

# MITRATECH

## **Lawtrac® 4.0**

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## Legal Hold Guide

## Lawtrac 4.0 Legal Hold Guide

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### CONTACT US:

Mitrates Holdings, Inc.  
5001 Plaza on the Lake Suite 111, Austin, TX 78746  
Phone: (512) 382-7322

# Acknowledgements

This product includes software developed by the following organizations:

Apache Software Foundation (<http://www.apache.org/>)

OpenSymphony Group (<http://www.opensymphony.com/>).

The license agreements for these and other supplemental software packages can be found in your installation media in subfolder Supplemental\_Software\_Licenses. That subfolder also contains Open Source Components.pdf, which lists the locations, license types, and specific versions of components that are available on the web.

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# 1 Legal Hold User Guide

A Legal Hold strategy ensures that potentially discoverable data is identified early on and not inadvertently deleted, thus reducing the cost of e-Discovery and improving compliance with Federal Rules of Civil Procedure. Each Legal Hold can involve multiple data sources and custodians—each of which must be notified and attest to compliance with the hold.

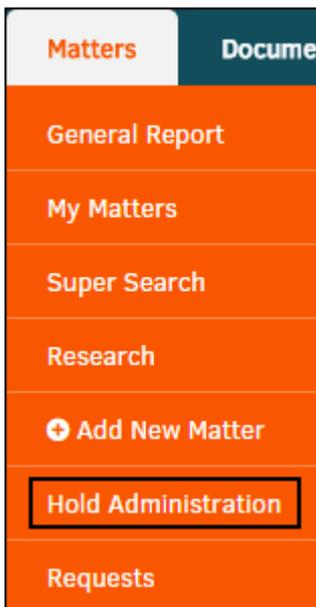
The ability to put a matter on hold and create a list of hold recipients within the matter record is available in Lawtrac 4.0. The Legal Hold functionality includes the ability to designate a hold administrator to matters and use Lawtrac to send and manage hold notices. Lawtrac's Legal Hold module is designed to enable you to track the notifications and responses sent to any employee affected by a hold in your company.

If you are interested in purchasing the Legal Hold module, contact [Sales@lawtrac.com](mailto:Sales@lawtrac.com) to discuss specifics.

## 1.1 Hold Administration Links

Accessing Lawtrac's **Hold Administration** page from the **Matters** tab allows you to view matter currently on Hold, create Hold notices, and designate Hold recipients.

**Note:** Only Hold administrators and individuals with **Hold Administration** permission granted by Site Administrators have access to this **Hold Administration** module.



Hold Administration

**Hold Administration Options:**

Tab	Function
<a href="#">Hold Notices</a>	View active and inactive matter holds.

Tab	Function
<a href="#">Transaction Records</a>	View activity on matter.
<a href="#">Message Library</a>	View and create hold notices.
<a href="#">Recipient Groups</a>	View and designate hold recipients.

### 1.1.1 Hold Notices

Once a matter is placed on hold, it is added to the **Hold Notices** list. This is the default tab that opens in **Hold Administration**.

MATTER NO. ⌵	MATTER NAME ⌵	MATTER LEAD ⌵	HOLD ADMIN ⌵	CATEGORY ⌵	START DATE ⌵
ADM-001043	Another One - Placing This On Hold	Reed , Julie	Reed, Julie	Audit Hold	10/07/2014
ADM-001047	Asdfsdfsadas	Lietha , Todd	Wilson, Matt	Audit Hold	10/01/2014
QA-000046	August 8 Matter	McNeil , Charles	Wilson, Matt	Litigation Hold	12/05/2014
A-00000133	Contract Review: N. Perry - London	Scott , Frank	Adames, Alex		12/25/2014
ADM-001058	Duplicate[1]: Lee E. Hellena - Appeal	Abernanthy , Z.	Escobar, Jungmin		11/05/2014

#### Hold Notices

**Hold Administrator boxes:** Filter active/inactive holds to be displayed by hold administrator, hold category, or date set.

**Active Holds:** Lists the current matter records for which the hold administrator is responsible. Default listing is newest on top.

- Click the  icons at the top of each column to toggle the list order.
- Click the Matter No. or Matter Name to view all notification messages and list of recipients. You can also add recipients to the hold list, add hold messages, record and view assets, and edit custom hold messages.

**Inactive Holds:** Lists the matter records for which the hold has been lifted.

- Click the Matter No. or Matter Name to view all notification messages and list of recipients. You have all the same options as an active hold.

### 1.1.2 Transaction Records

The **Transaction Records** tab in **Hold Administration** allows you to view a list of all recorded hold-related events across all matters.

