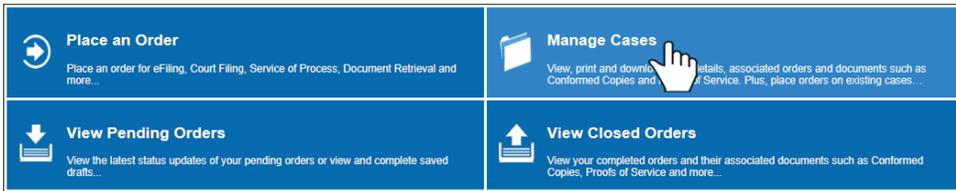


On the provided login page, type in your email and password and click on the “Login” button.

Please note: We recommend using any modern browser for the best experience.

- 1 Once you are logged into the Customer Portal, click on “Manage Cases.”



- 2 You may filter the cases with activity within the last 90 days (default view) by typing the Case Name or Case Number in the search box. The list of cases will be filtered as you type in your keywords or numbers.



- 3 When your case appears, you may click on “Place Order” to create a new order on this case without re-entering the case information. You may also click on the + icon next to the case name to see orders and documents associated with the case.

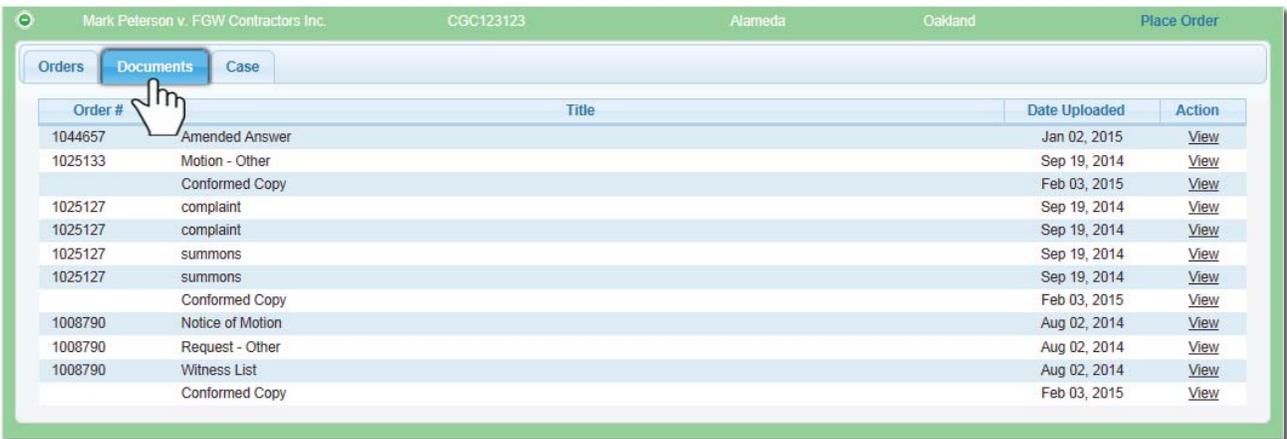


The **Orders** tab will show all of the associated orders that are **Pending** or **Closed** in the case. Click on the  icon of an Order to view its summary.



Order #	Order Type		Status	Order Date	Closed Date	Client	Billing Code
1008765-01	Court Filing	San Bernardino	Closed	Aug 01, 2014	Aug 01, 2014	Anita Pasillas	3515
1008765-02	Courtesy Copy Delivery	Rancho Cucamonga	Closed	Aug 01, 2014	Aug 02, 2014	Anita Pasillas	3515
990100	Process Serving	Anita	Closed	Jun 11, 2014	Jun 11, 2014	Anita Pasillas	3515
941047	Court Filing	San Bernardino	Closed	Jan 25, 2014	Jan 25, 2014		

The **Documents** tab will contain all documents uploaded for the case, including documents uploaded for a specific order. You can view, download, or print the Conformed Copies and Proofs of Service by clicking on **“View.”**



Order #	Title	Date Uploaded	Action
1044657	Amended Answer	Jan 02, 2015	View
1025133	Motion - Other	Sep 19, 2014	View
	Conformed Copy	Feb 03, 2015	View
1025127	complaint	Sep 19, 2014	View
1025127	complaint	Sep 19, 2014	View
1025127	summons	Sep 19, 2014	View
1025127	summons	Sep 19, 2014	View
	Conformed Copy	Feb 03, 2015	View
1008790	Notice of Motion	Aug 02, 2014	View
1008790	Request - Other	Aug 02, 2014	View
1008790	Witness List	Aug 02, 2014	View
	Conformed Copy	Feb 03, 2015	View

Clicking on the **Case** tab will display the case information. You may edit the case information by clicking the **“Edit Case”** button. You can also hide a case from view within your account by clicking on the **“Hide Case”** button.



<p>Case #: Case Name: Jurisdiction:</p>	<p>CGC123123 Peterson, Mark V. FGW Contractors Inc. Central Courthouse - Rene C. Davidson</p>	<p>Client: Billing Code:</p> <p>FGW Contractors Inc. 123</p>	<p>New Order Notifications</p> <p><input type="checkbox"/> Daniel Ashley <input checked="" type="checkbox"/> Jonathan Nill</p> <p>Select All Deselect All Save</p>
<p>Edit Case Hide Case</p>			



To find this case again, type in the Case Name or Number in the “**Search for**” field.

The screenshot shows the 'Manage Cases' tab selected. At the top, there are tabs for 'Place Order', 'Manage Cases', 'Pending Orders', and 'Closed Orders'. Below these is a search bar labeled 'Search for: All Cases and Orders' with a 'Go' button. A hand cursor points to the search bar. Below the search bar, a header reads '11 Cases with Activity in the last 90 days'. Underneath is a table with columns: Case Name, Case #, County, Jurisdiction, and Action. Below the table are filter boxes for 'Filter by Case Name', 'Case #', 'County', and 'Jurisdiction'.

4 To see the other orders related to this case, click on the icon. Doing so will display the status, related documents, and a summary of the case.

Please direct questions about any of the orders, e.g., Status, Proof of Service, or Missing Documents, to our Customer Support team by email by clicking on the “**Contact Us**” button.

The screenshot shows a detailed view for the case 'Peterson, Mark v. FGW Contractors Inc.' with case number CGC123123 in Alameda County, Oakland. It features tabs for 'Orders', 'Documents', and 'Case'. A table lists several orders, with the last one (1050952) highlighted. Below the table, there are tabs for 'Status', 'Documents', and 'Summary'. The 'Status' section shows details like 'Order #', 'Case Name', 'Status', 'Client', 'Ordered By', and 'Billing Code'. A 'Status Updates' table shows a timeline of events from Feb 09, 2015. There are also 'Contact Us', 'Print', and 'Share' buttons.

5 For cases with no recent activity, you may also use the “**Search for**” field to search the firm’s entire database.

This screenshot is similar to the first one, showing the 'Manage Cases' interface. The search bar is highlighted with a hand cursor. The table below lists 11 cases with activity in the last 90 days. The cases include names like 'Diamond Jim's Jewellery v. Williams, Marcus' and 'Gonzalez, Maryann v. Gonzalez, William'. The table has columns for Case Name, Case #, County, Jurisdiction, and Action. At the bottom, there are pagination controls showing 'Showing 1 to 10 of 11 entries' and buttons for 'First', 'Previous', '1', '2', 'Next', and 'Last'.