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Lawtrac® 4.2

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Key Personnel User Guide

Lawtrac 4.2 Key Personnel User Guide

Document ID: lt_42_KP_UserGuide, published on 10/11/2017

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1 Self-Service User Guide for Key Personnel

This guide details modules and processes Lawtrac users might use in the Key Personnel Self-Service Portal. This includes how to submit new requests to in-house legal users, how to manage matters, add new documents, take action on routing slips, and how to manage settings and external notifications.

The Self-Service module can be set up so that Key Personnel (KP) can submit requests directly to the Legal department. Legal then reviews the request and either accepts or rejects it. Once the matter is accepted, you are able to access the matter and any documents that you upload and documents that Legal has given you permission to access.

The *read-only* set-up does not allow KP to submit requests directly to the in-house Legal team. However, if you are assigned to the matter, you have access to the record and are able to view certain information pertaining to that matter. The documents may or may not be accessible, depending on the permissions set by Legal.

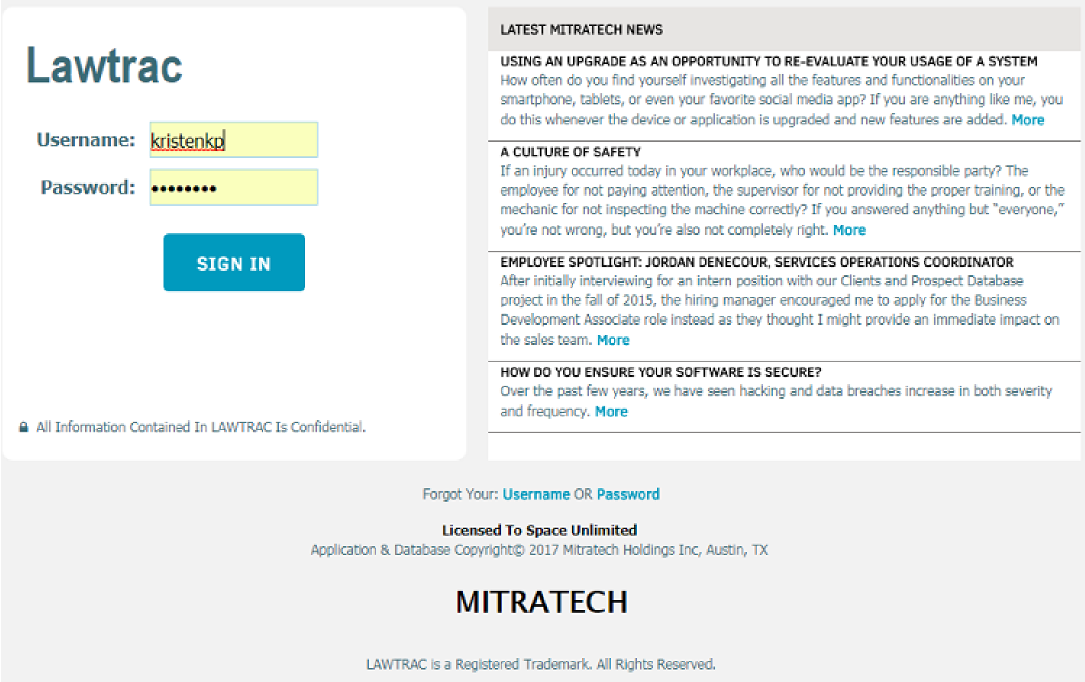
Note: *Captions of date and text fields are specific to each Lawtrac customer. The captions and screen shots used in this guide are generic and may not match what you see on your screen.*

1.1 Introduction

Logging In / Logging Out

Your company's Lawtrac site administrator will provide you with log-in credentials and the Uniform Resource Locator (URL) address to access the site.

Complete the user name and password fields and then press Enter on your keyboard or click Sign In to log in.



Always log out by using the **Log-Out link** when leaving the application. Logging out each time preserves the security of your site.

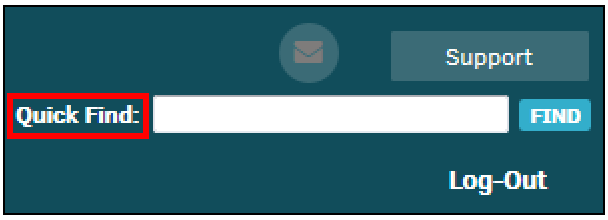
1.1.1 Quick Find

Quick Find is one of several ways to locate matter records, invoices, or budgets. Often, it's the fastest way to search and you can see the **Quick Find** at the top of all screens in Lawtrac.

Search for matters using the **Quick Find** feature at the top right of the screen. Type in part of a matter name, matter number or prefix. Click **Find**.

Examples of acceptable search criteria:

- ABC (part of matter/request name)
- CON%3 (for CON-00003)
- CON- (prefix number)

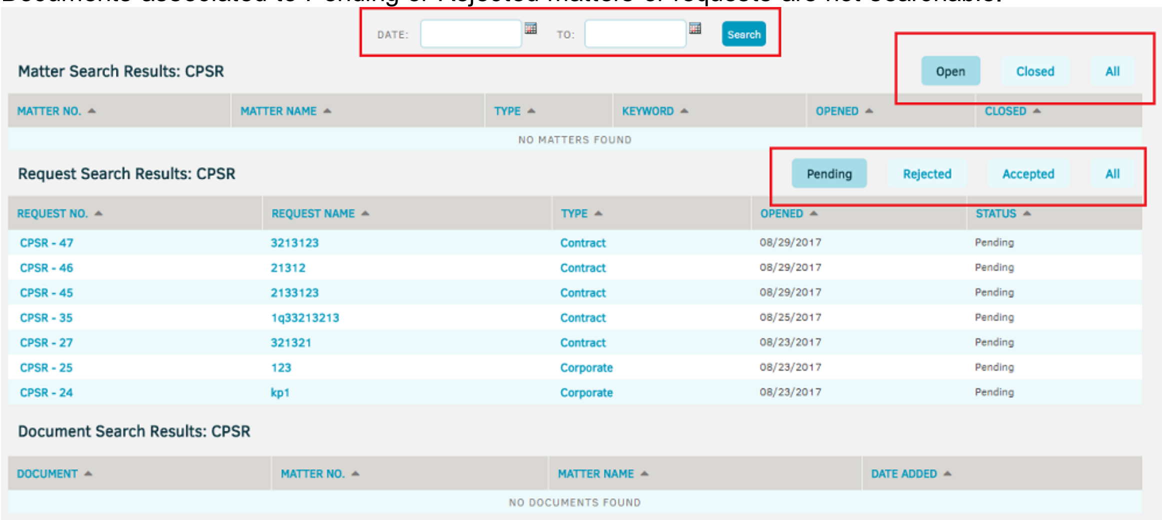


Lawtrac Quick Find

Searches default to **All Matters** and **Pending Requests**, but you can continue refining your results:

