FRAME LEGAL

BUSINESS | WEALTH

Client Account Manual

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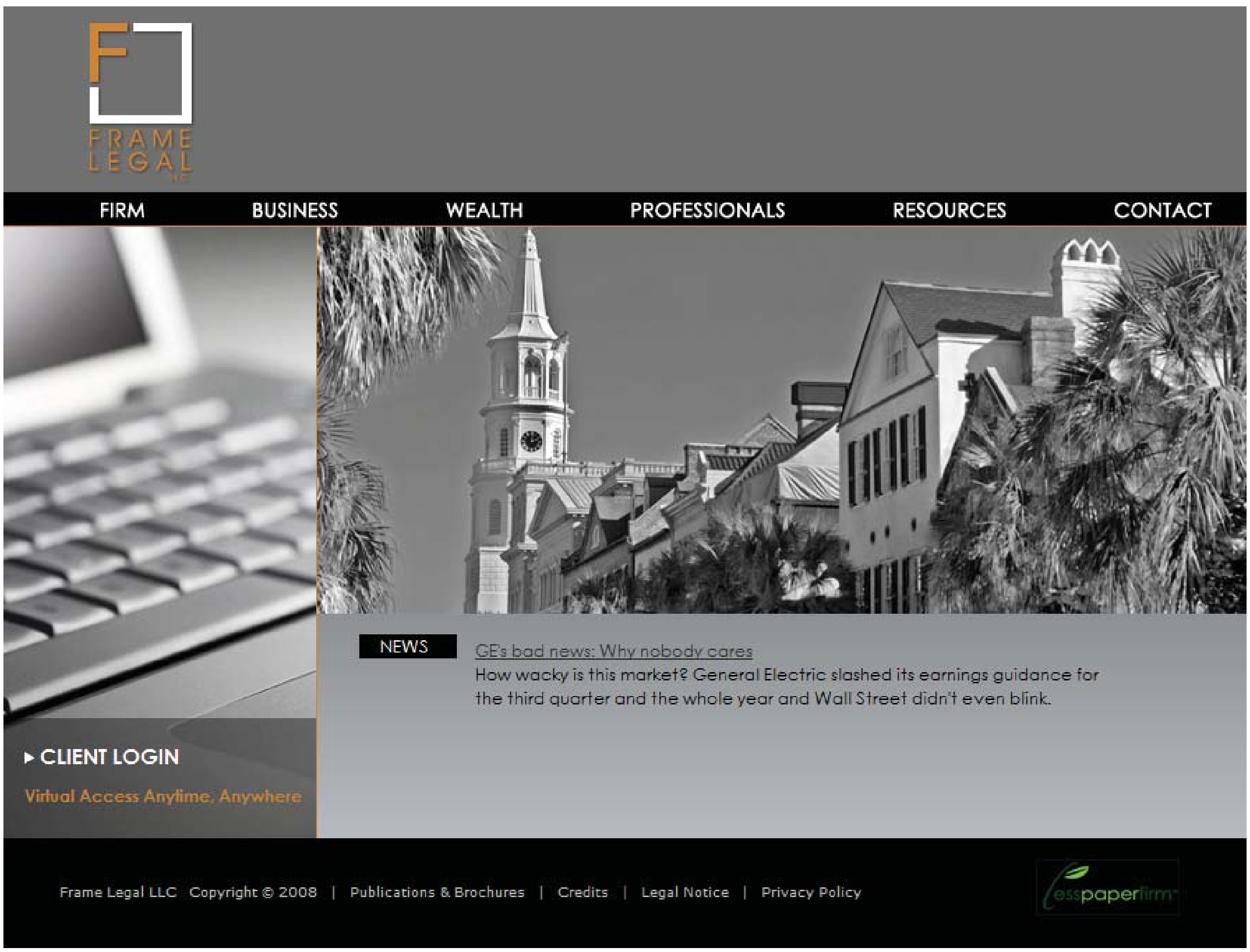
1 Establishing Your Secure Client Account

This Manual will explain how to establish your secure Client Account with Frame Legal, create a case with Frame Legal, communicate with your attoreny, and how to utilize the payment and billing features.

If you use email, bank online, or shop online, you will easily be able to communicate with our office through your secure client account anytime, anywhere, and at your convenience.



Virtual Access Anytime, Anywhere

A Client Account may be established and accessed through our website on any computer, iPhone, Blackberry or any other handheld device with an internet connection.

