USERS' GUIDE :: Lawyer Accounts

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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.

With Your Lawyer Account You Can:

1. Get new clients from your private lawyer web page.
2. Manage your clients' contact information and send them emails.
3. Manage your schedule online, and use your private Live Lawyer™ scheduling system for scheduling meetings online, as well as offline.
4. Allow your clients to schedule meetings with you through their free Live Lawyer™ client account, and send them automatically generated confirmations by email.
5. Schedule meetings with your clients, and send them automatically generated confirmations by email.
6. Cancel and reschedule meetings.
7. Hold secure audio/video web conferences with your clients.
8. Manage your online client meetings, with the help of our automatically generated time sheets.
9. Integrate the Live Lawyer™ system into your existing web site.

Your Clients Can:

1. Create a client account from your private lawyer web page.
2. Schedule meetings with only you through their account.
3. Cancel and reschedule meetings with you.
4. Attend web meetings, audio/video conferences and multiparty conferences with only you.
5. Securely send/receive files to/from you.

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. Adding In Your Clients/Creating Client Accounts

To add in your clients, click on the “Add Client” link from the left side menu. Once you are on the page, enter the details of your client. All fields are mandatory, however, you can put anything you would like in there. After you have filled in all of the fields, click on the “Create Account” button. At the top of the page you will see the system message: “User account successfully created.” If there was an error in creating the account, it will notify you of the issue and allow you to correct it.

If you wish the client to receive an email containing their username and password, then make sure the box next to “Send him an email containing the username and password” is checked, otherwise, you will have to notify the client of their login. You can change your clients’ details anytime, or they can make the change from within their client account.

When you create the client account, your client’s account will be automatically generated and added to your Live Lawyer™ account. No one but you and the client will be able to see your clients’ information, or access their accounts.

After creating the client account, they will be able to securely login and schedule meetings with you, attend scheduled or unscheduled online meetings and update their account details. You can also perform the same actions from within your account, by navigating to the “Manage Clients” area.

IV. Managing Your Clients (Adding Time, Scheduling Meetings, Timesheets, etc.)

To manage your clients, click on the “Manage Clients” link on the left side menu. From within this area, you can assign time from your time bank to your clients’ time banks, launch an unscheduled audio/video web conference, schedule a meeting, email clients, edit accounts, delete accounts and view time sheets.

Add/Remove Time To Your Clients’ Time Banks

To add time to your clients’ time bank, click on the “Add (Or Remove) Time” link, in the line that contains your client’s name. When you are on this page, you can add time in minutes, from your time bank to theirs. For example, if you wish to add 1 hour to your client’s account, enter 60 minutes into the field, and then click on the “Add (Or Remove) Time” button. The time will then be automatically deducted from your account, and the transaction will appear in the “Transactions History” table on that page. Every client has their own unique transactions page and time sheet, that contains information in regards to these and other transactions.

The process for removing time from a client’s account is more or less the same. To Remove time from a client, enter the number of minutes you wish to remove from their account and click on the “Add (Or Remove) Time” button. For example, if the client has 60 minutes and you wish to take back 30 minutes, enter –30 in the field. After you click on the “Add (Or Remove Time)” button, the time is instantly taken from their account and credited back to your account.

Editing Client Details

To edit a client's details, click on the "Edit" link, in the line that contains your client's name. On this page, enter in the fields the information you wish to change, then click on the "Save Changes" button. If the changese were saved successfully, the system will send back a message saying "The changes have been saved." If there is an issue with the change, the system will tell you what you did wrong so that you can correct it.

Deleting A Client

To delete a client, click on the "Delete" link, in the line that contains the your client's name. When you delete a client, you will no longer be able to manage their account and they will no longer be able to login. In addition, all of their transactions history will still remain in the "Transactions" and "Past Meetings" areas of your Live Lawyer™ account, but next to their name it will been marked as "deleted." In addition, when you delete a client, any time remaining in their time bank will be automatically credited back to your time bank.

Time Sheets

Every one of your clients has their own unique time sheet. The time sheet contains all transactions related to their account. In this area, you will be able see data related to any time that you added or remove from a particular client account. In addition, you will be able to view session information that pertains to scheduled and unscheduled meetings, that took place when the audio/video web conference was launched by a client. The timesheets are there to help you with managing your clients' accounts.