Hold Notices	Transaction Records	Message Library	Recipient Groups		
TRANSACTIONS Max 500 Displayed in Reverse Chronological Order					
			Search Last Name or MatterNumbers: <input type="text"/> <span>Go</span>		
OCCURRED	MATTER NO.	PERSON AFFECTED	MATTER NAME	ACTION	EMAIL CONTACT?
10/23/2015	<a href="#">ADM-1084</a>	<a href="#">KP USER_1</a>	Matter 23 Oct	KP USER_1 acknowledged the Hold Notice Receipt	Yes
10/23/2015	<a href="#">ADM-1084</a>	<a href="#">KP USER_1</a>	Matter 23 Oct	Supplemental: Hold (General) - Sent By Rhytham Bharmoria	Yes

**Transaction Records**

Type an individual's last name or a matter number into the text box in the upper right corner of the page and click **Go** to search for a specific transaction record. The search bar can search for matters or names by a single number or letter.

- Click matter number to view actions made by all employees associated with a matter.
- Click an individual's name to view actions made by that individual on all of their matters.

ADM-1084   MATTER 23 OCT		All Transactions Between 10/23/15 AND 02/29/16	←   BACK
<b>OCTOBER 23, 2015</b>			
	<a href="#">Rythm Bharmoria</a>	Supplemental: Hold (General) - Sent By Rhytham Bharmoria	
	<a href="#">Rythm Bharmoria</a>	Supplemental: Hold Message No. 1 (General) - Sent By Rhytham Bharmoria	
	<a href="#">Rythm Bharmoria</a>	Supplemental: Hold (General) - Sent By Rhytham Bharmoria	
<b>FEBRUARY 29, 2016</b>			
	<a href="#">Rythm Bharmoria</a>	Supplemental: Hold Message No. 1 (General) - Sent By Miranda Rogers	
	<a href="#">KP USER_1</a>	Supplemental: Hold Message No. 1 (General) - Sent By Miranda Rogers	

**Transaction History**

### 1.1.3 Message Library

The **Message Library** tab in **Hold Administration** allows users to view a list of all recorded Hold-related messages across all matters.

- **Active Holds/Inactive Holds**—Switch between the active and inactive message list.
- —Edit the hold message title and type.
- —Retire the hold message. It appears in the **Inactive Holds** list.

Hold Notices	Transaction Records	Message Library	Recipient Groups
ACTIVE HOLD MESSAGE LIBRARY <span>Set Header &amp; Footer</span> <span>Active Holds</span> <span>Inactive Holds</span> <span>Create Message</span>			
TITLE	TYPE OF HOLD	EDIT	RETIRE
Confidentiality Reminder	Audit Hold		
Hold Test Message Number Three	Audit Hold		
Hold Test Message Number Four	Audit Hold		
Hold Test Message Number Five	Audit Hold		

**Message Library**



Mitratech Holdings, Inc.

Headquarters

--Confidential--

January 04, 2016

SUBJECT: Matter Number  
Matter Name  
Matter Short Name

EFFECTIVE DATE: Hold Start Date

Body of the message

HOLD ADMINISTRATION:

Lead Attorney Bob

Director of Hold Activities

bob@hold.com

455-633-6521

LEAD ATTORNEY:

Matter Lead Attorney  
Lead Attorney Address 1  
Lead Attorney Address 2  
Lead Attorney City, State Zip  
Lead Attorney Email  
Lead Attorney Phone

GENERAL COUNSEL ADDRESS:

856 Nameless Road

Suite 896425416

Attn: Lead Attorney Bob

Austin TX

11156

Save Header / Footer Settings

Hold Message Header and Footer

### 1.1.4 Recipient Groups

The **Recipient Groups** tab in **Hold Administration** allows users to view a list of all groups who receive notices about matter records.

Hold Notices Transaction Records Message Library **Recipient Groups**

VIEW AND EDIT RECIPIENT GROUPS

GROUP NAME	MEMBERS	EDIT	DELETE
Accounting	11		
Energy Producers	0		
Governing Board	9		
It Archive Mgt	3		

ADD NEW GROUP:  Save

Recipient Groups

- View a list of individuals associated with the group. Individuals are listed in alphabetical order by surname. Use the search bar at the bottom of the list to find a specific group member.
- Delete a group or individual within a group.

#### Add an Individual to a Hold Recipient Group

- While viewing the group list, click **Add New Recipient** at the top of the list to generate a list of data fields at the bottom of the page.
- Enter all available information into the text boxes, and select or deselect the checkbox above "Hold Administrator's Notes" to determine whether the individual should receive notices via a non-email delivery service.