Note iPhone Users: Add our Frame Legal web clip to your iPhone Home Screen for fast access to our website and your Client Account.

To add our web clip: Open the Frame Legal webpage on your iPhone and tap **+**. Then tap ***Add to Home Screen.***

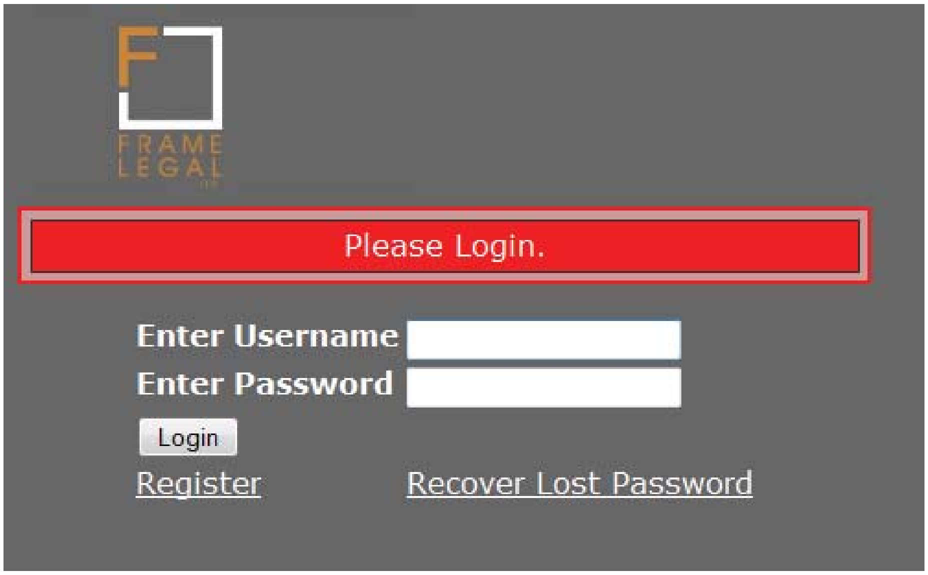
Step 1

Simply click on the CLIENT LOGIN link on the Frame Legal website to navigate to the Client Account login and registration page.

Step 2

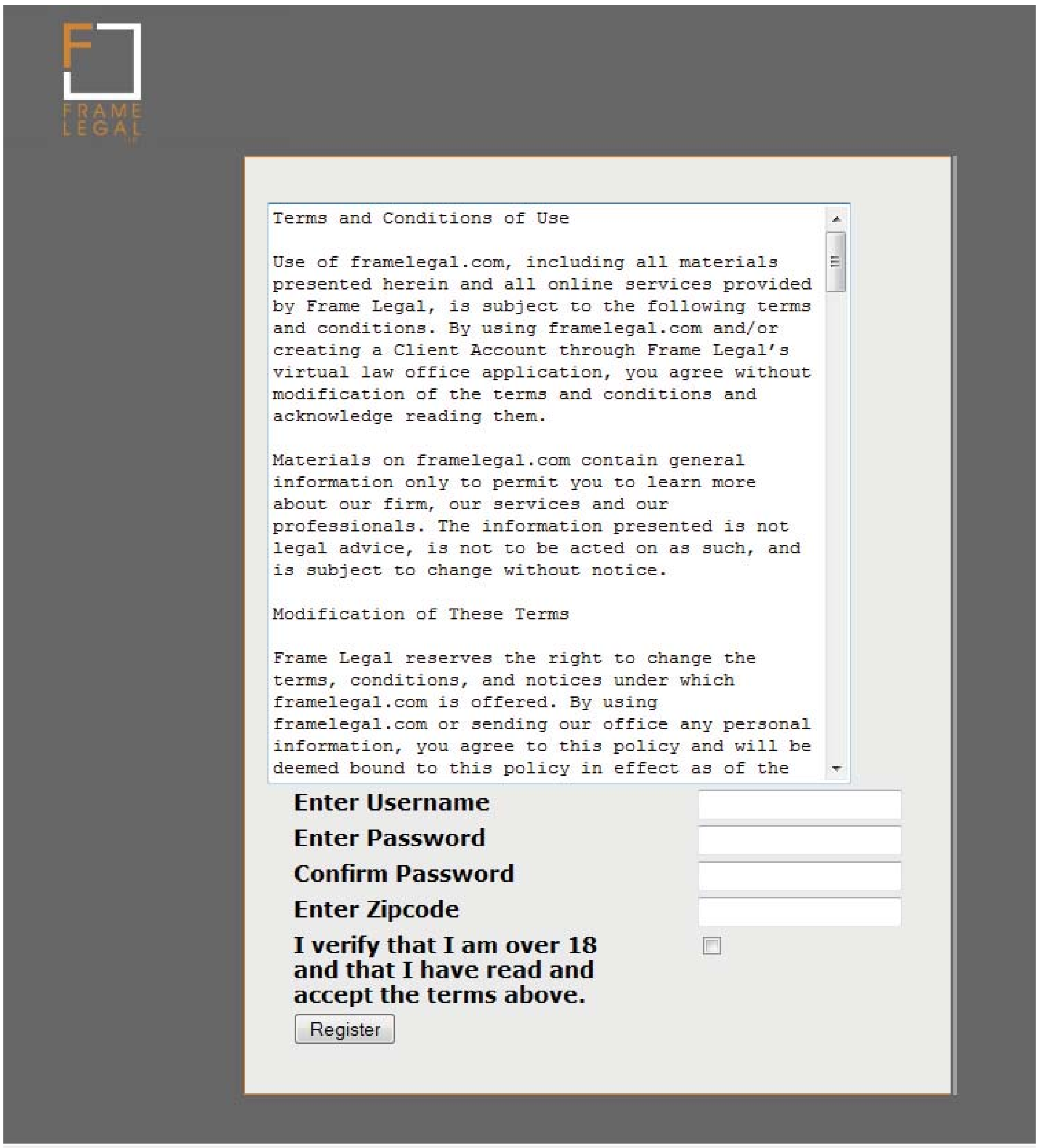
After you navigate to the Client Account login page, click the white REGISTER link below the LOGIN button.

