Welcome to App4Legal Customer Portal Documentation Center

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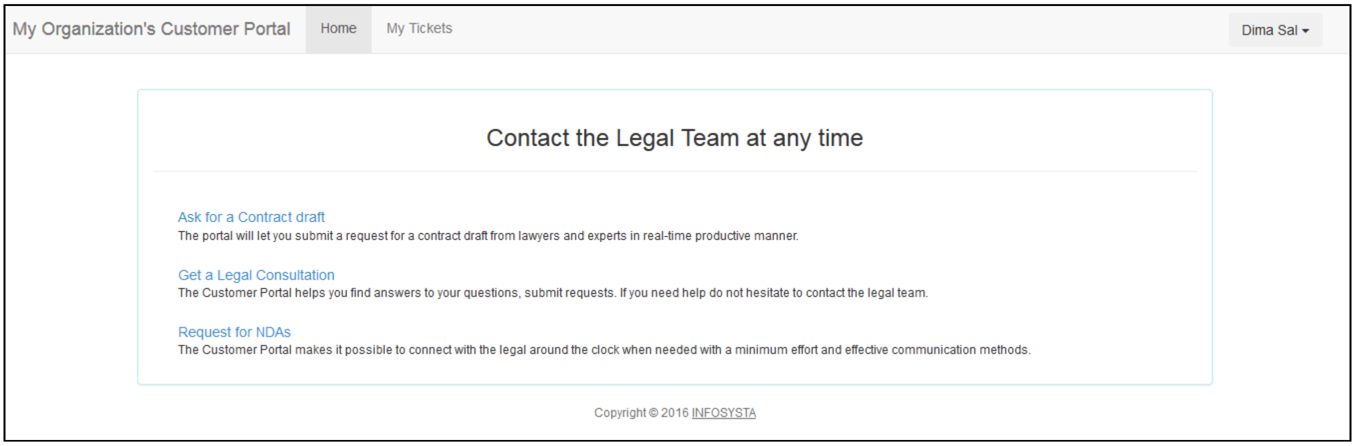

How to access it

The link to the Customer Portal interface should be provided by your 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.

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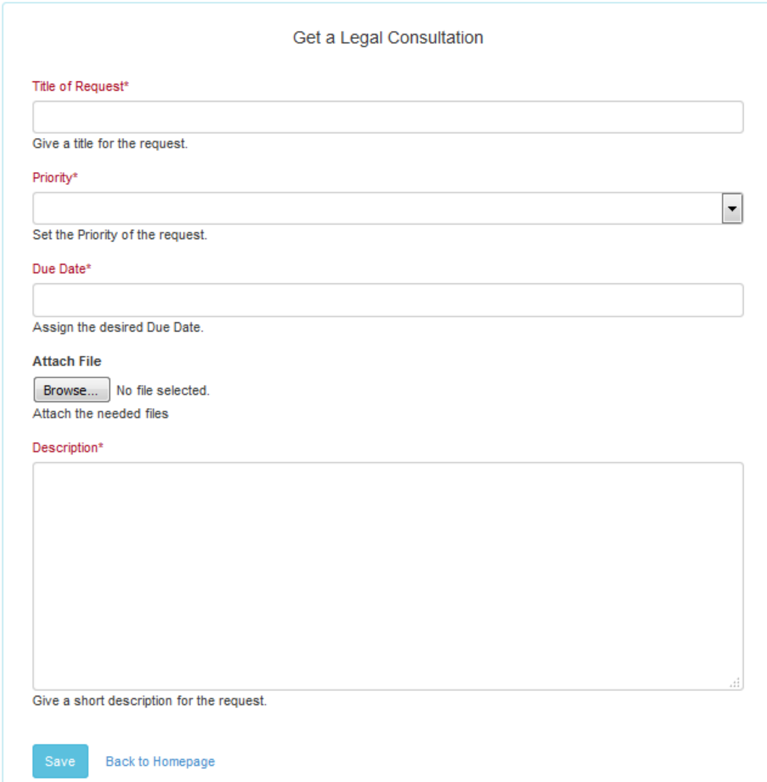
Add a Ticket

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

Title of Request*

Give a title for the request.

Priority*

Set the Priority of the request.

Due Date*

Assign the desired Due Date.

Attach File

Browse... No file selected.

Attach the needed files

Description*

Give a short description for the request.