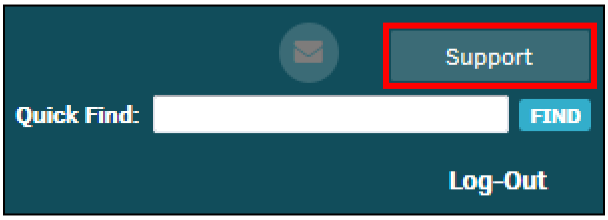
- **Matters:** Find open, closed or all
- **Requests:** Find pending, rejected, accepted, or all
- Use the **date fields** to limit further

The Quick Find feature can also be used to search for Documents. Users can search for documents that are attached to their assigned matters and for documents attached to approved requests. Documents associated to Pending or Rejected matters or requests are not searchable.



1.1.2 Contact Support

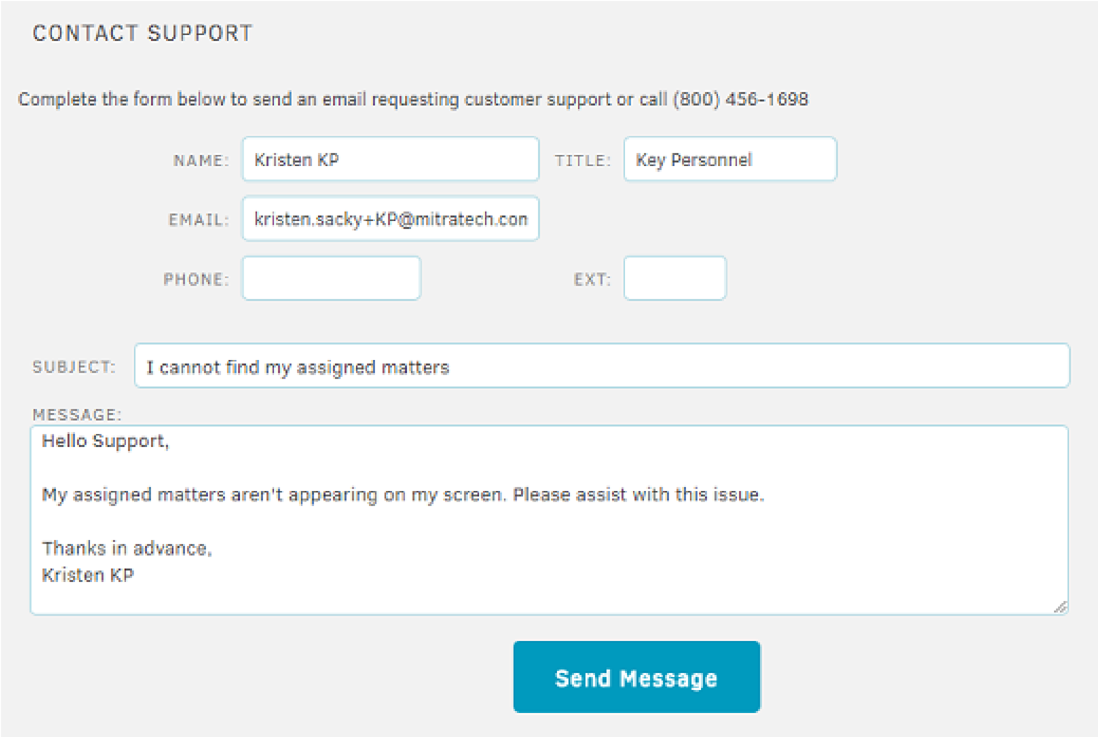
An email requesting support can be sent directly to the Lawtrac Support team.



Lawtrac Support

Your name, title, and email should pre-populate the appropriate text fields. Phone number and subject are optional, but may help the Support team address your problems.

Create a descriptive outline of your support needs in the "Message" text box, then click **Send Message**.



1.1.3 Understanding the Home Screen

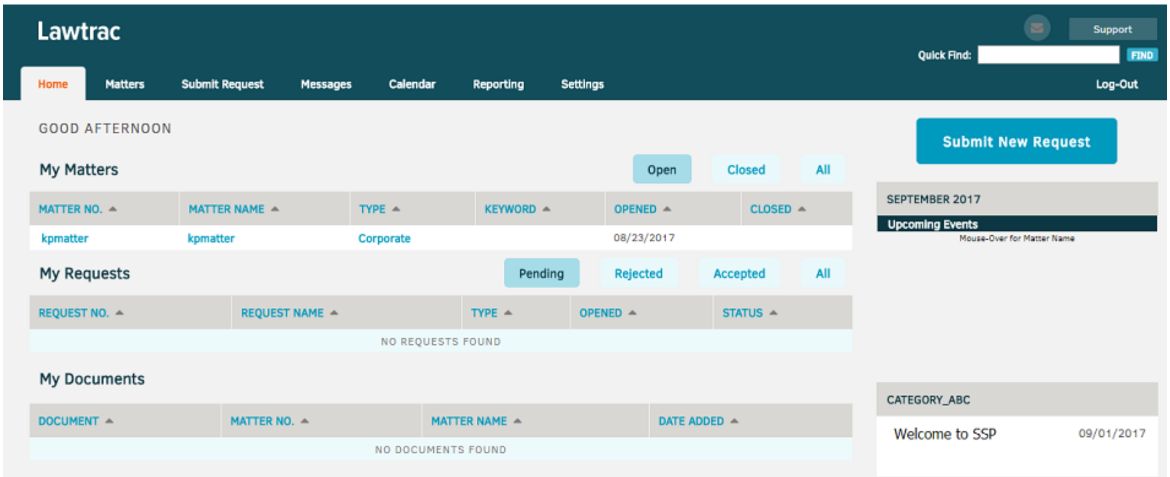
The homepage displays all open and closed matter records to which you are assigned. Requests that have been accepted, rejected, or are pending are also listed.
Click on the table headings in bold to sort your list.