Emailing Your Clients

To Email your client, click on the link that contains their email address, in the line that contains your client's name. Your default email client will open in a new window and the email address of your client will be in the "To:" field. You can then proceed with sending your client an email.

Searching For Clients

If you have many clients in your account, you can search for them through the filter feature. You can search for clients by their: name, username or email address. To perform a search, enter one of the search criteria into any of the search fields, and then click on the "Apply Filter" button. The search results will be displayed under the search box.

Setting A Meeting With A Client

To set a meeting with a client, you need to first add time from your time bank to their time bank. Once the client has time in their account, you can schedule a meeting by clicking on the "Set Meeting With This Client" link, in the line that contains your client's name. Once you are in the Set A Meeting area, your client that you wish to schedule the meeting with will already be highlighted. The next step is for you to select the date, time and duration of the meeting. You can set a meeting anytime for the current day and for any date in the future. You can also add a description for the meeting, so that the client can see what the meeting is about.

When you are ready to schedule the meeting, click on the “Confirm’ button. The meeting will automatically be scheduled and added to the “Next Meetings” area of your account, as well as your client’s account. In addition, your client will receive a confirmation email that a meeting has been scheduled by you. Since the meeting was created by you (the lawyer), you do not have to confirm the meeting, nor does the client. At any time, you or the client can cancel the meeting, through your or your client’s account. When a meeting is scheduled, no other client can schedule a meeting for that same date/time period, unless the meeting has been cancelled.

V. Managing Your Time Bank

Your Live Lawyer™ account includes a time bank that is refilled each month, with the amount of hours that you selected when you created your account. Managing your time bank is crucial to being able to hold online meetings. On the left hand side of every page in your account, you can see the amount of time remaining in your time bank. For example “Current available time in your account: 50:00:00 (hh:mm:ss).”

When you have an online meeting with your client, your client must have time in their time bank to attend the meeting. If there is no time in their account, they cannot launch the audio/video web conferencing system. Every client has their own personal time bank that contains time that you assigned from your time bank to theirs.

When a client launches the audio/video web conferencing system from within their account, time is automatically debited from their account in 5 second increments. If you launch the video conferencing system, time is not debited from your account, nor the client’s account. Only time that you assign to a client’s time bank is debited directly from that particular client account, when they launch the video conference.

If you have no time in your account, then you cannot assign time to a client account. If you have time remaining in clients’ accounts and wish to re-allocate it to another client, you may do so by clicking on the “Add (Or Remove) Time” link that is in the line that contains their name, in the “Manage Clients” area of your account. In this area, enter in negative numbers the amount of time you wish to remove from their account. For example, if they have 60 minutes and you wish to take back 30 minutes, enter –30 into the field and click on the button. The time will be removed from their account and credited back to your time bank. You can then add this time to any of your other clients.

VI. Managing Your Personal Meeting System

With your Live Lawyer™ account you are provided with your own personal meeting system to use with your clients. This enables clients to schedule meetings with you, directly from within their account. You have two options, you can either disable or enable the scheduling system.

By default, the scheduling system is disabled. Your clients will be able to request a meeting for any date/time, and you and your clients will both receive email confirmations of every meeting scheduled. When a meeting is scheduled, you have to login to your Live Lawyer™ account to approve or disapprove the meeting. Every time you approve or disapprove a meeting, you and the client will receive a written confirmation by email. Any time a meeting is scheduled, no other client can schedule a meeting for that same date/time, unless the previously scheduled meeting has been cancelled. You and the client may also cancel the meeting anytime, through the meeting system.

If you have scheduling enabled, clients will only be able to schedule meetings for date and times that you pre-determine. To activate scheduling, click on the activate scheduling link, that is on the top of the page, in the “Modify Schedule” area of your account. Once you have activated scheduling, you need to setup your schedule. To do this, enter the date, time and duration of when you are available. You can also add comments to your available times, for clients to view. You can add as many date/times as you would like, for the current date and well into the future.