- a. You can also quickly add the individual to other recipient groups without re-entering all of their information by selecting the checkboxes in the **Associate to Other Recipient Groups** category.

3. Click **Save Record** to set all information.

**GROUP LIST ACCOUNTING** Add New Recipient

NAME	TITLE	DEPT.	EMAIL		
Aben, Barbara	Business Manager		aben@xxx.yyy	✓	🗑️
Abernathy, Z.	Contract Attorney		abernathy@yyy.zzz	✓	🗑️
Adames, Alex			radames@lawtrac.com	✓	🗑️
Admin, Test	Test User		test@test.ttt	✓	🗑️
Agee, F.			JohnsonF@LTODev.com	✓	🗑️
Arcangel, Hilda	Administrative Assistant	Legal Dept	HArcangel@lawtrac.com	✓	🗑️
Marmon, Dan	Paralegal - Insurance	Legal Dept	BakerG@LTODev.com	✓	🗑️
Mendelsohn, Jeff		Legal Dept	JMendelsohn@LAWTRAC.com	✓	🗑️

**ADD NEW RECIPIENT** *Consider All Fields Required*

FIRST NAME:  LAST NAME:  EMAIL ADDRESS:

TITLE / POSITION:  DEPARTMENT / DIVISION:

ADDRESS:  CITY:  STATE:  ZIP:

PRIMARY PHONE:  OTHER PHONE:

THIS INDIVIDUAL GETS NOTICES VIA POSTAL OR OTHER DELIVERY SERVICE (NON EMAIL).

HOLD ADMINISTRATOR'S NOTES:

**Save Record**

**ASSOCIATE TO OTHER RECIPIENT GROUPS**

- ACCOUNTING
- ACE D
- CUSTOMER SERVICE
- ENERGY PRODUCERS
- GOVERNING BOARD
- IT ARCHIVE MGT

- IT MESSAG MGT
- KP CHECK
- LAWTRAC TEST GROUP
- LITIGATION
- LIVE DEMO GROUP
- LTO EMPLOYEES

- MATERIAL SAFETY
- NOV20 2012 GROUP
- PERSONNEL GRIEVANCES
- STORE MANAGERS

**Add an Individual to Recipient Group**

## ☰ Add a Hold Recipient Group

From the main **Recipient Groups** page, type the name of a new group into the text box at the bottom of the group list and click **Save**. The group name appears in the group list, allowing you to edit and add individuals.

**ADD NEW GROUP:**  **Save**

**Add a Recipient Group**

## 1.2 Step 1: Establish Hold Types and a Hold Administrator

### Establish a Hold Type

Hold Types identify the reason you may have placed a matter on hold, such as Litigation, Audit, or Regulatory. All types are user-definable based on the needs of your department. The type of hold lets the hold administrator know which type of notice to send.

### To create a hold type:

1. Access **Application Administration** (1) from the **My Lawtrac** tab.
2. Go to the **Misc. Settings** (2) tab.
3. At the bottom of the right **Miscellaneous** sidebar, select **Open Category Menu** (3) from the drop-down list and click **List**.
4. Select **#68: Hold Types** (4).

The screenshot shows the My Lawtrac application interface. The top navigation bar includes tabs for My Lawtrac, Matters, Documents, Finance, People, Messages, Time, and Reporting. Below this is a secondary navigation bar with tabs for My Flags, All Matter Records, Application Administration (1), Licensing Review, and My Settings. The Application Administration sidebar is open, showing a list of categories. The 'Misc. Settings' (2) tab is selected. On the right, the 'Miscellaneous' sidebar is open, showing a list of categories. The 'Open Category Menu' (3) is selected, and the 'List' button is visible. The 'Hold Types' (4) category is highlighted in the main table.

LEVEL	CATEGORY	LEVEL	CATEGORY
72.	Cause Category	320.	Ct Interface A
73.	Contract Reviewed For	321.	Ct Interface B
74.	Company Branch	322.	Ct Interface C
75.	Product	339.	Document Sub Categories
76.	On - Off	351.	Counsel Type
77.	Reasons Not Reporting	352.	Expertise Area
78.	Employee Title	353.	Individual Title
79.	Parcel Type	354.	Type Company
101.	Ledes: Expertise	355.	Expertise Area
102.	Ledes: Timekeeper Level	356.	Reference Title
103.	Ledes: Ethnicity	357.	none
104.	Ledes: Gender	400.	Extra Category 400
105.	Ledes: Ownership	401.	Extra Category 401
106.	Ledes: Period	402.	Extra Category 402
107.	Ledes: Change Type	403.	Extra Category 403
110.	Objective Objections	404.	Extra Category 404
111.	Subjective Objections	501.	Department Blog
180.	Employee Eco Code	801.	Budget Type
181.	Employee Separation Code	802.	Budget Frequency
182.	Occupation Code	803.	Budget Vetted
183.	Occupation Grade	804.	Paid By Aliens
300.	Loan Number	805.	Paid By Other
301.	Investor	810.	Reserves
302.	Investor #	811.	Buttons

5. From within the **Hold Types** page, you can edit the category name, or the title of any pre-existing hold types.

a. Retire a hold type from use by clicking the  icon.

