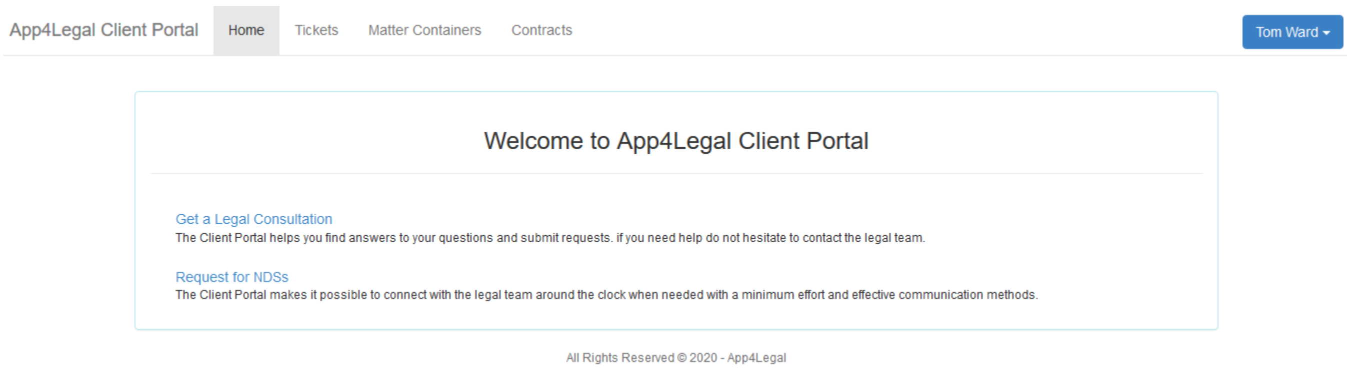
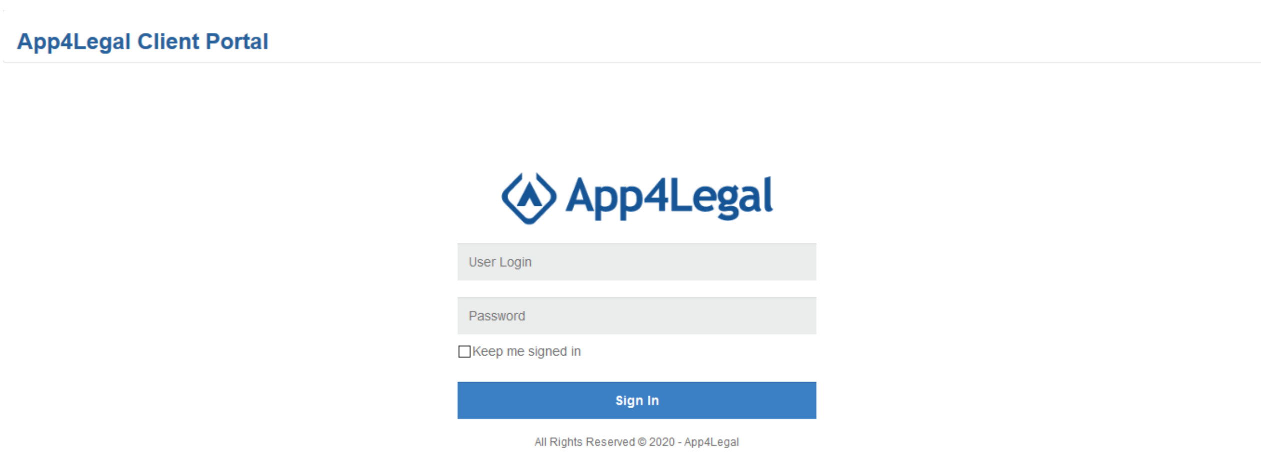
Client Portal



How to access it

The link to the Client 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 Clients will use the same password of the internal mailing system.