Save Back to Homepage

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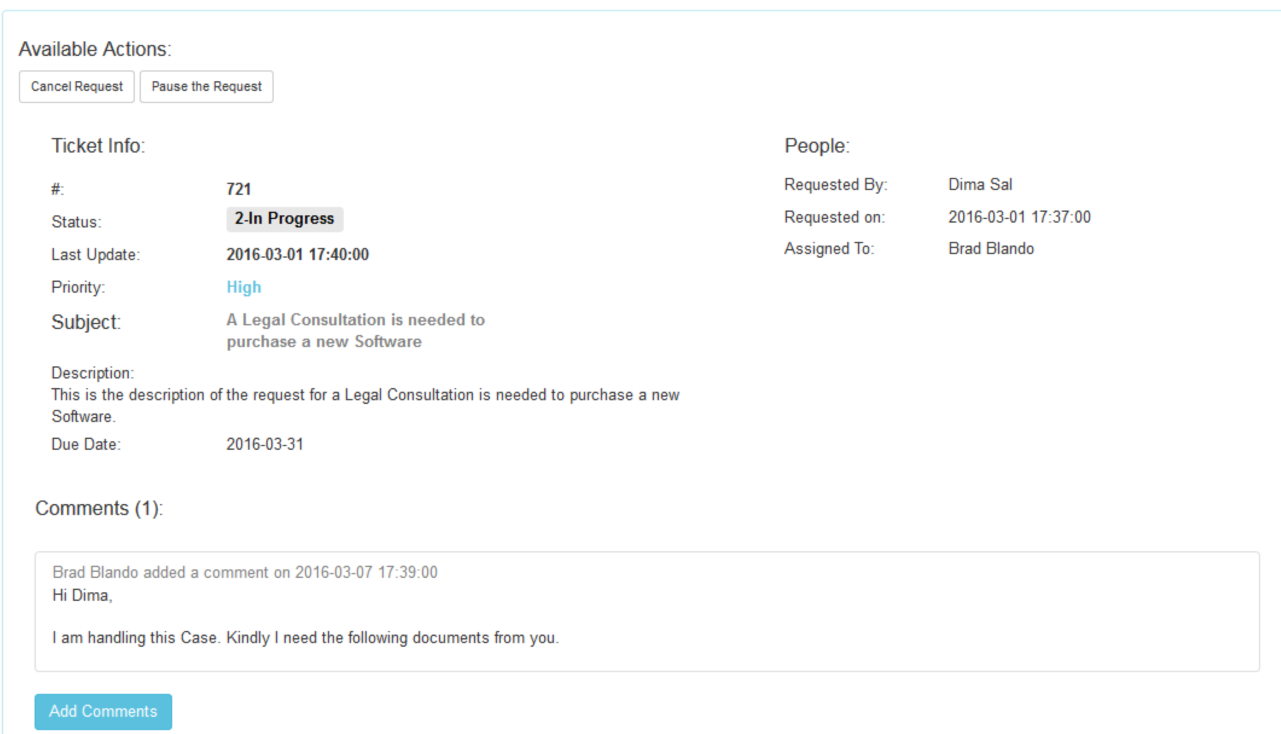
My Tickets

A Customer is allowed to track the Ticket reported by him/her using the "My Tickets" link. The edit form of the Ticket allows the Customer to see the recent updates on the Ticket.



Available Actions:

Cancel Request Pause the Request

Ticket Info:

#:	**721**
Status:	**2-In Progress**
Last Update:	**2016-03-01 17:40:00**
Priority:	**High**
Subject:	**A Legal Consultation is needed to purchase a new Software**

Description:
This is the description of the request for a Legal Consultation is needed to purchase a new Software.

Due Date:	2016-03-31

People:

Requested By:	Dima Sal
Requested on:	2016-03-01 17:37:00
Assigned To:	Brad Blando

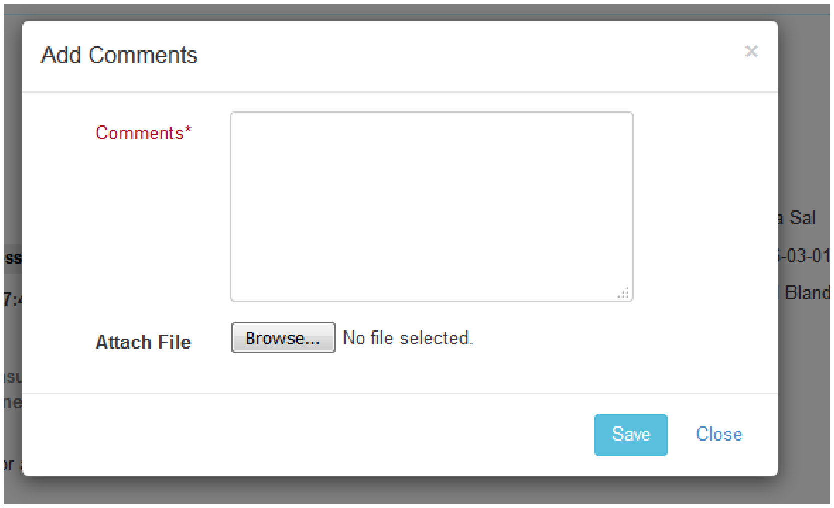
Comments (1):

Brad Blando added a comment on 2016-03-07 17:39:00
Hi Dima,

I am handling this Case. Kindly I need the following documents from you.

Add Comments

Customers can see if the Case is assigned and to whom. Customers can also 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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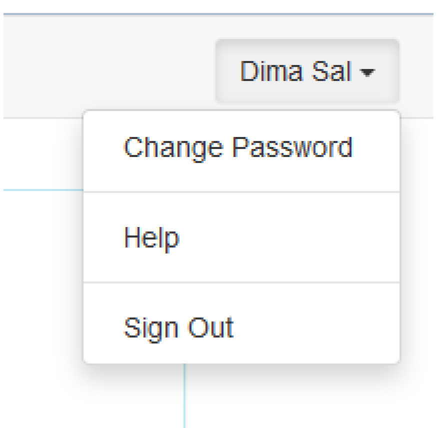
Customer Additional Actions

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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