



USERS' GUIDE :: Client Accounts

CONTENTS:

- I. Live Lawyer™ Overview**
- II. System Requirements**
- III. Scheduling Meetings With Your Lawyer**
- IV. Canceling/Rescheduling Meetings**
- V. Joining An Unscheduled Meetings**
- VI. Joining A Scheduled Meeting**
- VII. Joining A Multiparty Web Meeting/Video Conference**
- VIII. Live Lawyer™ Web/Video Conferencing Quick Tutorial**
- IX. Updating/Changing Your Account Details & Settings**
- X. Security & Your Live Lawyer™ Account**
- XI. Transactions**
- XII. Troubleshooting**

I. Live Lawyer™ Overview

Live Lawyer™ is a secure online client management and meeting system, that is integrated with encrypted audio/video web conferencing. Live Lawyer™ has been developed by lawyers, as a tool for legal professionals to use with their clients.

Your Client Account Can:

1. Schedule meetings online and offline meeting with your lawyer.
2. Cancel and reschedule meetings.
3. Attend secure web meetings, audio/video conferences and multiparty conferences with your lawyer.
4. Securely send/receive files to/from your lawyer.

All of this can be done from anywhere world-wide, and in 10 languages.

II. System Requirements

Minimum Requirements:

- PC with Windows 2000, XP or higher
- Internet Explorer 6.0+
- Adobe Macromedia Flash Player (free downloadable plugin)
- Internet access with a minimum connection speed of 1 mps (download)/512 kbps (upload). The more fast your connection, the better.

Recommended:

- PC with windows XP or Vista
- Internet Explorer 7.0+
- Adobe Macromedia Flash Player (free downloadable plugin)
- Internet access with a connection speed 2 mps+ (download)/ 512 kbps+ (upload) or higher.

If you wish to use audio/video:

- Speakers connected to your pc or headphones
- microphone (if you wish to broadcast sound)
- web cam (if you wish to broadcast video)

III. Scheduling Meetings With Your Lawyer

To schedule a meeting with your lawyer, click on the “Set A Meeting’ link that is the left side menu of your account. If your lawyer has his scheduling enabled, you will see the date, time and duration of when he/she is available. If there is no schedule set for the future, and your lawyer has scheduling enabled you will not be able to schedule a meeting. If this occurs, you will need to notify your lawyer and tell him/her to either disable their scheduling system, or to setup their schedule with the date/times they are available. If your lawyer has scheduling disabled, you will simply see an area for you to choose any date and time that you would like to set your meeting.

Scheduling A Meeting When Your Lawyer Has His Schedule Pre-Set

If scheduling is enabled and your lawyer has his schedule set, and you see the date, time and duration of when he/she is available, click on the “Set A Meeting” link for the day that you wish to schedule a meeting. You will then be brought to another page. On this page, select the time and duration of the meeting you would like to schedule the meeting. Please note that all meeting dates and times have been automatically adjusted by the system, to reflect your current time zone. You may also enter a description of the meeting, that your lawyer will be able to view. If another meeting is already for the same time as the meeting you would like to schedule, a system message will appear notifying you of this, and you will have to select another time period. If the meeting is successfully scheduled, you will be brought automatically to the “Next Meetings” area of your account, and you will see the meeting status. It will say that the meeting is waiting to be approved/disapproved by the lawyer. In addition, you and your lawyer will receive a confirmation email of your meeting request. Once your

lawyer approves or disapproves your meeting, your meeting status will update on your “Next Meetings” page, and you will also receive a confirmation email of this.

Scheduling A Meeting When Your Lawyer Has His Scheduling System Turned Off

If your lawyer has his scheduling system turned off, you will see an area in the “Set A Meeting” area of your page that allows you to select the date, time and duration of the meeting you would like to set. Please note that all meeting dates and times have been automatically adjusted by the system, to reflect your current time zone. On this page, select the date, time and duration of the meeting that you would like to schedule. If there is a meeting already scheduled for that same date and time, the system will notify you of this at the top of the page, and you will have to select another date and time for your meeting. If the meeting is successfully scheduled, you will be brought automatically to the “Next Meetings” area of your account, and you will see the meeting status. It will say that the meeting is waiting to be approved/disapproved by the lawyer. In addition, you and your lawyer will receive a confirmation email of your meeting request. Once your lawyer approves or disapproves your meeting, your meeting status will update on your “Next Meetings” page, and you will also receive a confirmation email of this.

