompting them to answer. When they respond, their answer comes back here, attached to the case.

Use this instead of a phone call when you need something precise and on the record.

Steps

1. With a case selected, open the **Intake Questions** panel.
2. Review any existing questions and answers.
3. To ask something new, use the **add-question** control, type your question, and add it.
4. When the claimant answers, their response appears here attached to the case.

► **Watch:** [T1-Analyst-05](#) — *Intake Questions*

PART 2 — Client Portal Guide (Claimant)

This part is for **claimants** — the clients getting their money back — and for staff who help clients use the portal. It matches the client training video, [RAD-Training-Client-Portal.mp4](#).

The client portal is a **single scrolling page**. Everything the client needs is on one page, top to bottom. This guide walks through it in the same order.

C1. Login and the verification hold

What it is and why it matters

Clients log in the same way staff do — **email, password, and the small math check**. The first time a client logs in, if they are not yet verified, the portal asks them to submit their contact details and upload a **photo ID**. This is a standard identity step.

While the team confirms their identity, the client sees an **amber banner** that says "we're verifying your ID," and their claim is **view-only** for that short window — usually about a day. This is normal and it protects them: a real person on the team is reviewing it.

Steps

1. Go to [dashboard.returnassets.org](#) and log in with **email + password + the math check**.
2. The first time in, if not yet verified, submit **contact details** and upload a **photo ID** when prompted.
3. Notice the amber **"We're verifying your ID"** banner at the top. Your claim is view-only until verification finishes (usually about a day).

► **Watch:** [T2-Portal-01](#) — *Login & the Verification Hold*

Just below, the client sees their **Cases list**. Most clients have exactly one case, but if someone has more than one claim, each appears here. Selecting a case drives everything below it on the page. It is a simple orientation step — it confirms which claim you are looking at.

Steps

1. Find the **Cases** list below the claim summary.
2. Click a case to select it. Everything below on the page now refers to that case.
3. If you have more than one case, make sure the **right case is selected** before reviewing documents or your entitlement.

► **Watch:** [T2-Portal-03](#) — *Cases List*

C4. Case details

What it is and why it matters

Selecting a case opens its **details** — the case title, the case number, and its current status. Everything here is framed for the client: it shows their entitlement and their claim, never internal notes or the owner's full numbers. It is a quick confirmation screen.

Steps

1. Scroll to the **case details** section under the cases list.
2. Review the **case title**, **case number**, and **status**.

Tip for staff: if a client calls unsure about what they are seeing, have them read you the **case number** from this section — the fastest way to confirm you are both looking at the same claim.

► **Watch:** [T2-Portal-04](#) — *Case Details*

C5. Document checklist and upload

What it is and why it matters

This is the **most important action the client takes**. The Document Checklist lists exactly what they need to provide, and **their claim cannot move forward until these are uploaded**. Each item shows its status — "awaiting upload" until they add it — and up top the client sees their progress, like "two of four uploaded."

Uploads accept **PDFs, Word documents, and photos** (including iPhone HEIC images). Everything uploaded is stored **encrypted and securely**.

Steps

1. Scroll to the **Document Checklist**.
2. Check the progress at the top (for example, "2 of 4 uploaded") and find an item marked **"Awaiting Upload."**
3. Tap **Upload** on that item.
4. Pick a file from your device (PDF, Word document, or photo).
5. The item changes to **uploaded**. Repeat for each required item.

A stuck upload is the number-one reason a claim stalls. Take it item by item.

► **Watch:** [T2-Portal-05](#) — *Document Checklist & Upload*

C6. Documents from Lauth

What it is and why it matters

The flip side of uploading is **receiving**. The **"Documents from Lauth"** section is where the client finds files our team has prepared and sent to them — things like completed forms or letters to review or keep. Everything the team sends lives in one place inside the portal, so clients do not have to search their email.

Steps

1. Scroll to the **Documents from Lauth** section.
2. Find the file you want.
3. **Open** or **download** it directly from here.

► **Watch:** [T2-Portal-06](#) — *Documents from Lauth*

C7. E-signature and authorizing a representative

What it is and why it matters

This is **legally the most important thing a client does**: authorizing a representative and e-signing the Authorization Letter.