In the *My Matters* and *My Requests* tables, click on the matter or request number to be directed to that matter record or request information page.

Click on the text in the *Type* column to open a search tool at the top of the page. This search tool queries for matter records within a specific period of time. Use the calendar icon to select a date from the calendar.

Located on the right side of the page you can find your **upcoming events**, which include notifications from your assigned matter records if you have been allowed notification permissions. Click on the **event title** to navigate to that matter record or event information.

Announcements and **notifications** are located here as well, as set up by the *site administrator*. These notices could be anything from general announcements to instructions and reminders.



Submit a New Request

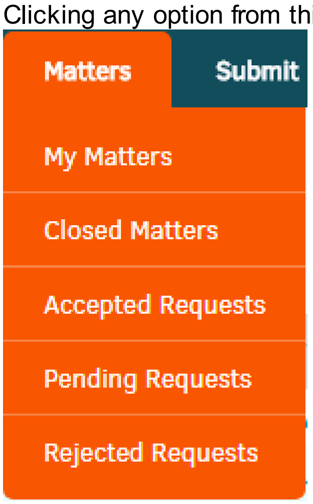
Click the **Submit New Request** button to create a request for such things as contracts, approval for an issue, claim numbers, etc. This process can be done from the Home Screen or from the **Submit Requests** tab. See the *Submit a New Request* page in this guide for further detail.

1.2 Matters and Requests

This section details how Key Personnel users can manage and filter through Matters and Requests to which they are assigned.

Matter Options

Clicking any option from this drop-down menu will land users on the Matters screen.



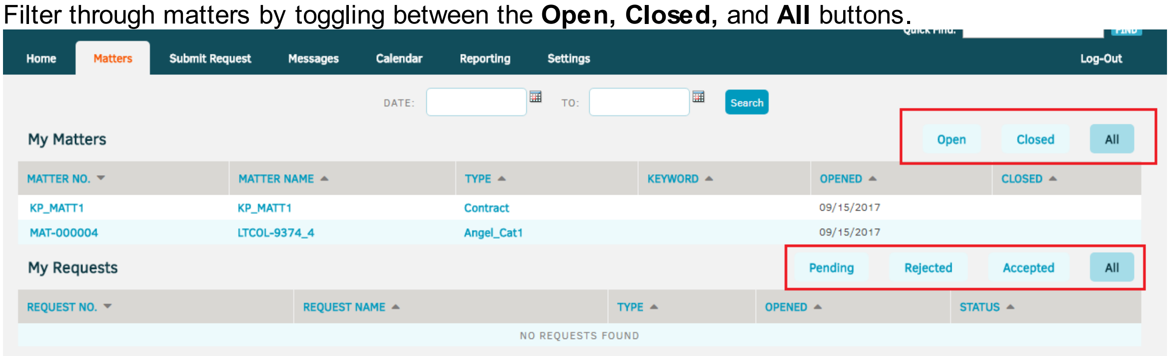
The **My Matters** menu option in the Matters tab takes you to a list of matter records to which you are assigned, as well as your requests. You may be associated to additional matter records that are not visible, if the Legal team has not turned on access permission.

Matter Details Tab

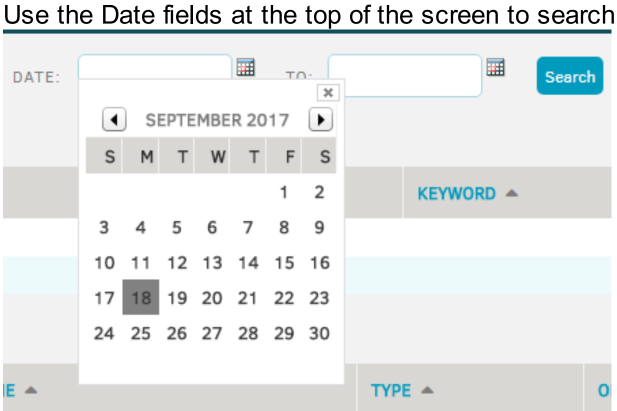
Click on a matter name to view the matter details screen.
Once in the matter details screen, users can toggle between the tabs seen on their screen to view and manage various matter details.

Requests

Click on the **request number** or **name** to view the information.
Filter through Requests by togging between the **Pending, Rejected, Accepted,** and **All** buttons.
Filter through matters by toggling between the **Open, Closed,** and **All** buttons.



Use the Date fields at the top of the screen to search for matters or requests by date ranges.

