

# Awesome App4Legal Client Portal



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Tom Ward ▾

## 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.



User Login

Password

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

Show  entries

#	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

**Name:** Request regarding Maintenance Agreement

Status: 3-Pending Internal

Priority: Critical

Latest Development:

Assigned Team: All Teams

**People:**

Created By: Tom Ward

Requested By:

Start typing to select from possible matches.

Watchers:

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

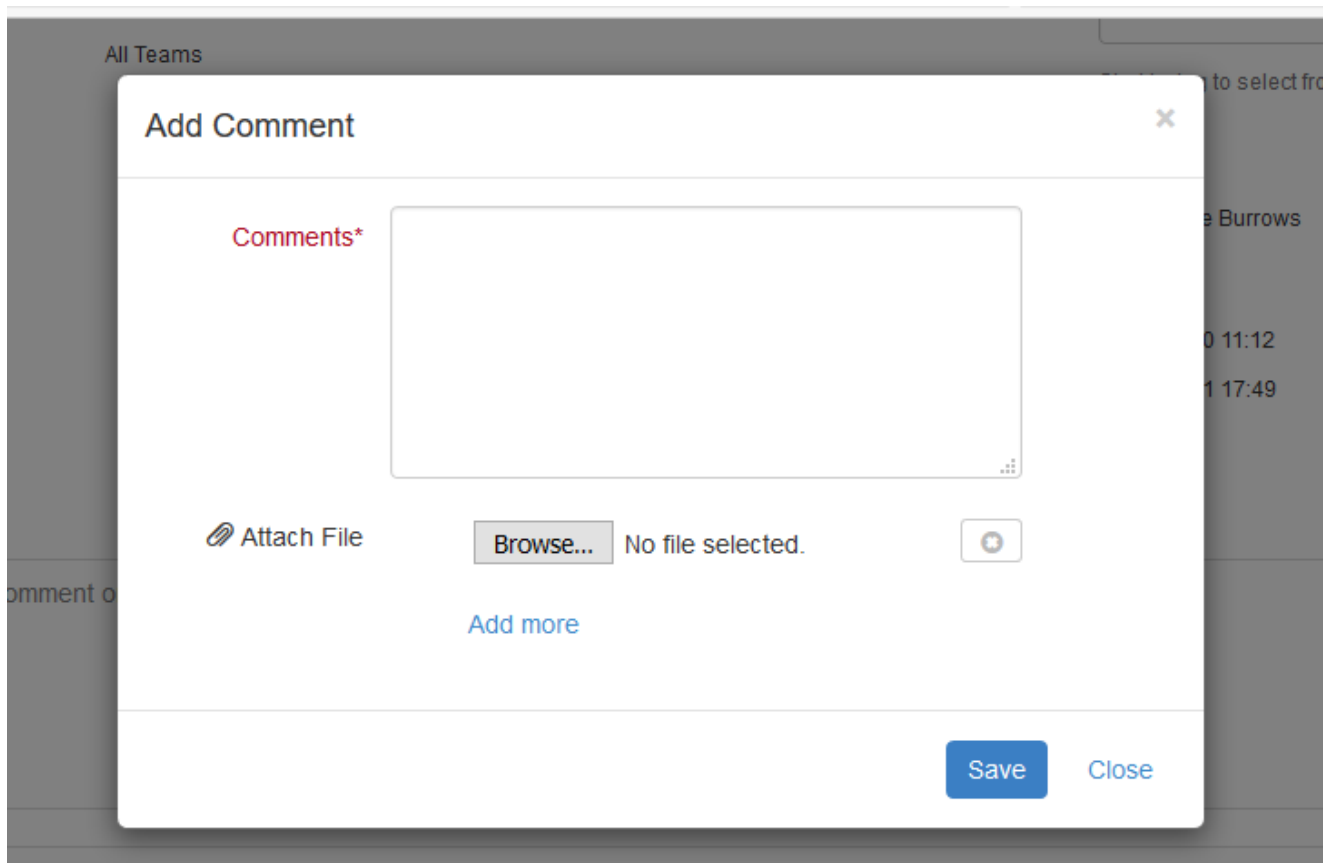
**Comments (1):**

Marie Borrows added a comment on 2020-10-28 17:29

Dear Tom, I am following up. Thanks,

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

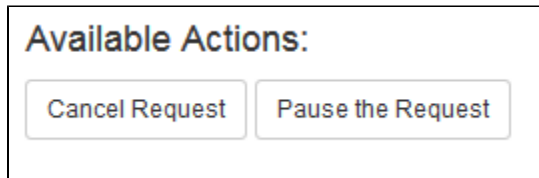


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#### **Actions in a Ticket**

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:

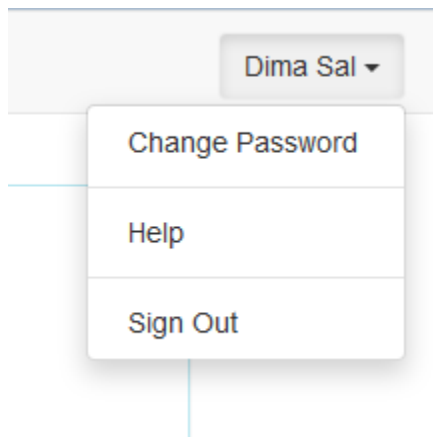


Note that the information inserted in a Ticket can't be changed. However, when the Legal Matter is received by the Legal team, information can be edited from App4Legal then.

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#### **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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