If you already have a Client Account with Frame Legal you can skip the Registration step. Simply enter your Username and Password to go directly to your secure personal Homepage.



Step 3

After being re-directed to the Registration page, enter your unique password, zip code and verify that you are 18 years old.


FRAME LEGAL

Terms and Conditions of Use

Use of framelegal.com, including all materials presented herein and all online services provided by Frame Legal, is subject to the following terms and conditions. By using framelegal.com and/or creating a Client Account through Frame Legal's virtual law office application, you agree without modification of the terms and conditions and acknowledge reading them.

Materials on framelegal.com contain general information only to permit you to learn more about our firm, our services and our professionals. The information presented is not legal advice, is not to be acted on as such, and is subject to change without notice.

Modification of These Terms

Frame Legal reserves the right to change the terms, conditions, and notices under which framelegal.com is offered. By using framelegal.com or sending our office any personal information, you agree to this policy and will be deemed bound to this policy in effect as of the

Enter Username

Enter Password

Confirm Password

Enter Zipcode

I verify that I am over 18 and that I have read and accept the terms above.

Register

RE-LOGIN FOR ADDITIONAL SECURITY

CONGRATULATIONS! You have now successfully created your own secure Client Account with Frame legal. To LOGIN to your Client Account you must re-enter your Username and Password.