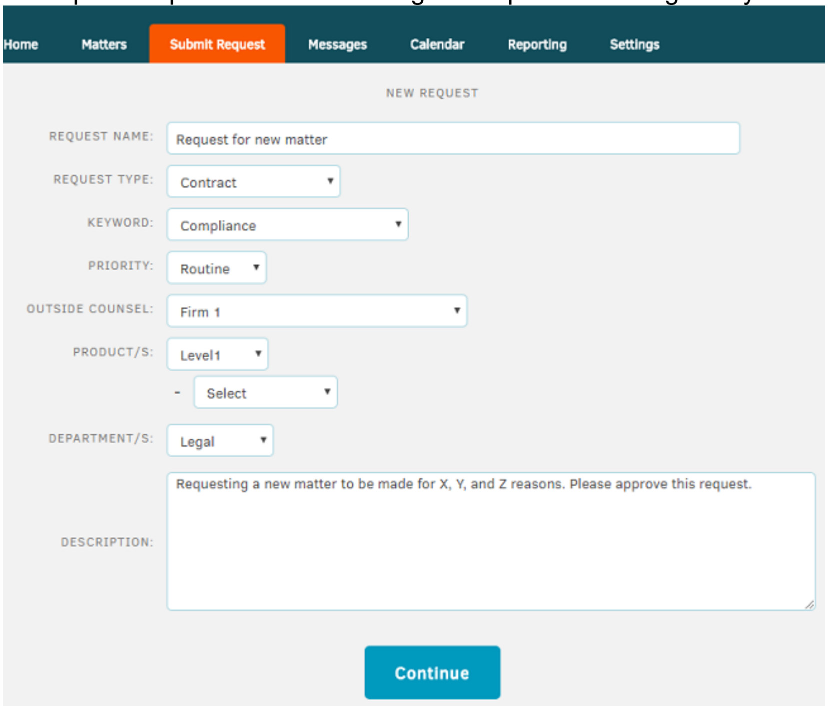


1.2.1 Submit a New Request

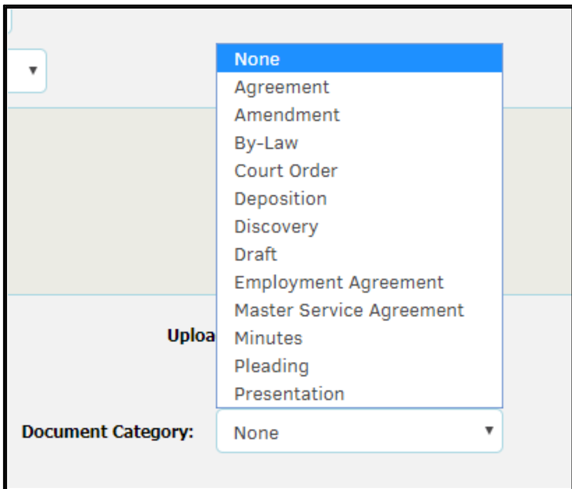
Key Personnel users can submit new requests to the in-house legal team working on their, respective, associated matters directly from the home screen.

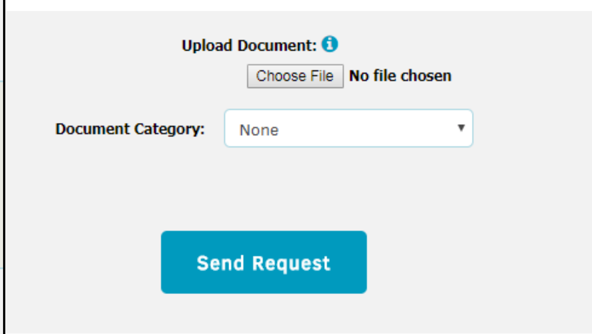
Click the Submit New Request button on the homepage.

Fill in the fields seen in the *New Request* screen and click **Continue** when finished. Be as descriptive as possible when naming the request and filling in any additional details.



The screen will expand for users to add documents and assign categories to uploaded documents. **Note:** *Categories are created by administrator users. Contact your site administrator if you do not see the category you're looking for.*





Key Personnel users can only submit 1 file initially, but they can update pending requests and add additional documents after the initial request has been submitted. The following file types are

	accepted in Lawtrac: **doc, docx, xls, xlsx, txt, ppt, pptx, pdf, gif, htm, html, csv, msg, wav, jpg, tif, pic.**

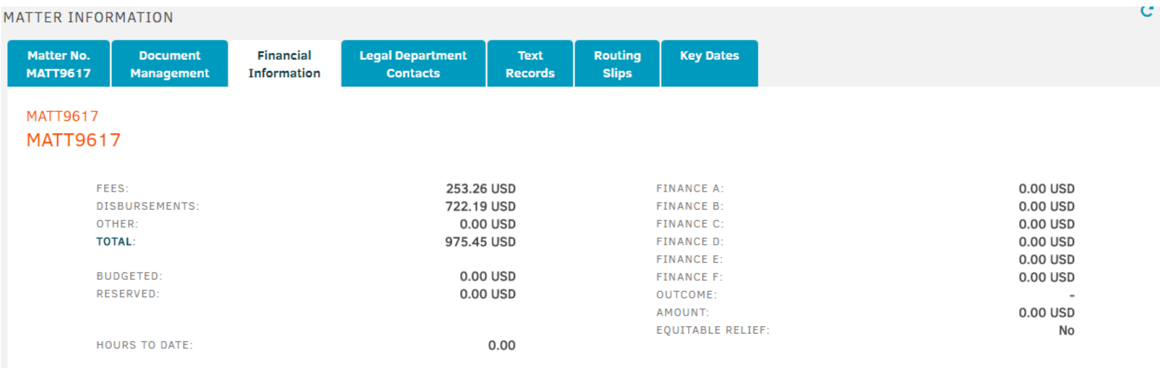
Note: *Key Personnel users will **only** be able to use the supersearch feature to see their uploaded documents **after** the request has been accepted and created into in-house matters. However, they will be able to access they documents they uploaded to modify the fields while in a "pending" status. This is all possible **without** needing to be grated permission from a legal department user.*

Click the **Send Request** button when finished.

1.2.2 Financial Information in Matters

Within matters, the **Financial Information** tab allows Key Personnel users to view financial records of the selected matter. This tab is a view-only tab - no actions ca be taken from this screen.

Note: *Certain fields might not appear if the matter record is not associated with a Firm/Vendor who has an invoice on file.*



The table below defines each of the fields seen in the screen above:

Field	Description
Fees, Disbursements, Other	These amounts are taken from invoices associated with the matter.
Disbursements	The amount shown is the sum of all disbursements for all invoices—even if there are multiple different invoices.
Total	This is the current sum of all invoice in their original currency, including approved, pending, and rejected.
Budgeted	The amount shown is the sum of all budgets assigned to the matter record, even if the amounts are from different vendors.

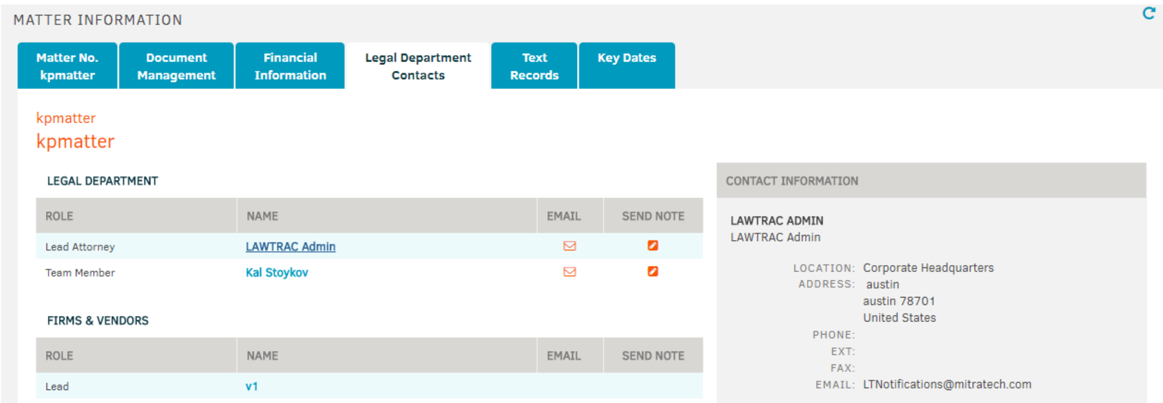
Field	Description
Reserved	The amount shown is the sum of all reserves despite differing categories, but payments to parties and outstanding loss reserve can only be viewed as an in-house Legal member.
Finance 1, 2, 3 and Outcome Amount	These amounts reflect the insurance amounts paid by the company.