Before signing, the client **must check the Electronic Signature Disclosure** — a consent, required under the federal **ESIGN Act** and state law, confirming they agree to sign electronically. **That checkbox is mandatory; there is no skipping it.**

When they save, the system produces a **certified PDF** that appears under **Saved Authorization Letters**, which they can view or download anytime. This is exactly what creates the **audit trail** staff can see (Part 1 → B7).

Steps

1. Scroll to the **Authorized Connections** panel.
2. Enter the **representative's name** and **email**.
3. Pick the **letter template**.
4. **Check the Electronic Signature Disclosure** consent box. (This is required — you cannot sign without it.)
5. Sign — either **draw** your signature on the pad, or **upload** an image of it.
6. Click **Save**.
7. The new letter appears under **Saved Authorization Letters** as a **certified PDF** you can view or download anytime.

► **Watch:** [T2-Portal-07](#) — *E-Signature & Authorizing a Representative*

C8. Messaging and your claim analyst

What it is and why it matters

Clients are not left on their own. The portal has a **chat thread** with the case team — the very same conversation the analyst sees on their side — so a message the client sends here reaches their analyst directly.

Right nearby is the **"Your Claim Analyst"** card, showing the assigned analyst's **name, photo, and phone number**. This gives the client a real, named human and a direct line — powerful reassurance.

Steps

1. Scroll to the **chat** panel and read the conversation with your case team.
2. To ask something, type a message and **send** it. It reaches your analyst directly.
3. Find the **"Your Claim Analyst"** card nearby, showing your analyst's **name, photo, and phone number**.

► **Watch:** **T2-Portal-08** — *Messaging & Your Claim Analyst*

C9. Lauth Credentials card — "you can verify us"

What it is and why it matters

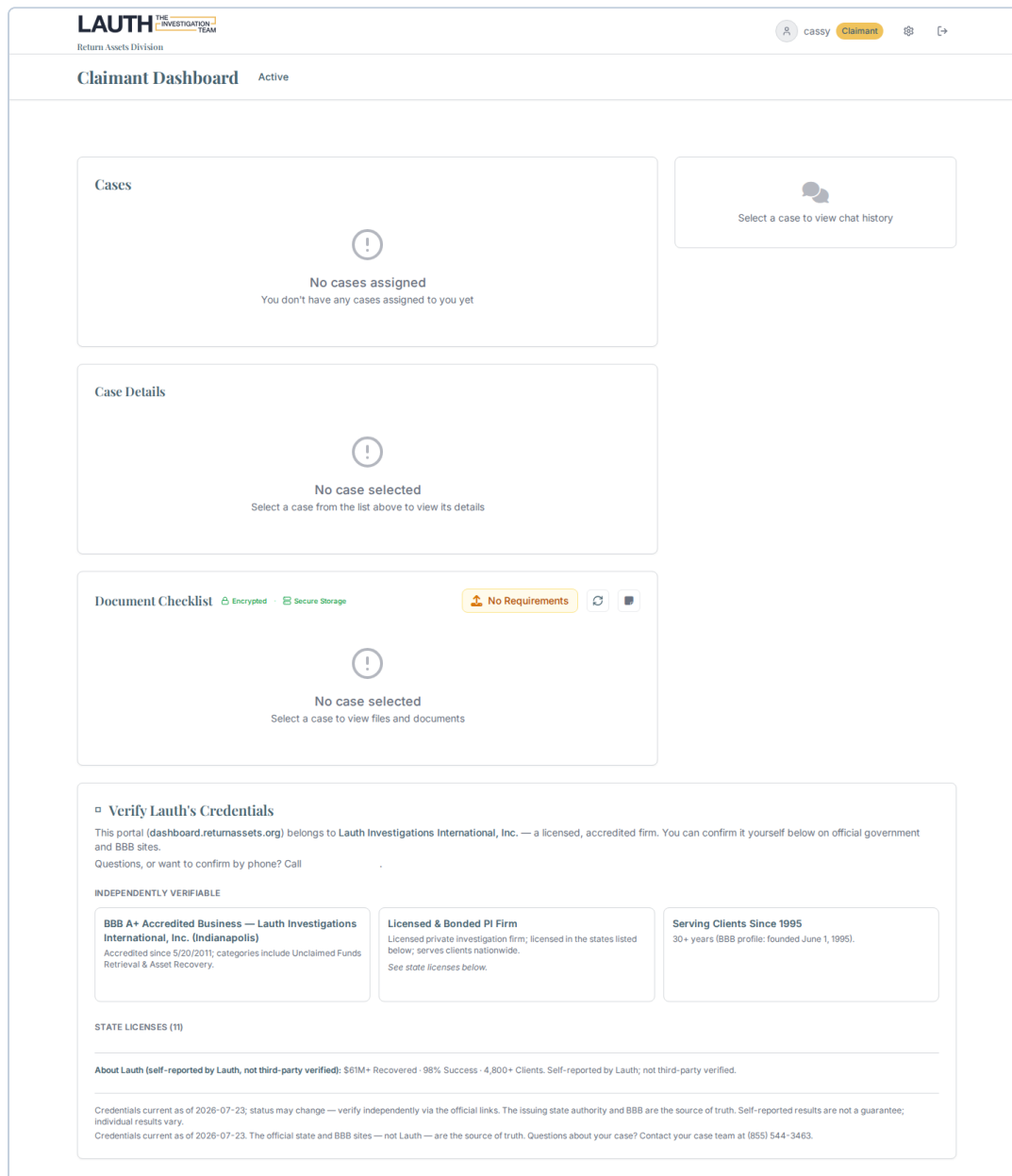
This is the **anti-scam centerpiece**, and it directly answers the client's real fear: *"is this company legitimate?"*