IV. Canceling/Rescheduling A Meeting

To cancel a meeting, go to the “Next Meetings” or “Ongoing Meetings” area of your client account. You can cancel a meeting by clicking on the “Cancel” link, that is in the line that contains information for the meeting that you wish to cancel. After you cancel the meeting, both you and your lawyer will receive a confirmation email of the cancellation.

If you wish to reschedule the meeting, cancel the meeting first, then schedule a new meeting, by going to the “Set A Meeting” area of your account and scheduling a new meeting. Follow the same instructions as contained in the “Scheduling Meetings With Your Lawyer” section of this help file.

V. Joining An Unscheduled Meeting

To join an unscheduled client meeting, click on the “Launch Vide Conference” link that is in the left side menu of your account. The video conferencing system will open in a new window and securely connect instantly.

VI. Joining A Scheduled Meeting

To join a scheduled meeting, go to the “Ongoing Meetings” anytime between the start and end of the meeting date/time. In that area, you will see the “Launch Video Conference” link, it will become enabled once the meeting time has been reached. Once the meeting time has been reached, refresh the page and then click on the “Launch Video Conference” link. The video conferencing system will open in a new window and securely connect.

VII. Joining A Multiparty Web Meeting/Video Conference

To Join a mutiparty web meeting/video conference, go to the “Ongoing Meetings” area anytime between the start and end of a meeting date/time. In that area, you will see the “Launch Video Conference” link, it will become enabled once the meeting time as been reached. Once the meeting time as reached, refresh the page and then click on the “Launch Video Conference” link. The video conferencing system will open in a new window and securely connect.

VIII. Live Lawyer™ Web/Video Conferencing Quick Tutorial

When you launch a web/video conference, the system will automatically connect you securely and detect your camera and microphone. The video and audio will then automatically start. You can begin your video conference at that point.

You can use the text feature to send text messages. The colors of the text can also be changed by clicking on the color palette and selecting a new color. Through the file upload system, you can upload and download files securely. You can also delete those files after you are finished. The video screens can be moved with your mouse. You can also resize the video screens by moving your mouse wheel up and down. In unscheduled meetings launched from the “Launch Video Conference” link that on the left side menu of your account, you will able to see how long you have been online and how much time is remaining in your account. If your meeting is a scheduled meeting, you will able to see how much time is remaining in your account and the time left in your meeting.

When you are finished with your meeting, close the video conferencing window and you will be disconnected. During any meetings, your transactions page will update with the amount of time that you have been online, and the date and time of the video conferencing session will also be included.

IX. Updating/Changing Your Account Details/Settings

You may update or change your account details or settings, anytime by clicking on the “Edit Account” link in the left hand side of your account. When you are in the “Edit Account” area, you can change your name, password, phone number, address, time zone, default language and email address.

To make a change, enter the new information into the field that corresponds to the information that you wish to update, and then click on the corresponding “Save Changes” button. If the changes have been saved successfully, you will see the message “The changes have been saved.” If there is an issue, the system will display a message notifying you of what you did wrong, so that you can correct it.

X. Security & Your Live Lawyer™ Client Account

All data passing to/from the video conferencing system is encrypted. This includes any files uploaded or downloaded from the system. In addition, when you are logged into your account, all data passing between your computer and the Live Lawyer™ system is encrypted.

The encryption we use is very strong. We use up to 256-bit encryption. Most all browsers will permit a 128-bit connection and some even higher. Only the really old web browsers and pcs support less than 128-bit encryption. More than likely, your browser will accept 128-bit or higher. When you are in a secure meeting, there is a padlock at the bottom right corner of the web browser. You can click on it and see the level of encryption of the data.