6. To add a hold type, enter a category name and export code into the bottom text boxes.

Category name should tell users what kind of hold it is, and the export code should help identify the category name as a hold type.

7. Click **Submit** to confirm.

Category Name: Hold Types		Hold Types	Update
NAME	EXPORT CODE	SAVE	RETIRE
Audit Hold	Hold Types	save	
Litigation Hold	Hold Types	save	
Non Archive Hold		save	
Regulatory Hold	Hold Types	save	

ADD NEW:

CATEGORY NAME:  EXPORT CODE:

#### Add New Hold Type

### Establish a Hold Administrator

The hold administrator is the person that sends out the hold notices for particular matter. This person can be anyone in your Legal team, regardless of their access to other modules, and this person does not need direct access to the matter records. You may have more than one hold administrator within Lawtrac, but there can only be one hold administrator per matter.

To establish a hold administrator, go to **In-House Legal Department** from the **People** tab.

1. Click on an individual's name to open their staff profile.
2. From the staff member's profile, click **Site Access** from the sidebar.

NATALLIA ASAYLIA
Contact Info
Schedule
Matters
Predefined Teams
Documents
Routing Slips
Transactions
Edit
Work Group Security
Rates
Classifications
Application Permissions
Matter Permissions
Reset Permissions
Site Access
Release

**Site Access Link**

3. In the **Site Access** page, under **Access Points**, select the toggle switch for Hold Administrator to turn access on (🟢) or off (🔴). Changes are saved automatically.

INVOICE AUTHORIZATION	LOGIN CREDENTIALS
Can perform as a Lead on Matter records? <span style="color: green;">●</span> -Yes	Change this user's log-in credentials. An email will be sent to this person telling them of the change, but not the values that you have adjusted. Be prepared to relay your changes to them over the phone or other means.
Can approve invoices up to: <input type="text" value="888"/>	
Hands invoices off to: <input type="text" value="Aben, Barbara [1,000,000]"/>	
ACCESS POINTS	USER NAME: <input type="text"/> PASSWORD: <input type="password"/> EXPIRES: <input type="text" value="03/26/2013"/> <input type="calendar"/> SSO CODE <sup>1</sup> : <input type="text"/> <input type="button" value="Set Credentials"/>
HOLD ADMINISTRATOR: <span style="color: green;">●</span>	For security and data integrity purposes, none of these values can be the duplicate of any other user. If a duplicate item is found nothing will be found, you will not be told which one and prompted to try again.
ROUTING SLIPS: <span style="color: red;">●</span>	
SITE ADMINISTRATION: <span style="color: red;">●</span>	
SITE ADMINISTRATION & SETTINGS: <span style="color: red;">●</span>	
GENERAL COUNSEL TAB: <span style="color: red;">●</span>	

#### Turn On Access Point

## 1.3 Step 2: Place Matters on Hold

Matters are placed on hold from within a matter by selecting **Hold Actions** from the **Modules Navigation Bar**.

LIT-000040  
ZIGGY V. JARETH

Primary Information | Legal Team | Document Management | Firms & Vendors | Transaction Records | Routing Slips

MATTER | FINANCE | MODULES

Duplicate  
 External Links  
**Hold Actions**  
 Patent / Trademark  
 Real Estate

MAIN CLASSIFICATION: TYPE: Government Activities  
 KEYWORD: State Agency  
 ISSUES: State Dept Of Transportation Primary, State Corporation Commission

VITALS: STATUS: Active (open) Wednesday, December 17, 2014  
 PRIORITY: High  
 AREA OF LAW: Admiralty / Maritime

KEY DATES: DATE OPENED: 12/17/2014  
 LAST UPDATE: 12/17/2014  
 DATE CLOSED: Open  
 DAYS ACTIVE: 19

#### Create a Hold Within a Matter

A hold checklist can be found in the middle of this page to assist in setting hold parameters. They are not required, however, if this hold pertains to guidelines and statutes (such as the Federal Rules of Procedure; Depositions and Discovery—Rule #26) you may wish to take a moment and review the items listed below. Have you:

- *Added every person who is likely to have discoverable information as a party—to include their name, address and telephone number?*
- *Moved all documents, electronic or otherwise, into a centralized list noting the name, description, and location?*
- *Made a text entry outlining any damages and claims?*
- *Determined if any item may be covered by any aspect of insurance coverage.*
- *Made a note in the record of the date any discovery request was made (14 day rule)?*
- *Added any expert witnesses to the matter as a "vendor"?*

- Has the court identified any limitations to any discovery order?
- Have any delivery methods been ordered?