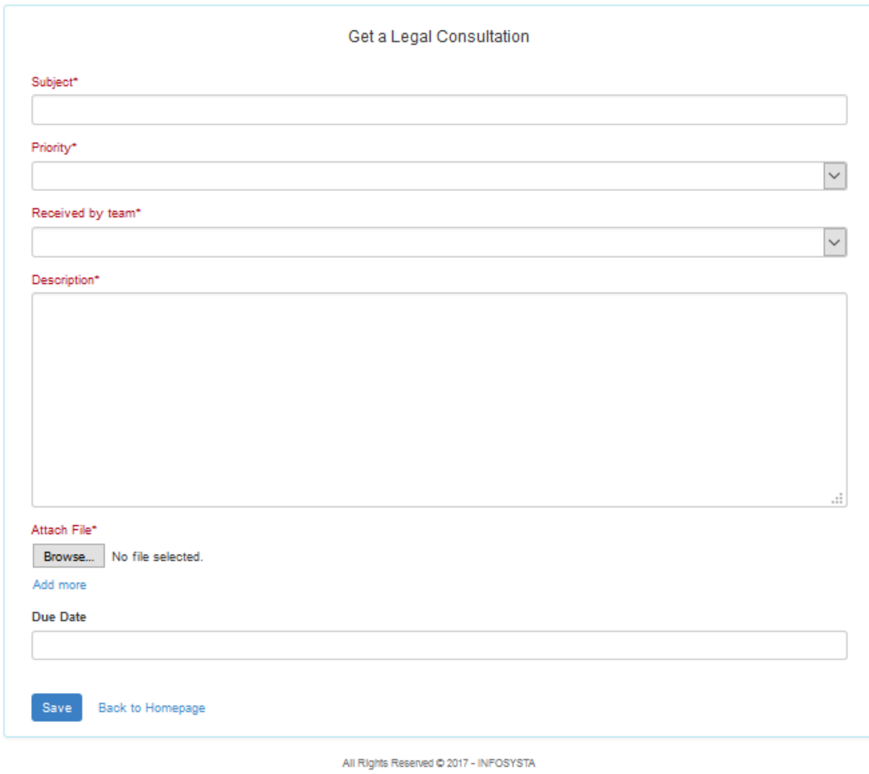


Back to Top

Add a Ticket

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

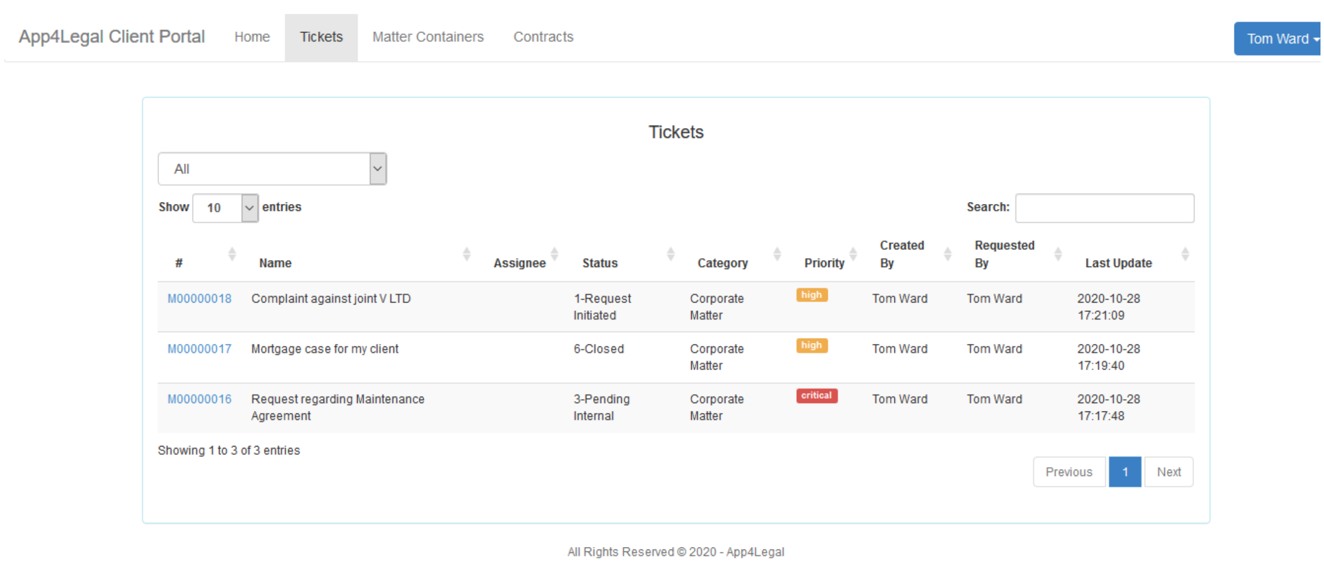
For instance, the Client clicks on "Get a Legal Consultation" link, the below form appears. The mandatory fields are the ones in red.



[Back to Top](#)