1.2.3 Legal Department Contacts within Matters

The **Legal Department Contacts** tab details all members of the in-house legal team who are associated with a matter.

When Key Personnel users first click the **Legal Department Contacts** tab, they will see a list of Legal Department members and a list of Firms and Vendors associated with the matter.

Send a legal team member an **email** or a **note** by clicking the corresponding icon next to their name. Click on an individual's name to reveal their address and additional contact information on the right side of the screen.
Note: *A Name and Email address will always appear as these fields are required, but additional information will not populate if it's not populated in their profile.*



Within each matter record there can be up to four different role types - each type holding a different responsibility. The table below defines each role and their responsibility with the matter:

Role Type	Description
Lead Role	One of two required positions, the Lead position, or attorney, within the matter record is reserved for the individual who is responsible for managing the matter and reporting the status of the matter to your corporate/company hierarchy. This person must have invoice approval authority for at least one dollar (U.S. $1).

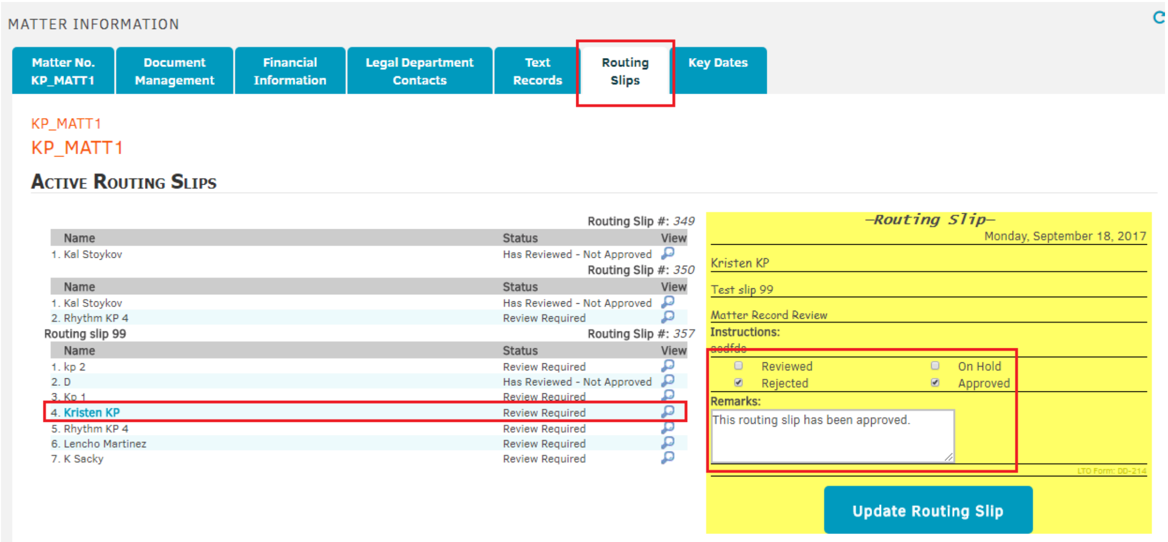
Role Type	Description
	The person in this position is automatically notified when the matter is updated, either by individuals within the Legal department or outside counsel, and when financial considerations are updated (invoices or budgets received). This position is based on the premise that the authority to conduct business within the matter can be delegated to others, but never the responsibility for the matter.
Paralegal	The second position is typically reserved for the "primary contact". This person may be responsible for the day-to-day activities of the matter at the corporate or company level and could be, for example, a paralegal. Outside law firms, vendors, and other corporate key personnel can be directed to contact the individual in the secondary position in order to keep all information within the matter up-to-date.
Administrator	This position may work in concert with the secondary position, or may be assigned duties specific to matter types in order to enhance the management of matter information. Because individual permissions can be set at the activity level, an individual assigned to this position on the Legal team may not be privy to financial or other information within a matter, but may help shoulder the responsibility to ensure the matter data is current and accurate.
Team Member	This position, along with the Lead, is also a required position. Whoever adds a new matter record into Lawtrac is automatically assigned to that matter's team. Because a matter's security settings can restrict viewing to only those assigned, there must always be at least one person assigned to the team. This will prevent matter records from "falling through the cracks" and being lost within the Lawtrac application. Depending on the view/edit permissions granted to the individual Team Members, they have full authority to interact with the matter information, as do all of those in the higher positions.

1.2.4 Routing Slips for Key Personnel

The **Routing Slip** tab within a matter allows Key Personnel users to view the routing slips, the individuals reviewing the slip, and the status of their reviews.

Routing slips are a way of bringing either matters or documents to the attention of an individual from whom an action or response is needed. At this time, routing slips are for the use of Legal staff only, however, Key Personnel can **view and modify** routing slips on those matters to which they are assigned and have been given access.

When an individual assigned to a routing slip is not already on the matter's Legal team, that individual is included in a routing slip role. This enables them to view the matter and its documents, regardless of work group settings, and to respond to routing slips for that matter. Once the routing slips have been removed, individuals in a routing slip role are no longer assigned to the matter.



Key Personnel users are able to **take action on routing slips** if their role has been given the respective permission. They can click the magnifying glass icon next to their name to mark a routing slips with one of the following categories: ***Approve, Reject, Review, On Hold***. They can add any additional comments then click the **Update Routing Slip** button to confirm the action.

KP users can quickly see if they permission to modify a routing slip by clicking the magnifying glass icon in the *View* column.

1.2.5 Document Management for Key Personnel

Lawtrac allows key documents to be uploaded to matters so they can be shared with corporate staff and outside counsel (if desired). Key Personnel can manage matter documents from their *home screen* and *Matters screen* under the **My Documents** section, or in the **Document Management** tab within matters. This page details how to manage, search, and add new documents.