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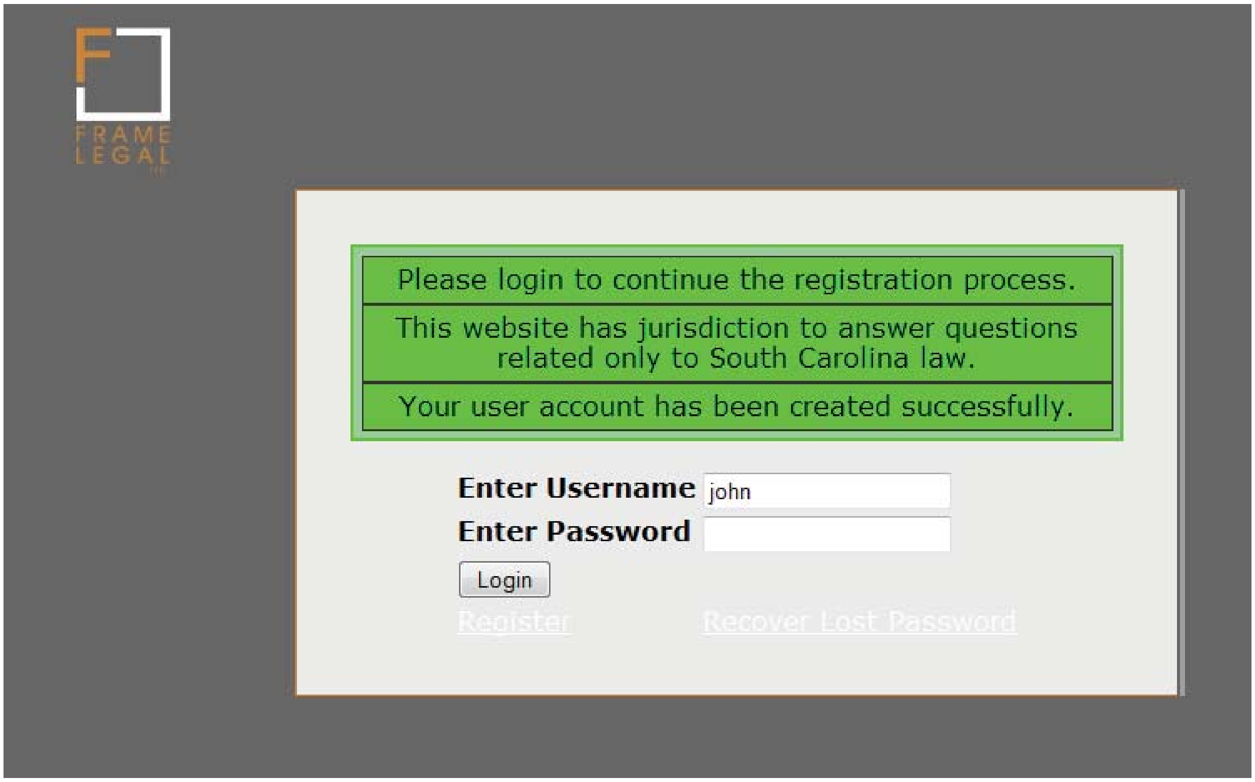
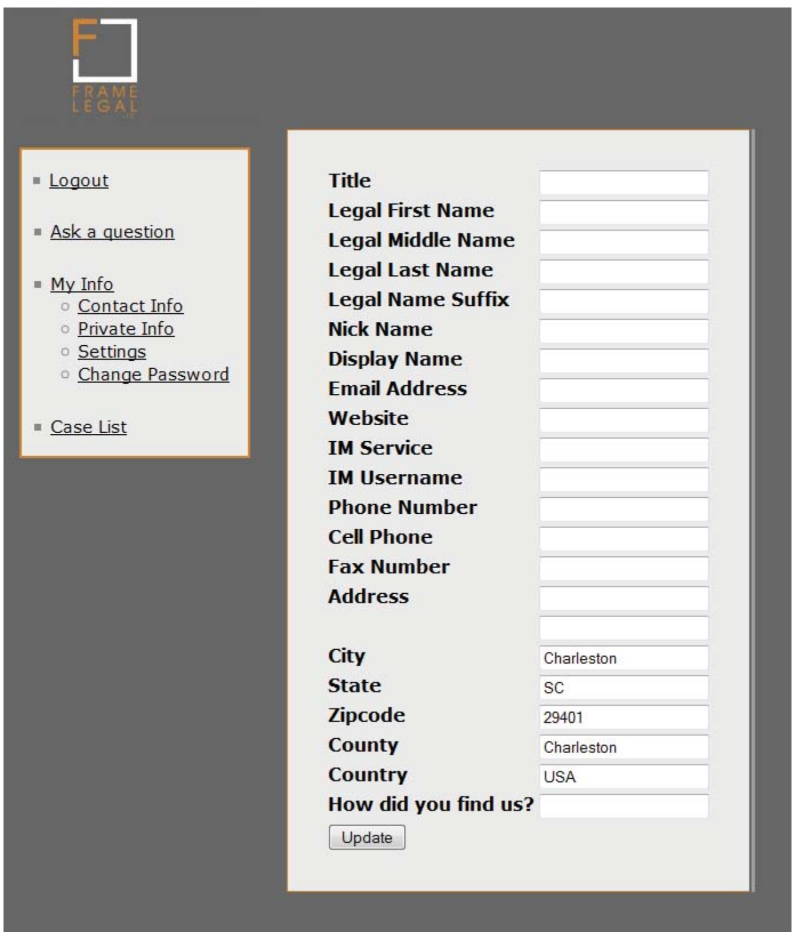


