

# Welcome to App4Legal Customer Portal Documentation Center

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App4Legal Customer Portal

Home

Tickets

Tom Ward ▾

## Welcome to App4Legal Customer Portal

### [Ask for a Contract](#)

The portal will let you submit a request for a contract draft from lawyers and experts in real-time productive manner.

### [Get a Legal Consultation](#)

The Customer Portal helps you find answers to your questions and submit requests. If you need help do not hesitate to contact the legal team.

### [Request for NDAs](#)

The Customer Portal makes it possible to connect with the legal team around the clock when needed with a minimum effort and effective communication methods.

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## **How to access it**

The link to the Customer Portal interface should be provided by the administrator. The login and password is provided by your administrator as well unless there is a connection with the Active Directory, hence Customers will use the same password of the internal mailing system.

## App4Legal Customer Portal



Sign In

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## **Add a Ticket**

The Customer Portal interface gives a number of predefined Request Types that are configured by your Administrator and designed by the legal team. Customer are allowed to access a Request Type and submit a Request to the legal team after filling in the fields of the form.

For instance, the Customer clicks on "Get a Legal Consultation" link, the below form appears. The mandatory fields are the ones in red.

Get a Legal Consultation

**Subject\***

**Priority\***

**Received by team\***

**Description\***

**Attach File\***

No file selected.

[Add more](#)

**Due Date**

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## ☐ Manage Tickets

A Customer is allowed to track the Tickets that are created by him/her using the "Tickets" or created by others.

Tickets

Show  entries Search:

#	Subject	Status	Priority	Description	Created By	Requested By	Last Update
00000047	Request regarding Maintenance Agreement	3-Pending Internal	critical	descriptipon for	Frank White	Frank White	2017-01-04 11:12:48
00000019	Mortgage Case for my client	6-Closed	high		Frank White	Frank White	2016-12-26 11:43:22
00000044	Complaint against joint V LTD	1-Request Initiated	high	Hi, I need to raise this issue	Frank White	Frank White	2016-12-01 17:50:10

Showing 1 to 3 of 3 entries

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The edit form of the Ticket allows the Customer to track recent updates on the Ticket and monitor the progress. For tickets requested by the customer, the available actions are:

- Manage the requester.
- Assign watcher(s) who belong to the same company as the customer.
- Apply actions that are allowed by the administrator (see next section).

Tickets Attachments

#: 00000047  
Status: 3-Pending Internal  
Last Update: 2017-01-04 11:12  
Priority: Critical  
Subject: Request regarding Maintenance Agreement  
Due Date:  
Description: description for  
Received by team: All Teams

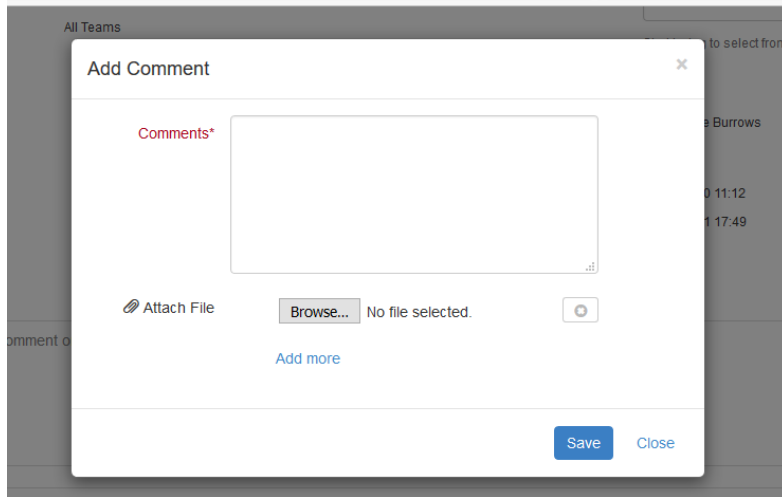
People:  
Created By: Frank White  
Requested By: Frank White  
Start typing to select from possible matches.  
Watchers:  
Start typing to select from possible matches.  
Assigned To: Marie Rose Burrows

Dates:  
Requested on: 2016-10-20 11:12  
Assigned on: 2016-12-01 17:49

Comments (4):

Jad Karam added a comment on 2016-11-17 09:26  
Hi X,  
I am following up  
thx

Customers who are requesters or watchers can check the Comments history and add Comments with attachments via the Add Comment button:

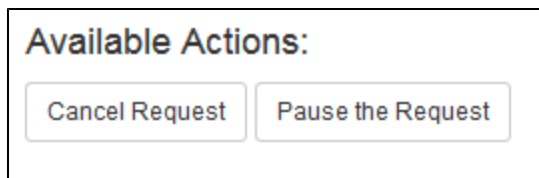


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### Actions in a Ticket

On the top of the Ticket, there are available actions. These actions are configured by the administrator depending on the business needs. Hence the actions may or may not appear depending on the administrator.

The actions are clickable buttons that change the Status of the Case accordingly for example:

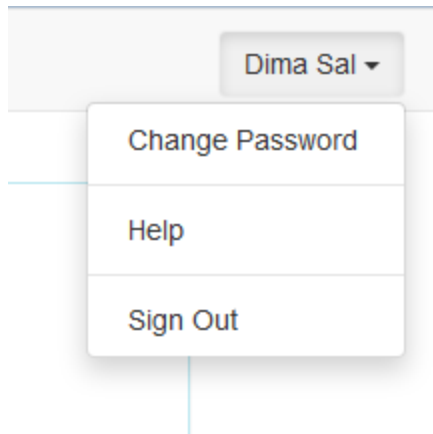


Note that the information inserted in a Ticket can't be changed. However, when the Legal Matter is received by the Legal team, information can be edited from App4Legal then.

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## □ Customer Additional Actions

From the top right of the screen, there is a drop-down list with actions for the Customer profile:



- Change Password: If the Customer is not imported from Active Directory, there will an option to change password of the profile.
- Help: It will redirect the Customer to the Documentation Center of App4Legal Customer Portal.
- Sign out

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