Files that were attached to the initial request to an in-house user will be available if the request becomes a matter. If requests become matters, KP users will be able to use the supersearch feature to locate those respective documents.

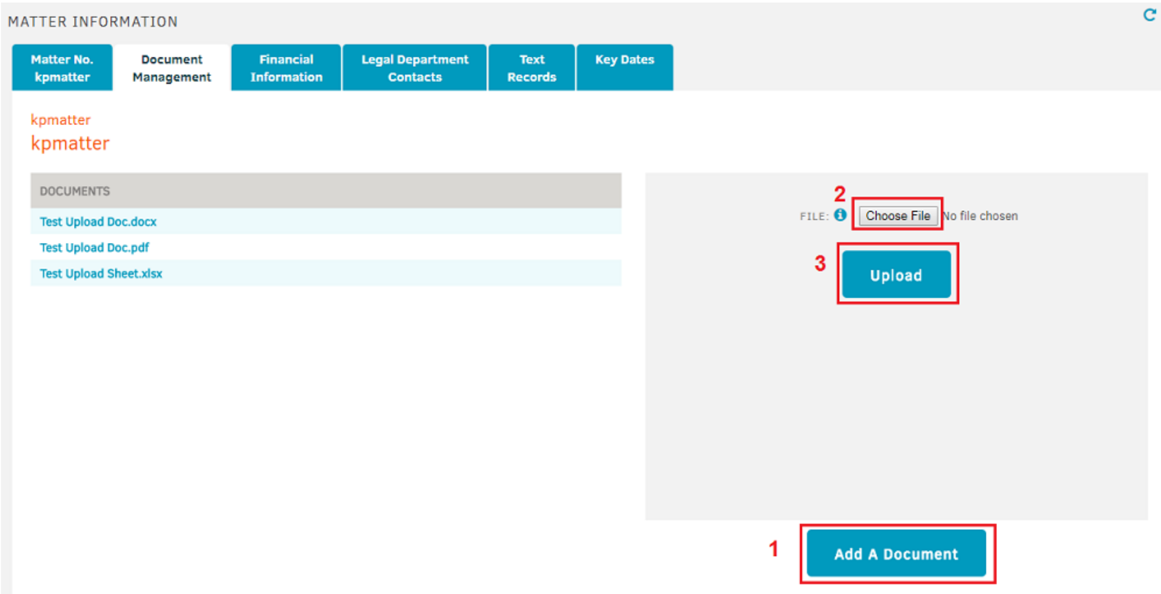
To open a matter document, click the document name. The file should automatically download.

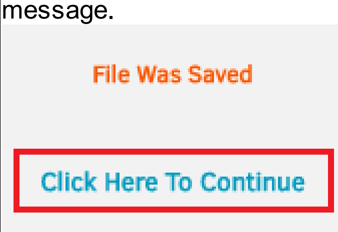
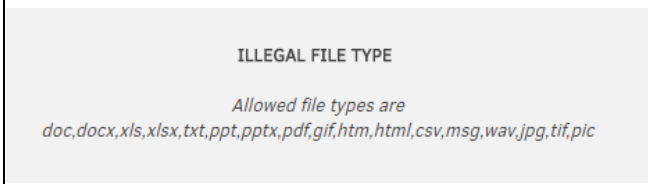
To Upload a New Document

Navigate to a matter and click the **Document Management** tab. The grey area of the screen will appear blank until the KP user clicks **Add A Document**.

Next, users will **Choose a File** then click **Upload**.

The following file types are accepted in the Lawtrac system: **doc, docx, xls, xlsx, txt, ppt, pptx, pdf, gif, htm, html, csv, msg, wav, jpg, tif, pic.**



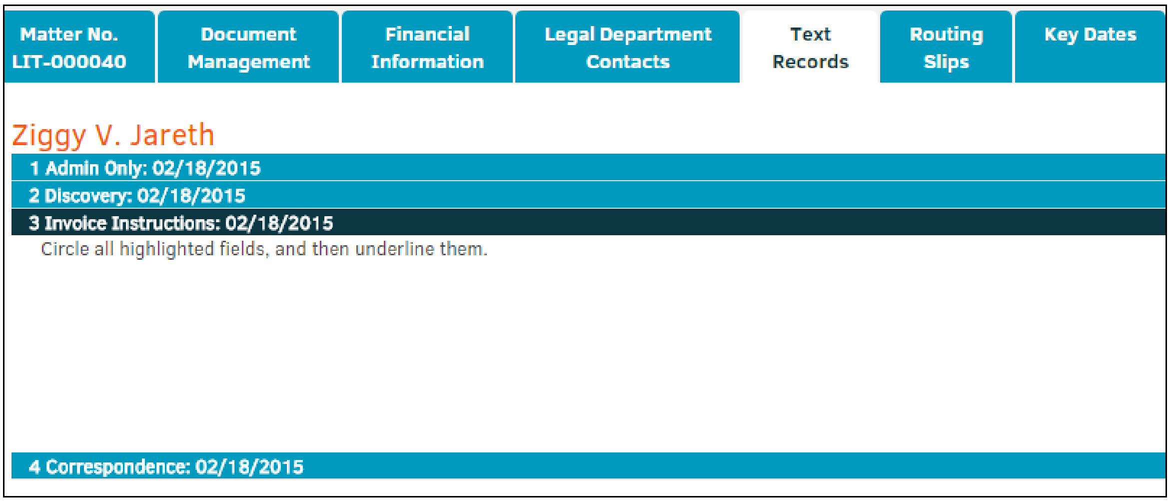
If the document was successfully uploaded, KP users can click the **Click here to continue** link seen in the success message. 	If the document upload was unsuccessful, users will see an error message appear within the gray box. 

1.2.6 Text Records within Matters

The **Text Records** tab allow Key Personnel users to view text such as invoice instructions or outcome notes that have been added to that matter.

Text records can be added to a matter record by site administrators, super users, and the Legal team involved with the matter. When a text record is created, security options can be set to allow outside counsel and key personnel to view the category, or not. Unless you have been given Read Access to the record, it will not appear in this tab.