Near the top of the portal there is a **shield pill** that says **"Verified and Licensed — see our credentials."**

Tapping it jumps straight down to the full **Lauth Credentials card**. There the client finds:

- The **company phone number**.
- Links to verify us on official **government** and **Better Business Bureau** websites.
- A table of our **private-investigator licenses** across eleven states, with an "as of" date.

The message is simple and confident: *don't just take our word for it — go check.*



Steps

1. At the top of the portal, tap the **shield pill** ("Verified and Licensed — see our credentials").
2. The page jumps down to the **Lauth Credentials card**.
3. Review the **company phone number** and the **verification links** to government and Better Business Bureau sites.
4. Tap **Show all licenses** to see the **eleven-state license table** and the **"as of" date**.

Staff tip: point clients here early. A client who has verified us is a client who trusts the process.

► **Watch:** [T2-Portal-09](#) — *Lauth Credentials Card — "You Can Verify Us"*

C10. Intake question banner and editing your contact info

What it is and why it matters

Two last things clients can do:

- **Answer an intake question.** If the team has asked a question, an **intake-question banner** appears at the top of the case prompting the client to answer — a simple, guided way to give a specific fact we need.
- **Keep their own information current.** Clients can edit their contact details — name, email, phone, and address — and save. So when a client moves or changes their number, they update it themselves and our records stay accurate.

Both reduce phone tag and keep the claim moving.

Steps — answer an intake question

1. If a question has been asked, an **intake-question banner** appears at the top of your case.
2. Tap it and **answer** the question. Your answer goes straight back to the team.

Steps — edit your contact info

1. Scroll to the **contact-details** area of your claim.
2. Edit any field — **name, email, phone, or address**.
3. Click **Save**.

That completes the client's portal journey, top to bottom.

► **Watch:** [T2-Portal-10](#) — *Intake Question Banner & Editing Your Contact Info*

Glossary

Plain-language definitions of the special words in this manual.