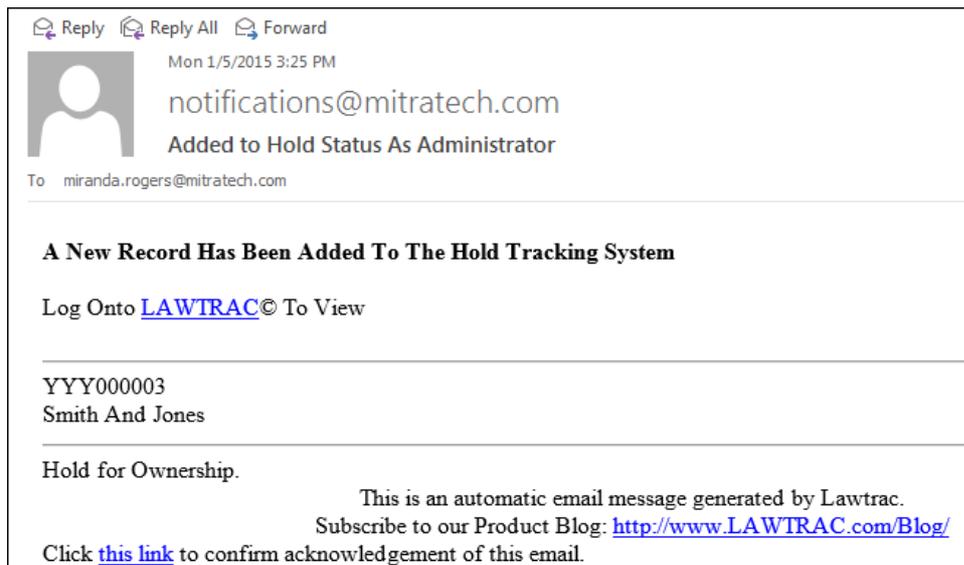
## ☒ Place a Matter on Hold

**Note:** Any individuals assigned to a matter can determine when a matter needs to be placed on hold.

1. Select the hold type from the drop-down list.
2. Establish a start date (required). You can add an end date after the hold is created; **adding an end date removes the matter from "hold" status.**
3. Select the appropriate hold administrator from the drop-down list.
4. Include any notes that might be beneficial to the hold administrator in the "Hold Notes/ Administrator's Instructions" box. These notes/instructions are included in the notice sent immediately to the hold administrator when you click **Set Hold**, informing them that a matter has been placed on hold.

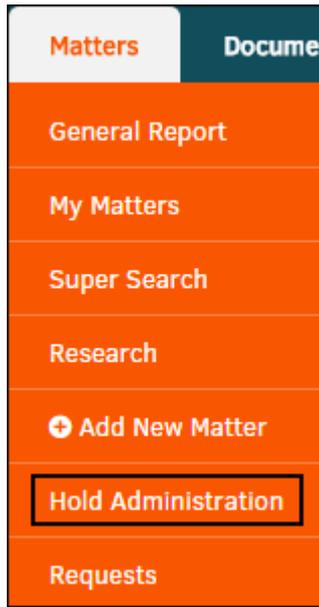
**Note:** In cases where the hold administrator does not have access to the matter record you should include as many details as they need to select the appropriate message.

5. Click **Set Hold**. The hold administrator receives a message via email immediately. See example below:



Hold Notice Email

Once a matter is placed on hold, it is added to the matter hold listing. Access the hold listing by selecting **Hold Administration** from the **Matters** tab. The page defaults to **Hold Notices**.



Hold Administration

## 1.4 Step 3: Identify Recipients

The recipients of the hold notification must now be identified and notified. Any individuals assigned to the matter can identify who should receive the hold notices. However, their responsibility ends here. The hold administrator can add to or edit the list of recipients as necessary.

The Hold Recipients List can be found at the bottom of the **Hold Actions** page within a matter.