2 Creating A Case With Frame Legal

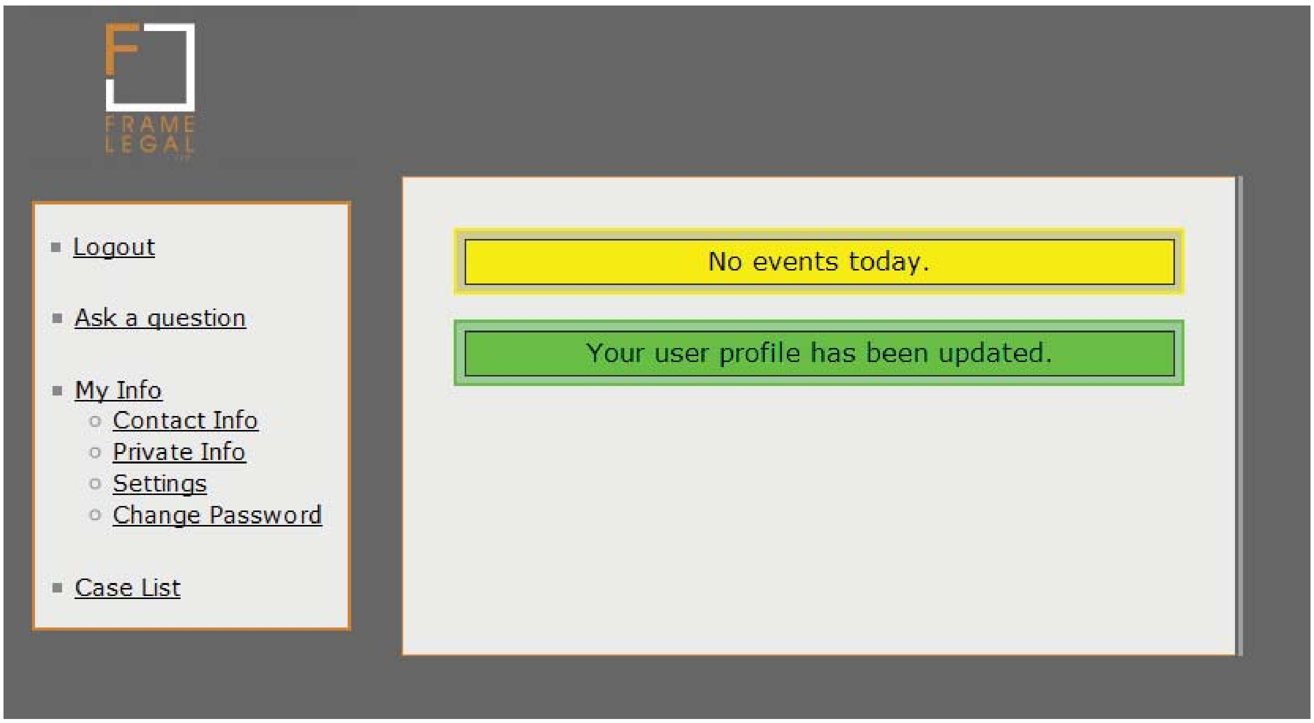
After you LOGIN to your Client Account for the first time you will be required to enter some personal contact information. This information will be stored under the MY INFO link on the left hand side of the page.

You may update your contact information at any time by clicking the MY INFO link, editing your CONTACT INFO content and clicking on the UPDATE button of the page.