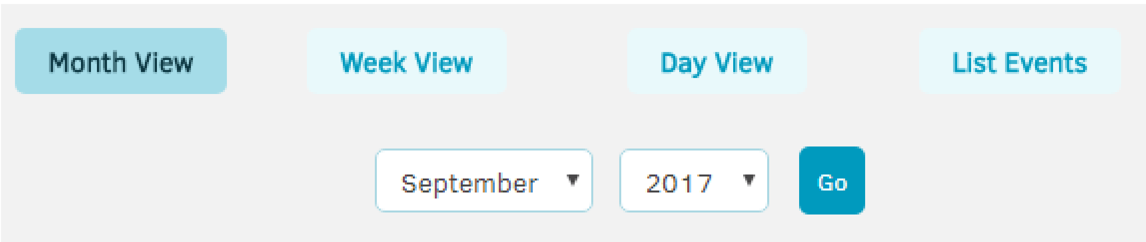
They are listed chronologically in expandable toggles. Click on a text record to open the message.



1.3 Calendar & Events

The **Calendar** link across the top navigation bar allows users to view their upcoming events in month, week, or day view format.

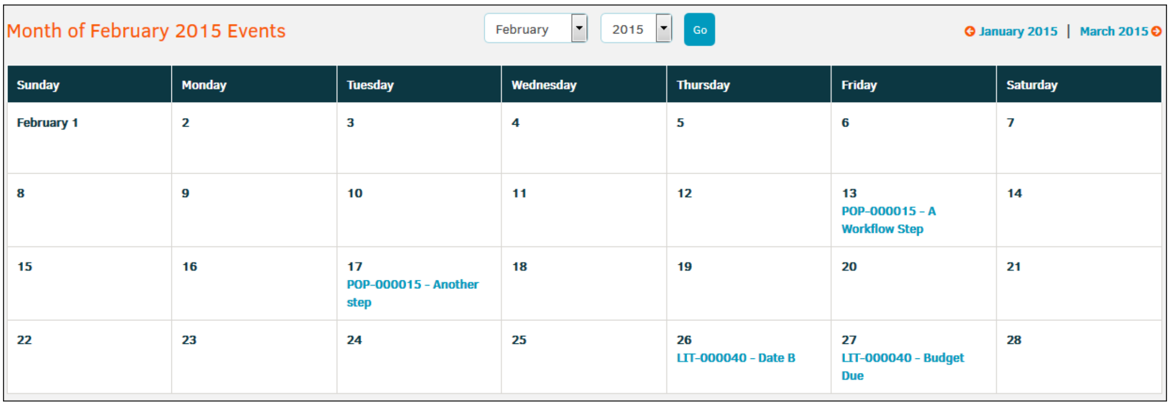
The calendar defaults to the current month view, but you can change the layout by using the viewing buttons above the calendar.



Month View	Displays all days of the month. Month link navigation—links are the previous and next month from the one currently being viewed.
Week View	Default is to display the current week, Sunday through Saturday. Drop-down navigation—select the week to display. Week link navigation—links are the previous and following week from the one currently being viewed.
Day View	Defaults to current day. Use drop-down navigation to select a different day. Day link navigation—links are the previous and following day from the one currently being viewed.
List Events	Upcoming matter and contract events are displayed in a list format in chronological order. Events are hyperlinks that, when selected, direct users to the matter or contract details.

Events appear on the calendar as hyperlinks, with the matter number and event subject displayed. Click on the event or matter number to navigate to the matter record's detail page.

Dates on the Key Personnel calendar consist of key matter dates added by Legal. Calendar events are also noted.

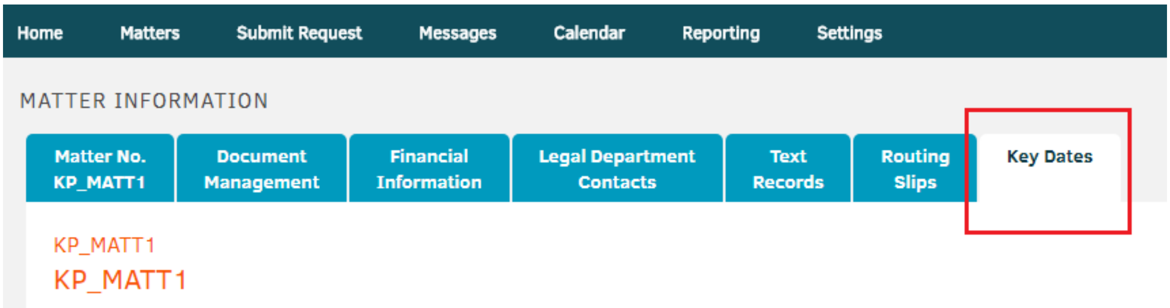


1.3.1 Key Dates

This page details how Key Personnel can view key dates related to matters.

Key dates added to a matter record by the Legal team or a site administrator appear in the Key Dates tab within a matter. While there are several key date and reminder options for a matter record, you only see events here that the Legal team has chosen to share.

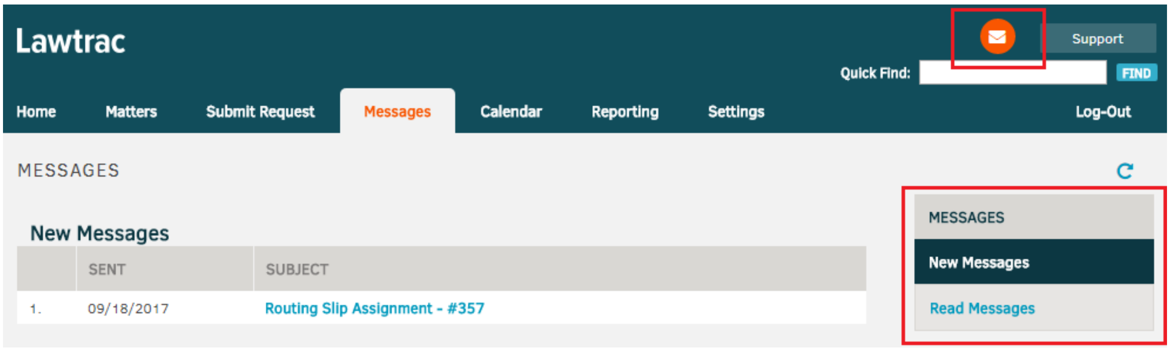
If your Legal team or site administrator has given you editing permissions for the event, the *edit* icon is displayed to the right of the event date. Click this icon to adjust the date, and click **Save**.



1.4 Manage Messages

The **Messages** link across the top navigation bar allows users to read internal Lawtrac messages, such as notices indicating changes have been made by the Legal team or messages sent by other users.