HOLD NOTIFICATION MANAGEMENT							
View / Edit 'About This Matter' Text		Look-Up/Add to Hold Recipients			Active Recipients List		
NAME	TITLE	EMAIL	SCORE	DEPT.			
Bruno, Ernie		ebruno@lawtrac.com	Does Have Materials	Legal Dept	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Richmondi, Richard	Rabbit Keeper	pfrich0@yahoo.com	Does Not Have Materials	Zoology	<input type="checkbox"/>	<input type="checkbox"/>	
Medina, Tomas		induplicative@illaqueation.ggg	First Hand Knowledge		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Medina, Tomas		frolicly@attribute.ggg	Has Delivered Materials		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Medina, Tomas		gobbledy.gook@pyramis.ggg	Refuses To Surrender		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Richmondi, Richard		pfrich0@yahoo.com	Unknown		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Richmondi, Richard		pfrich0@yahoo.com	No Score		<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Hold Notification Management

**Note:** Before assigning hold recipients, you must ensure there is a "Primary" Legal Staff assigned to the matter record. To add the Primary, simply select the **Legal Team** tab at the top of the matter screen. If you need more detailed instructions, please refer to Legal Team in the Lawtrac User Guide or contact Support at [Support@Lawtrac.com](mailto:Support@Lawtrac.com).

## Identify the Hold Recipients

1. Select **Look-up/Add to Hold** to search the recipients by last name or by hold group.
  - a. If the individual is not found, click **Add New Personnel to List** to add them.
2. Select the recipient from the list by either clicking **expand**, selecting a checkbox and clicking **Submit**, or click the  icon.
3. Review the individual's profile and contact information by clicking  and click **Save Record**.

HOLD NOTIFICATION MANAGEMENT

[View / Edit 'About This Matter' Text](#)
[Look-Up/Add to Hold Recipients](#)
[Active Recipients List](#)

SEARCH FOR LAST/GROUP NAME:  [Go](#)

GROUP NAME	MEMBERS	EXPAND/ADD
Material Safety GROUP	11	<a href="#">expand</a>
Accounting GROUP	12	<a href="#">expand</a>
Governing Board GROUP	9	<a href="#">expand</a>
Personnel Grievances GROUP	7	<a href="#">expand</a>
Lawtrac Test Group GROUP	38	<a href="#">expand</a>
It Messag Mgt GROUP	4	<a href="#">expand</a>
Litigation GROUP	3	<a href="#">expand</a>
Store Managers GROUP	4	<a href="#">expand</a>

PERSONNEL	TITLE	DEPARTMENT	EMAIL	EDIT	ADD
Aben, Barbara	Business Manager		aben@xxx.yyy		
Abernathy, Z.	Contract Attorney		abernathy@yyy.zzz		
Adames, Alex			radames@lawtrac.com		
Admin, Test	Test User		test@test.ttt		
Agee, F.			JohnsonF@LT0Dev.com		
Anthony, Shawn	Gen		LeeZ@LT0Dev.com		
Ardmore, Marie	Contract Attorney		jreed87@cox.net		
Armstrong, Timothy			saraheatspaste@gmail.com		
Asaylia, Natalia	Contract/Consultant		ThomasE@LT0Dev.com		

[Add New Personnel To List](#)

**Add New Personnel Link**

### 1.4.1 About This Matter Text

After recipients are selected, click **View/Edit 'About This Matter' Text** to enter the first paragraph that is included with the hold notifications. This text advises those who receive the notification what the matter is about.

Once finished, click **Save Opening Paragraph**. The hold administrator is able to review the text before the notices are sent.

HOLD NOTIFICATION MANAGEMENT

Enter 'About This Matter' Text
Look-Up/Add to Hold Recipients
Active Recipients List

THIS TEXT WILL BE THE FIRST PARAGRAPH THAT IS INCLUDED WITH THE HOLD NOTIFICATIONS. THE HOLD ADMINISTRATOR HAS A LIBRARY OF NOTICES WITH GENERAL INSTRUCTIONS. THIS TEXT IS TO TELL THOSE WHO RECEIVE THE NOTIFICATIONS WHAT THE MATTER IS ABOUT.

This Matter is to be held in the highest regard of holding.

Save Opening Paragraph

This paragraph will appear like this above the 'standard' hold text.

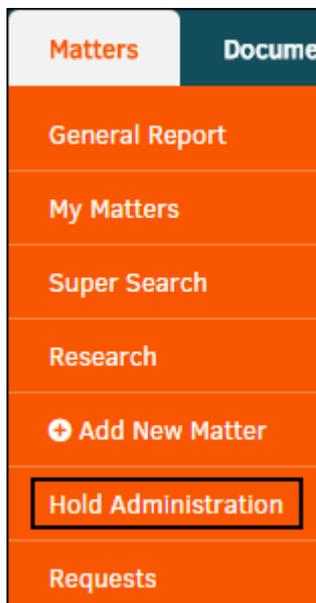
**About This Matter**

## 1.5 Step 4: Create Notice

To create a hold notice:

1. Access the **Hold Administration** page from the **Matters** tab at the top of the page.

**Note:** Only administrators and users with hold administration permission have access to this **Hold Administration** module. See your site administrator to be granted access.