IMPORTANT: If you have scheduling enabled, but no set schedule for the current date and future, your clients will not be able to schedule any meetings with you. It is important that you manage your schedule. If you do not wish to manage your schedule, then we recommend that you disable the scheduling system. If you already activated scheduling, you can de-activate it by clicking on the disable scheduling link, that can be found on the top of the page, in the “Modify Schedule” area of your lawyer account.

VII. Scheduling Meetings With Clients

If you wish to schedule a meeting with a client you have two options. You can schedule a meeting by going to the “Manage Clients” area of your account, and click on the “Set A Meeting” link. Alternatively, you can go directly to the “Set A Meeting” area of your account, by clicking on the “Set A Meeting’ link in the left side navigation area of your account.

Once you are in the “Set A Meeting” area, you may schedule meetings with clients that have time in their time banks. If a client’s time bank is emply, you can add time to their account through the “Manage Clients” area of your lawyer account. When you are ready to schedule a meeting, select the client that you wish to attend the meeting, by highlighting their name with your mouse and clicking it. Then enter the date, time and description of the meeting (if any), and then click on the “”Confirm” button. Both you and the client will receive a confirmation email of the meeting. You nor the client have to approve the meeting, because it was scheduled from within your lawyer account. The meeting can be cancelled or rescheduled by you or the client any time.

VIII. Canceling/Rescheduling Meetings

To cancel a meeting, go to the “Next Meetings’ or “Ongoing Meetings” area of your lawyer 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 client 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 Clients” section of this help file.

Canceling/Rescheduling A Multiparty Conference Meeting

If you cancel the meeting through your lawyer account, the entire meeting will be cancelled for all of the clients in the meeting. They will also receive a notification by email of this. If a client cancels a meeting, the meeting will only be cancelled for that client and not the other clients.

IX. Holding Multiparty Web Meetings/Video Conferences

To schedule a multiparty web meeting/video conference, go to the “Set A Meeting” section of your account. In this area, select the clients that you wish to have the multiparty meeting with, by holding down the CTRL key and then clicking with your mouse over their names. Those clients will then be highlighted. Make sure the clients that you wish to have attend the meeting have time in their bank. If they do not have time in their account, you may add some through the “Manage Clients” area of your account.

Once you have selected the clients that you wish to have the multiparty meeting with, select the date, time and duration, then click in the “Confirm’ button. The meeting will then be scheduled, and you and your clients can see the scheduled meeting from within the “Next Meetings’ area. You and your clients will receive a notification of the meeting by email, and can cancel the meeting any time.

X. Joining Unscheduled Client Meetings

To join an unscheduled client meeting, go to the “Manage Clients” area and click on the “Launch Vide Conference” link, that is in the line that contains your client’s name. The video conferencing system will open in a new window and securely connect instantly.

XI. Joining Scheduled Client Meetings

To join an scheduled client 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 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.

XII. Joining Multiparty Web Meetings/Video Conferences

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.

XIII. 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 pallete and selecting a new color. Through the file upload system, you can upload and download files seccurely. 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 mousewheel up and down. On the bottom of the screen you can see how long you have been online or how much time is remaining in your scheduled meeting. You also can see the amount of time remaining in your client's account.

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

XIV. Getting The Best Audio/Video For Your Online Meetings & Video Conferences

To get better quality video and audio during your video conferences, we recommend that you adjust your video server setting within your account. To do this, go to the "Edit Account' link from the left side menu of your account. At the top of the page you will see "Video Server Options." Choose the closest video server. For example, if you are in the USA or North America, select "USA Server." Regardless of your location, it is recommended that you select the closest server to where you are physically located. This will ensure that you receive the best quality audio and video for your online meetings.

The list of servers will be continuously updated with additional locations, as we continue to expand our services globally.

XV. Your Personal Lawyer Web Page

Every Live Lawyer™ member receives their own private web page. You can send your clients there to login into their accounts. You can also use it to get new clients or as your firm's web page. The link to your web page can be found on the first page of your Live Lawyer™ account. You can click on the "Click here to view your private lawyer web page" link to view your personal web page.

Your personal lawyer page contains information such as: Your firm's name, your name, your firm's address, phone and fax number. It also contains a way for visitors to contact you by email. In addition, it features the description of your legal services, your educations/credentials and the field's of law that you specialize in.