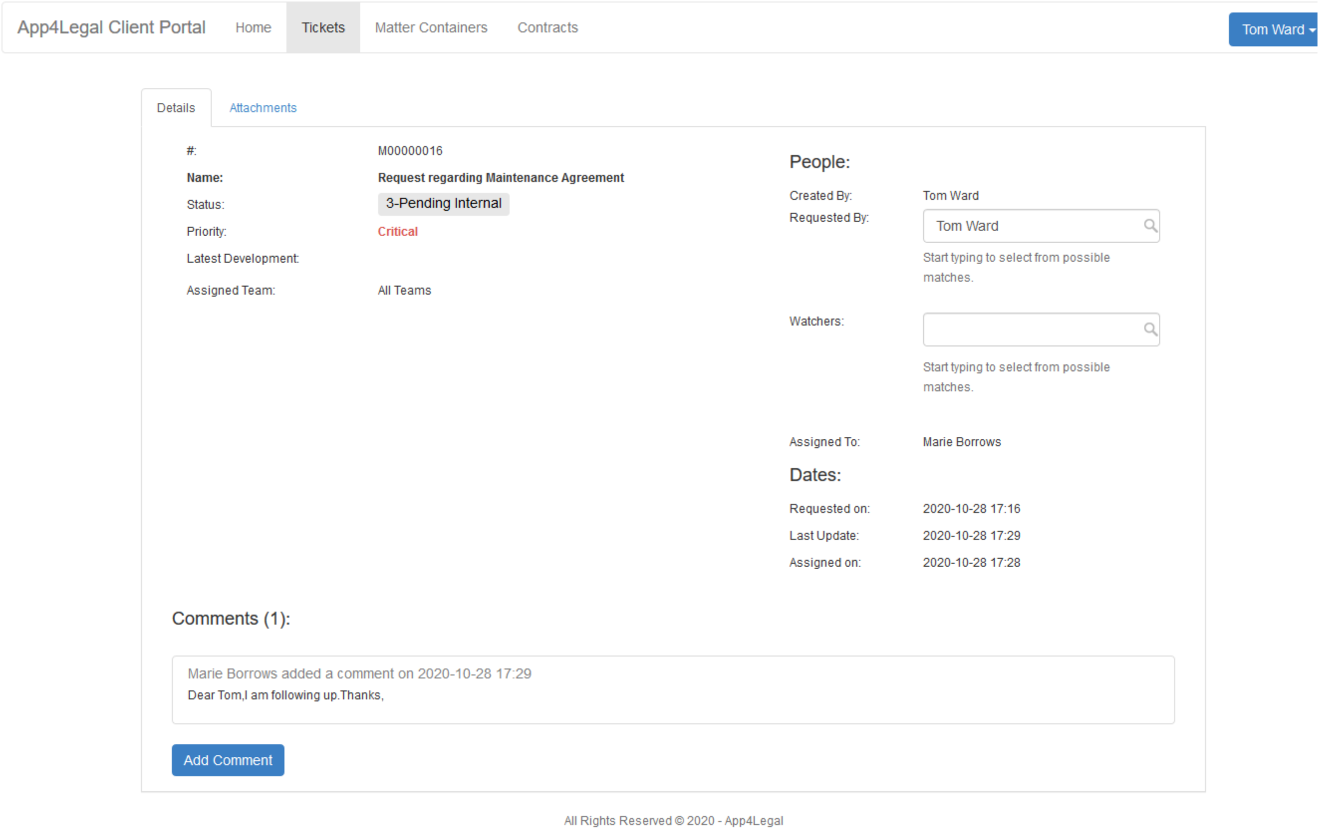
Manage Tickets

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

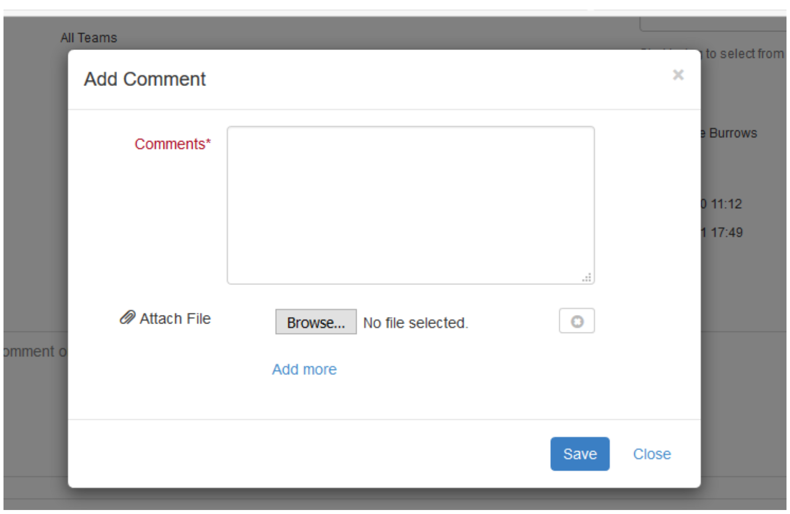


The edit form of the Ticket allows the Client to track recent updates on the Ticket and monitor the progress. For tickets requested by the Client, the available actions are:

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



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

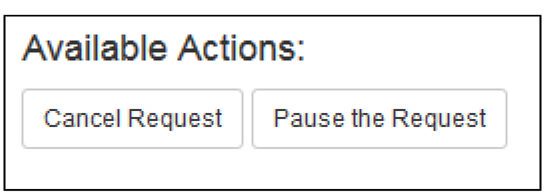


Back to Top

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:

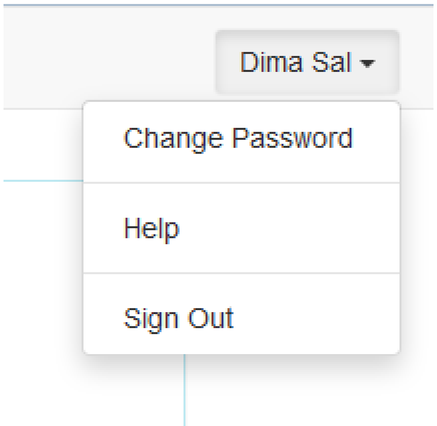


Note that the information inserted in a Ticket can't be changed. However, when the Legal Matter is received by the Legal team, information can be edited from App4Legal then.

Back to Top

Client Additional Actions

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



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

Back to Top