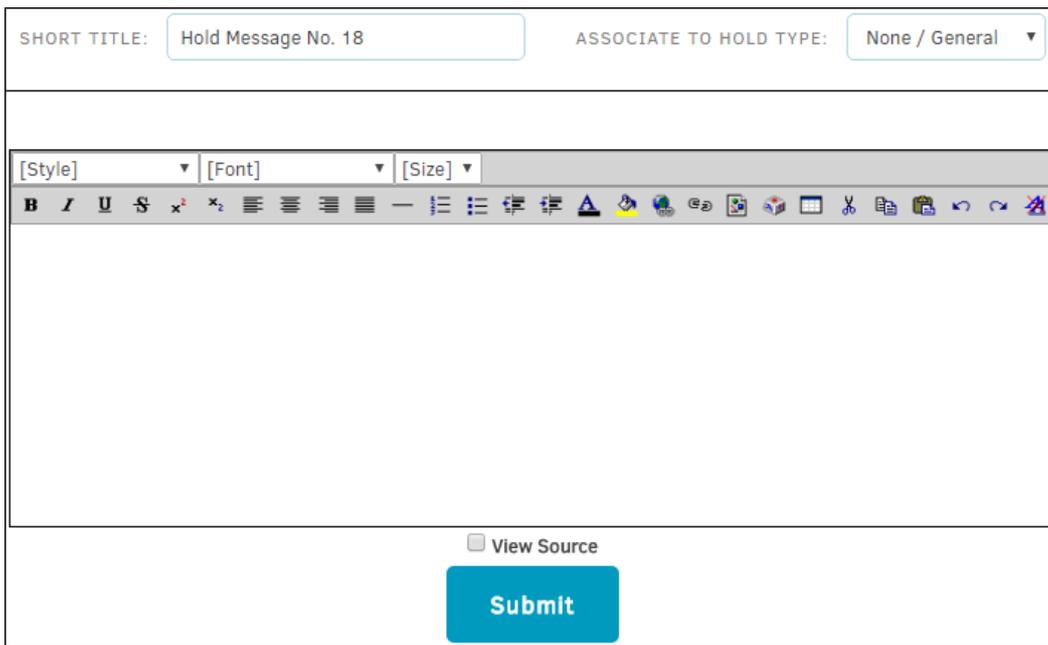
**Hold Administration Link**

2. From the **Hold Administration** page, click the **Message Library** tab, then click **Create Message**.



**Create a Hold Message**

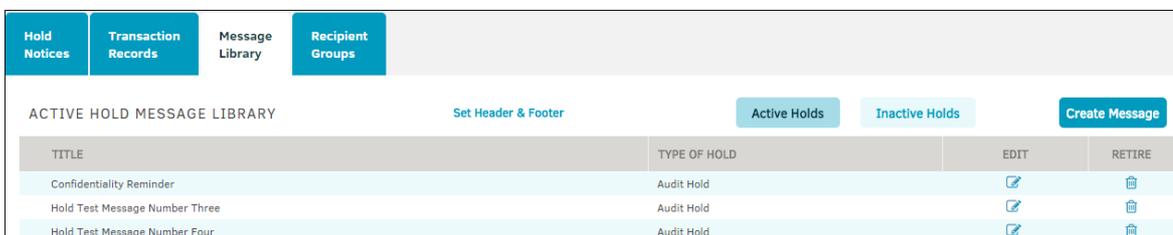
3. You can cut-and-paste your message into the template from a Word document, or you can type directly into the text field and use the top three drop-down lists to change heading style, font type, and font size. Hover your mouse pointer over the icons to see each function.
4. Give the notice a short title so you can select it from the library list and link it to a Hold Type.
5. When your message is complete, click **Submit**. It appears in your **Message Library** tab.



**Submit Message**

### 1.5.1 Message Library

Once messages are created, they appear in the **Message Library** tab in **Hold Administration**. Messages from the library can be reviewed, revised, or deleted accordingly by clicking the edit icon  or the retire icon .