According to verisign, one of the leading providers of encryption for web sites, "128-bit encryption offers 288 times as many possible combinations as 40-bit encryption, which is equal to approximately 300 septillion (300,000,000,000,000,000,000,000,000) times stronger. That is over a trillion times a trillion times stronger. The most common form of encryption breaking is "brute force" computation, the inputting of every possible variable into a prompt until the right one comes up. A hacker could theoretically crack a standard 40-bit encrypted session in less than a day, but doing so would require expertise and an elaborate setup with a dozen or so computers; for small low-risk businesses, 40-bit encryption remains safe. For larger organizations, or those particularly concerned with security, 128-bit encryption, the preferred security level of government and financial institutions, offers protection that is virtually unbreakable. If a hacker could crack a standard 40-bit SSL session in a day, it would take well beyond a trillion years to accomplish the same thing against a 128-bit SSL session."

Live Lawyer™ is enable to use up to 256-bit encryption, this is an additional trillions upon trillions of times stronger than 128-bit SSL. Jon Hansen, vice president of marketing for AccessData Corp, a computer-forensics software-development company, puts it this way: There's a greater probability that the sun will burn out before all the computers in the world could factor in all of the information needed to brute-force a 256-bit key.

Your client account as well as your lawyer's account is password protected. At any time, you and your lawyer can change your passwords by visiting the "Edit Account" area. As a further layer of protection, we record the ip address, date and time of the last person that logs into your client account. If that ip address is not yours or the date and time is not the correct, of the last time you logged in, then it is possible that your password has been broken. If you suspect your account has been accessed without your authorization, change your password immediately. Do not give out your password to others or share your client account with anyone.

XI. Transactions

Your transactions list contains the date and time of your video conferences that actually took place. It also contains the actual duration of the meeting and whether or not the meeting was unscheduled or scheduled. In addition, it contains transactions data for every time your lawyer adds or removes time from your time bank.

XII. Troubleshooting

ISSUE: Video system not loading.

SOLUTION: Close the video conference window and re-launch it. If you are still having an issue, check to make sure you are connected to the internet and then re-launch the video conference.

ISSUE: Audio or Video is slow or delayed.

SOLUTION 1: Check your internet connection. Delayed or slow audio/video is a sign that your internet connection is too slow. Upgrade to a faster internet connection or call your ISP to resolve the issue.

SOLUTION 2: If you are in a multiparty meeting, do not view the video for every person in the meeting. Alternatively, get a faster internet connection from your ISP to handle the data load.

ISSUE: Meetings are not reflecting my time zone.

SOLUTION: Update your time zone to reflect your current time zone.

ISSUE: I am not receiving confirmation emails of the meetings that I scheduled or cancelled.

SOLUTION: Check your spam filter for any messages that may have been caught. Also, set your spam filter to not mark messages from e-legalworld.com as spam.

ISSUE: I am not receiving confirmation emails in my language.

SOLUTION: Edit your default language, by clicking on the “Edit Account” link. Then select your language from the drop down menu and click the “Save Changes” button. You will now receive confirmation emails in the language you selected.

ISSUE: The “Launch Video Conference” link is not active for a meeting in the “Ongoing Meetings” area of my account.

SOLUTION: Wait until the meeting time has arrived, then refresh the page. The link will then become active and you can join the meeting with your lawyer. The link becomes active between the start and end of a scheduled meeting time.

ISSUE: When I try to schedule a meeting with my lawyer, it says “The lawyer has no schedule for the future.”

SOLUTION: Have your lawyer update his schedule or disable scheduling. You will then be able to schedule a meeting.

ISSUE: A meeting I scheduled time is near and it is not in the “Next Meetings” section of my account.

SOLUTION: Go to the “Ongoing Meetings” section. All meetings between the start and end of a meeting’s scheduled date/time, will appear in this section.

ISSUE: The video conferencing system is not detecting my camera or microphone.

SOLUTION: Properly install your camera or microphone, then close the video conference and re-launch. The system will automatically detect your camera and microphone.

ISSUE: A scheduled meeting has ended, but I need to talk more with my lawyer.

SOLUTION: Click on the “Launch Video Conference” link, that is in the left side navigation menu. You must also tell your lawyer that you need to continue the conference with them. You then will be able to continue your meeting.

ISSUE: A meeting with my lawyer ended because the amount of time in my time bank was zero.

SOLUTION: Have your lawyer add more time to your client account and then re-launch the online meeting.