You can have your web page in 10 languages. The default language of your account is the default language of your web page. If you have other languages enabled, visitors can use the language change option to switch between languages. If you wish to add languages to your page, or change the default language, go to the “Edit Account” area of your Live Lawyer™ account, and go to the “Edit Profile” section. Use the drop down to navigate to the language you wish to add, then click the “Submit” button. On the page, enter your details in the language that corresponds to the language that you selected, and click the “Save Changes” button. You may also change the default language of your page, by clicking the check box next to the text “Set this profile as the default profile.” Your web page will now be available in your default language, as well as any additional languages that you set your profile in.

XVI. 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 time zone, default language, email address, password, or picture. You can even update your personal lawyer web pages, or add in new languages for your personal web page.

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.

XVII. Security & Your Live Lawyer™ 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, their 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 Lawyer account as well as all of your client accounts are password protected. At any time, you and your clients can change your password 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 account or a client account. If that ip address is not yours or the date and time is not 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 lawyer account with anyone.

XVIII. Integrating Live Lawyer™ With Your Existing Web Site

You are permitted to integrate your Live Lawyer™ account into your existing web site. By doing this, your clients can log into their Live Lawyer™ client accounts directly from your web site. If you wish, you may put the Live Lawyer™ login area inside of an invisible frame, this will make it so that the url of your web site is always in your clients' browser bar.

You can place the login box on your site, by inserting the code below into the page that you would like the login box to be.

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<table border="0" cellspacing="0" cellpadding="0">
<form action="https://www.e-legalworld.com/livelawyer/login/" method="post">
<tr>
<td class="leftcol2"> <strong>Login Here</strong><br/>
<small>Enter your username and password, in order to securely log into your
Live Lawyer™ account, or secure audio/video web conferencing
session.</small><br/> <br/> <br/>
Username:<br/>
<input value="<?=$_GET['username']?>" type="text" name="username"
id="username" size="12" style="width:177px" class="arrow">
<br/>
Password:<br/>
<input type="password" name="password" id="password" size="12"
style="width:177px" class="arrow" >
<br> <br/>
<input name="checkbox" type="checkbox" id="checkbox" value="true">
<label>I agree to the <a href="http://www.e-legalworld.com/terms.html">Terms
and Conditions</a></label>
<br> <br>
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<input type="submit" name="login" value="Login"/> <br> <br/>
<a href="https://www.e-legalworld.com/livelawyer/login/" class="forgot">Forgot
User ID/Password?</a><br>
<a href="http://www.e-legalworld.com/lp/live-lawyer.html" class="forgot">Not A
Lawyer Yet? Sign-up Here</a> <br/> </td>
</tr>
</form>
</table>
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You can also have clients signup for a free Live Lawyer™ client account, which allows them to schedule meetings with you directly online, by inserting the code for the client signup form, from your private lawyer web page. In order to work properly, any local file paths must begin with https://www.e-legalworld.com/.

If you are not able to integrate Live Lawyer™ into your web site yourself, we can do this for you a one-time fee of $99. For more information, contact support.livelawyer@e-legalworld.com or your sales representative.

XIX. 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 and/or my clients are not receiving confirmation emails of meetings scheduled, approved/disapproved 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: My clients are not receiving confirmation emails in their language.
SOLUTION: Edit your client's default language, from the "Manage Clients" area of your account.

ISSUE: Clients cannot schedule meetings with me.
SOLUTION: turn off your scheduling system, or update your schedule with meeting dates/times that you are available in the future.

ISSUE: I cannot schedule meetings with my clients.
SOLUTION: Clients must have time in their time bank in order to schedule meetings with them. Add time to the clients' accounts that you wish to schedule meetings with, then go back and schedule the meeting.

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 client. The link becomes active between the start and end of a scheduled meeting time.

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 client.
SOLUTION: Go to the manage clients area and click on the "Launch Video Conference" link, in the line that contains your client's name. You must also instruct your client to launch the video conference, from the left side navigation area of his account. You then will be able to continue your meeting.

ISSUE: A meeting with a client ended because the amount of time in the client's time bank was zero.
SOLUTION: Add more time to your client's account and have then re-launch the online meeting.