**Hold Message Library**

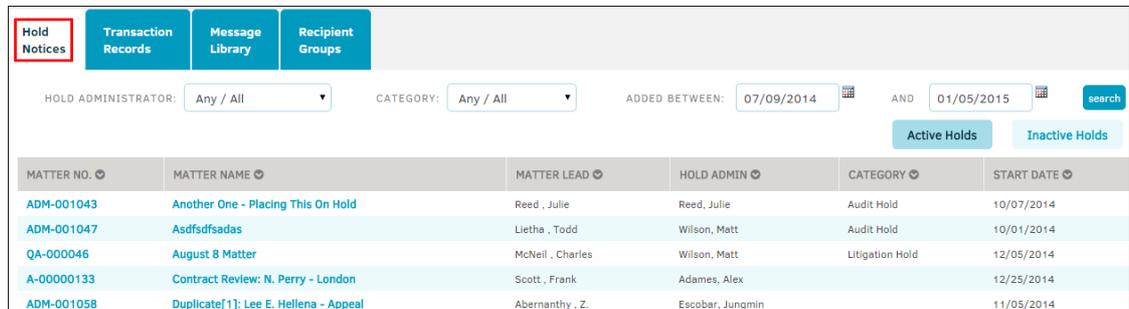
- **Set Header & Footer** link allows you to adjust the title and type of Hold.

- **Inactive Holds** allows you to view messages that were marked inactive. To mark the message as inactive, click the  icon next to the desired message.

## 1.6 Step 5: Send Notice

The hold administrator must now send the notice to the intended recipients.

1. Select the **Hold Notices** tab in the **Hold Administration** page from the **Matters** module.



MATTER NO.	MATTER NAME	MATTER LEAD	HOLD ADMIN	CATEGORY	START DATE
ADM-001043	Another One - Placing This On Hold	Reed, Julie	Reed, Julie	Audit Hold	10/07/2014
ADM-001047	Asdfsdfsadas	Liethe, Todd	Wilson, Matt	Audit Hold	10/01/2014
QA-000046	August 8 Matter	McNeil, Charles	Wilson, Matt	Litigation Hold	12/05/2014
A-00000133	Contract Review: N. Perry - London	Scott, Frank	Adames, Alex		12/25/2014
ADM-001058	Duplicate[1]: Lee E. Hellena - Appeal	Abernanthy, Z.	Escobar, Jungmin		11/05/2014

**Hold Notices**

2. From the active holds list, select a matter by either matter number or matter name. All staff associated with the matter are listed under Matter Staff on the left side, and notification recipients are listed at the bottom. If there is an additional person you would like to add as a hold recipient that did not get added in [Step 3](#), you can add them now by clicking **Look-Up/Add to Hold** and [following the same steps](#).



NAME	TITLE	EMAIL	SCORE	DEPT.	View	Send	Remove
Adames, Alex		radames@lawtrac.com	First Hand Knowledge	Rec	✓		
Aben, Barbara	Business Manager	aben@xxx.yyy	Does Not Have Materials		✓		
Admin, Test	Test User	test@test.ttt	No Score		✓		

**Add to Notification Recipient List**

All hold notices sent for the matter are located on the right side of the screen.

### To add a hold notice:

1. Select the hold message you created for the matter from the drop-down list, then click **Add Message**. Messages can be changed by clicking the  icon.
2. From the edit page, set a date for the same message to be sent again, or select a schedule to repeat the notice.
3. Click **Save** to confirm any changes made.

Click the  icon to remove the message from the message list.

MESSAGE	LAST	REPEAT	NEXT		
Test for ITT		none	Hold		
Confidentiality Reminder		none	Hold		

1. \_Standard Hold Message [General]
**Add Message**

**Send Hold Notice**

### 1.6.1 Custom Hold Messages

Click the **Custom Hold Messages** button to view or edit the message that appears as the primary hold notification. This message appears as the primary hold notification.

If all hold recipients do not have access to Lawtrac, you can use this text to explain matter details or hold concerns.

1. After clicking **Custom Hold Message**, type your primary hold notification into the text field on the right.
2. Click **Save Opening Paragraph** to confirm changes.

← Litigation Hold
SET ON 01/05/2015

MATTER NAME: LIT-000040 Ziggy V. Jareth

SHORT NAME: Zvj

MATTER STAFF	ROLE	PHONE	NOTE	EMAIL
Rogers, Miranda	Lead	5121234567		
Baker, B.	Paralegal			
Enjart, X.	Paralegal			
Bond007, James	Administrative	987654321		
Bell, Z.	Team Member	419-382-3534		
Bohm, S.	Team Member	111-555-1212		
Barnes, C.	Team Member	111-555-1212		

Record An Asset
View Assets
Custom Hold Messages

MESSAGE	LAST	REPEAT	NEXT		
Confidentiality Reminder		none	Hold		

1. \_Standard Hold Message [General]
**Add Message**

**Save Opening Paragraph**

This paragraph will appear like this above the 'standard' hold text.

**Custom Hold Messages**

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