

Client Portal

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Welcome to App4Legal Client Portal

[Get a Legal Consultation](#)

The Client 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 NDSs](#)

The Client 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 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.

App4Legal Client Portal

 Keep me signed in

Sign In

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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.

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

Tickets

All ▾

Show entries Search:

#	Name	Assignee	Status	Category	Priority	Created By	Requested By	Last Update
M00000018	Complaint against joint V LTD		1-Request Initiated	Corporate Matter	high	Tom Ward	Tom Ward	2020-10-28 17:21:09
M00000017	Mortgage case for my client		6-Closed	Corporate Matter	high	Tom Ward	Tom Ward	2020-10-28 17:19:40
M00000016	Request regarding Maintenance Agreement		3-Pending Internal	Corporate Matter	critical	Tom Ward	Tom Ward	2020-10-28 17:17:48

Showing 1 to 3 of 3 entries

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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).

Details Attachments

#:	M00000016	People:	
Name:	Request regarding Maintenance Agreement	Created By:	Tom Ward
Status:	3-Pending Internal	Requested By:	<input type="text" value="Tom Ward"/>
Priority:	Critical		Start typing to select from possible matches.
Latest Development:		Watchers:	<input type="text"/>
Assigned Team:	All Teams		Start typing to select from possible matches.
		Assigned To:	Marie Borrows
		Dates:	
		Requested on:	2020-10-28 17:16
		Last Update:	2020-10-28 17:29
		Assigned on:	2020-10-28 17:28

Comments (1):

Marie Borrows added a comment on 2020-10-28 17:29
Dear Tom, I am following up. Thanks,

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

The screenshot shows a modal window titled "Add Comment" with a close button (X) in the top right corner. Inside the modal, there is a text area labeled "Comments*" for entering the comment. Below the text area, there is an "Attach File" button with a paperclip icon, followed by a "Browse..." button and the text "No file selected." To the right of the "Browse..." button is a small circular icon. Below these elements is a blue "Add more" link. At the bottom of the modal, there are two buttons: "Save" and "Close".

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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:

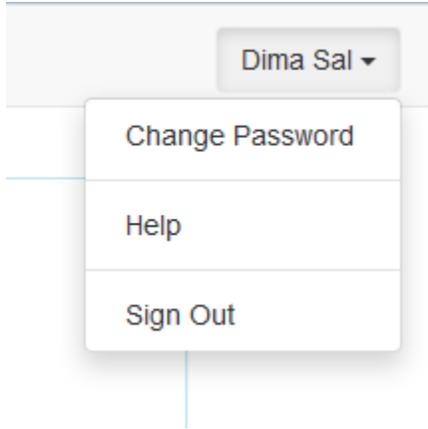
Available Actions:

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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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

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