Key Personnel users are notified of new messages by the **mail icon** that appears at the top of the page next to the Support link. Navigate between new and read messages from within the page by clicking either **New Messages** or **Read Messages**, using the sidebar on the right.



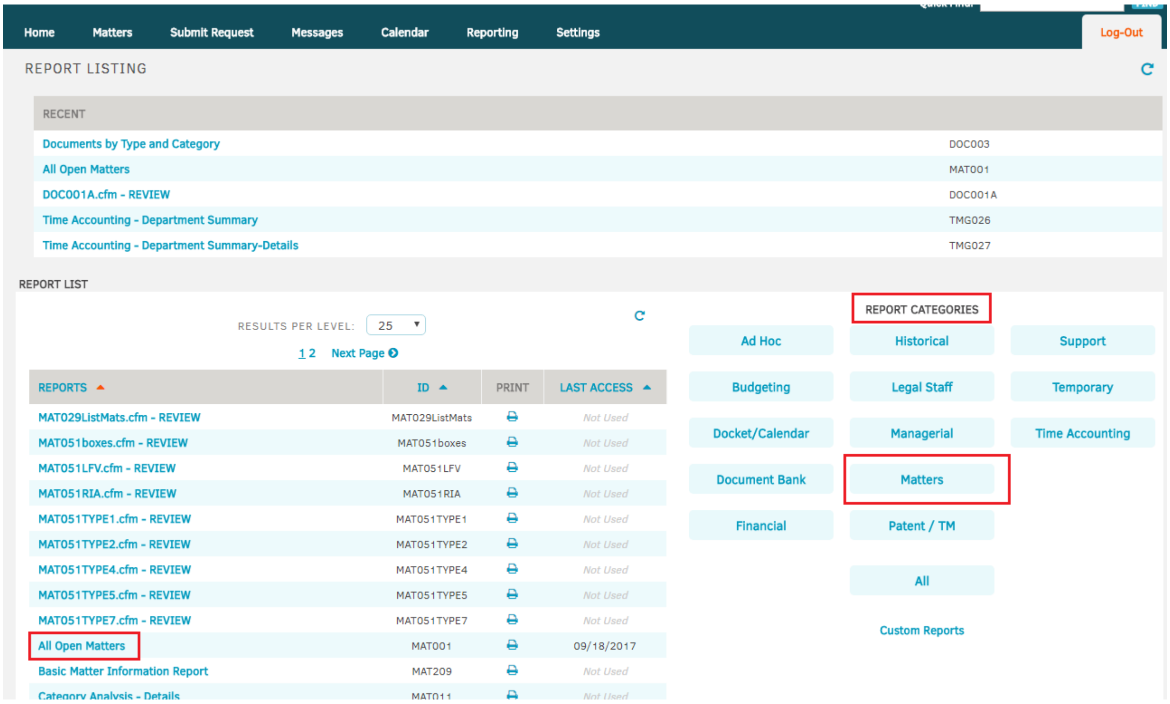
KP users have the option to enable external email notifications for accepted or rejected requests. If enabled, email notifications will be sent to the email address the KP user has listed in their **Settings** screen. This option is turned OFF by default, but can easily be turned on.

See the *Settings* page in this guide to learn how to enable external messages.

1.5 Reports for Key Personnel

Custom and Ad Hoc reports would need to be reviewed by Lawtrac Report Specialists in order for Key Personnel to be able to access the module.

Once in the Reports screen, Key Personnel users can toggle between **Report Categories** to select various reports seen in the **Report List**. Recently viewed reports can be easily accessed from the top of the screen.



1.6 Settings

From the **Settings** screen, Key Personnel can update and manage their name, address, email address, username, password, and email notifications. Users must click the **Update** button to save any updated information.

Contact Information

Change your name, address, and email address by typing it into the appropriate fields see on the Settings screen.

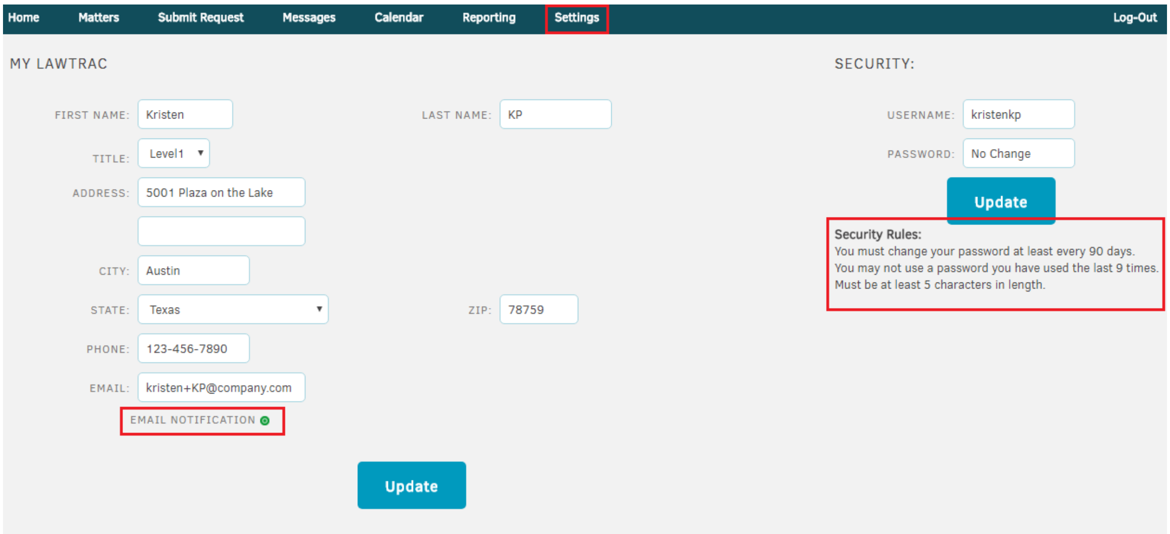
Username and Password

Update your username and password by manually updating the appropriate fields. Users must follow the **Security Rules** set by their company in order to successfully update their password.

Email Notifications

Key Personnel users can opt into receiving external email notifications whenever the status of their submitted requests is changed or updated to Accepted or Rejected. Emails will be sent to the address listed in the email field.

This setting is turned OFF by default. Simply click the Red (or Green) **Email Notifications** button to turn this setting on/off.



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