CONTACT INFORMATION

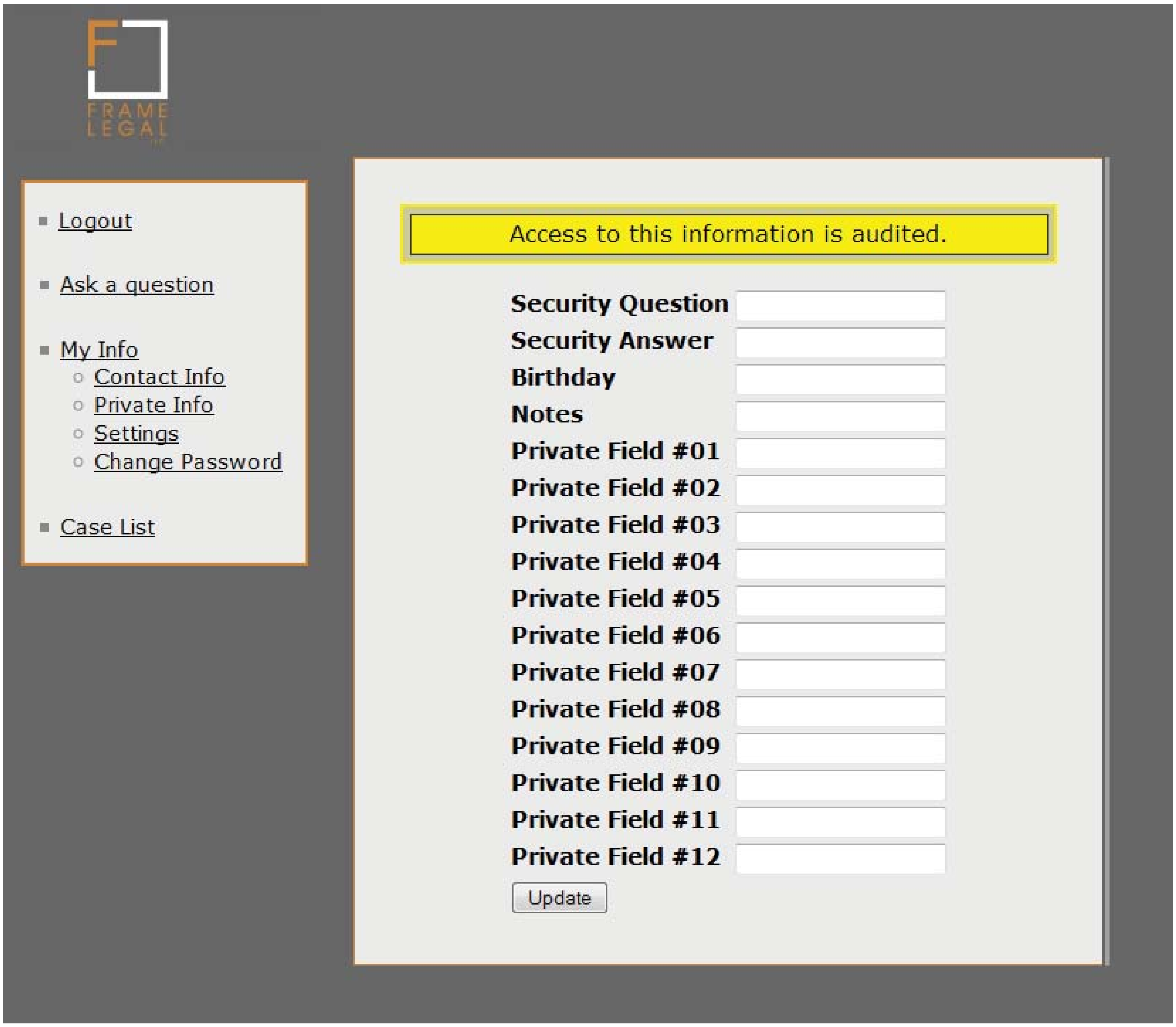
Once you enter in your personal contact information a new page will appear notifying you that your USER PROFILE has been successfully updated.