Term	What it means
Access level	The setting on your account (Admin, Elevated, Moderate, or Basic) that decides which screens and actions you get. Set by an Admin in User Management.
Admin	The system administrator who sets up and maintains the whole platform. Highest access level.
AI redaction	An automatic step where the system scans an uploaded document and blacks out sensitive personal information before anyone can view it. Shows a "Redacting..." badge while it runs.
Audit trail	A permanent, unchangeable record of what happened and when — for example, every detail of an electronic signature. Used as proof if anyone questions a signature.
Authorization Letter	The letter a claimant electronically signs to authorize a representative to act on their behalf.
Case Manager	Staff member (Elevated access) who brings on new clients, verifies identities, and moves cases through the pipeline.
Certified PDF	The official, tamper-evident PDF the system creates when a document is electronically signed. Proof of the signed agreement.
Claim Analyst	Staff member (Moderate access) who does the day-to-day work on individual cases — reviewing documents, chatting with clients.
Claim ID	The unique number that identifies a client's claim. Clients can read it to staff to confirm which claim they are discussing.
Claimant	The client — the person who is owed the unclaimed money or property and is trying to recover it.
Classification (document)	A label on each document that groups it by type, used to control who can view or download it.
Consent (Electronic Signature Disclosure)	The mandatory checkbox a client ticks to confirm they agree to sign electronically. Required by law before signing.
Entitlement amount	The client's own share of a claim — the money they personally stand to recover. Clients see only this, never the owner's full gross total.
ESIGN Act	A U.S. federal law that makes electronic signatures legally valid, the same as ink signatures.
Gross claim total	The full, big-picture amount for an owner's unclaimed property, before it is split among heirs. Internal-only — clients never see it.
Heir	A person entitled to a share of an owner's unclaimed property, often a family member. One owner can have several heirs.

Term	What it means
Intake question	A specific question staff pose to a client through the portal (as a banner) to get a precise fact on the record.
Kanban board / Kanban stage	A board of cards arranged in columns, where each column is a stage of work. In RAD the six stages are Intake, Verification, Assessment, Preparation, Filed, and Closed. You drag a card to the next column to move a case forward.
Lauth Credentials card	The "Verified and Licensed" card on the client portal showing the company phone, verification links, and licenses — so clients can confirm the company is legitimate.
Merge field	A placeholder in an email template, written in curly braces like <code>{{firstName}}</code> , that the platform automatically fills in for each recipient.
Move history	The unchangeable record of every stage a case has passed through on the Kanban board.
Owner	The original owner of the unclaimed property. Heirs make claims against an owner's account.
Point of contact (POC)	The main person to contact about a case.
Portal (client portal)	The single-page website a claimant logs into to track their claim, upload documents, sign paperwork, and message the team.
Reference # / Reference number	A tracking number used to look up a specific claim or record.
Security check (math captcha)	The small math question on the login screen (e.g. "7 - 2 = ?") that proves you are a real person, not an automated program.
Service fee	The fee charged for recovering a claim. The "net-after-fee" amount is what remains after this fee.
Shield pill	The small shield-shaped button near the top of the client portal that reads "Verified and Licensed" and jumps to the Lauth Credentials card.
Two-Factor (2FA)	An extra security step beyond a password. A manager can reset a client's two-factor setup if needed.
UETA	The Uniform Electronic Transactions Act — U.S. state law that, alongside the ESIGN Act, makes electronic signatures legally binding.
Unclaimed property / unclaimed assets	Money or property (like a forgotten bank account or uncashed check) turned over to a state because the owner could not be found. RAD helps rightful owners and heirs recover it.
Verification hold	The short period (usually about a day) when a new client's portal is view-only while staff confirm their identity. Shown as an amber banner.

Term	What it means
Verify Contact	The Case Manager action that approves a claimant's identity and unlocks full portal access.

Video track cross-reference

This manual mirrors the two training videos one-to-one.

Shared login primer (appears in both videos): `T0-Login-01` , `T0-Login-02` → *Getting Started* section above.

Part 1 — Internal / Staff (`RAD-Training-Internal-Staff.mp4`):

Manual section	Video segment
A1–A10 (Admin)	<code>T1-Admin-01</code> through <code>T1-Admin-10</code>
B1–B7 (Case Manager)	<code>T1-CaseMgr-01</code> through <code>T1-CaseMgr-07</code>
C1–C5 (Claim Analyst)	<code>T1-Analyst-01</code> through <code>T1-Analyst-05</code>

Part 2 — Client Portal (`RAD-Training-Client-Portal.mp4`):

Manual section	Video segment
C1–C10 (Claimant)	<code>T2-Portal-01</code> through <code>T2-Portal-10</code>

Per-segment clips are produced under `reports/platform-training/segments/<role>/` .

End of manual.