PRIVATE INFORMATION

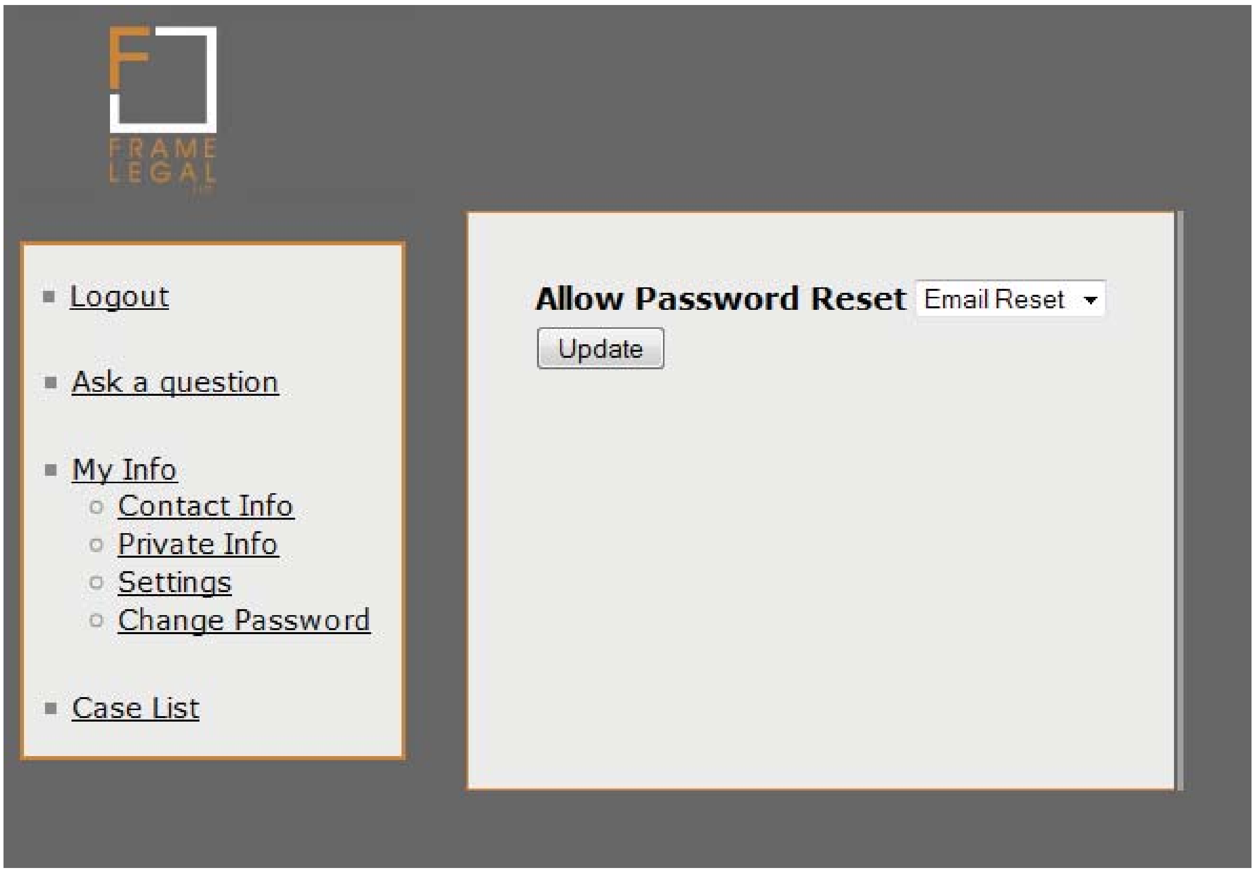
Your PRIVATE INFO page allows you to create more specific information that may be necessary for you attorney to proceed with your case.

While all of your personal information is 100% encrypted, this PRIVATE INFO page is also audited for security reasons. This means that if any of the data contained in these fields is altered, your attorney at Frame Legal will be able to find out who made the changes and when.



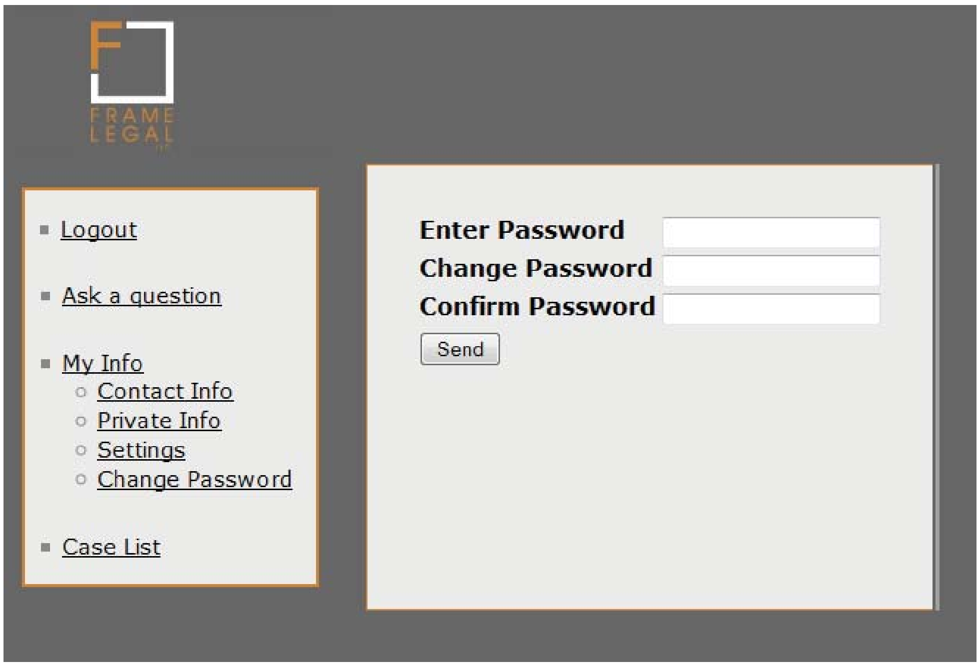
SETTINGS

The SETTINGS feature allows you to reset your password manually or via email. If you select the EMAIL RESET option, you will be sent an email to approve your password change.



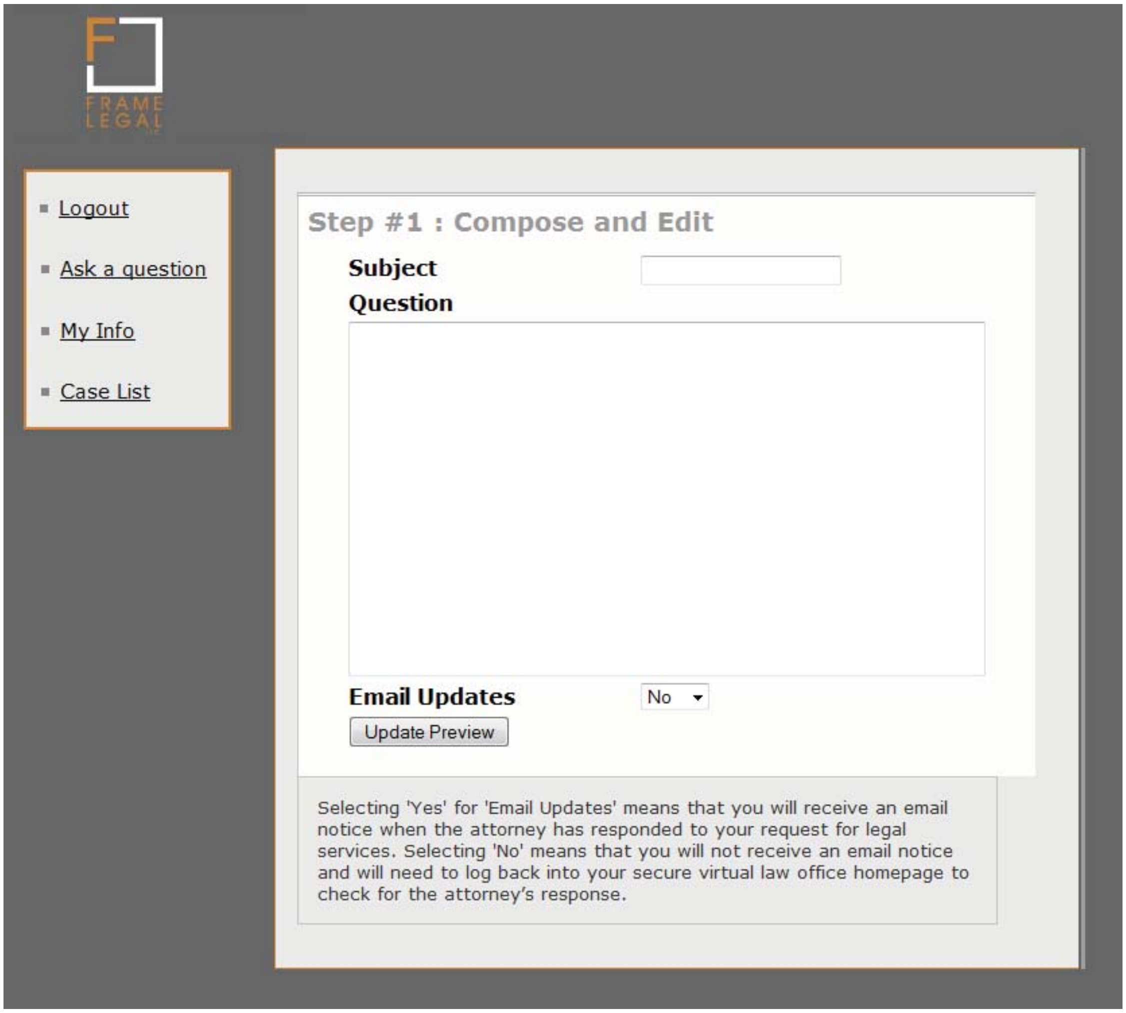
CHANGE PASSWORD

The CHANGE PASSWORD option allows you to do just that, change your password. Enter in your current password and select a new unique password to change these settings. After typing in your new unique password, confirm the password by re-typing it and clicking the SEND button.



STEP 2

After you have registered and created your secure Client Account your may now consult with a Frame Legal attorney. To consult with a Frame Legal attorney, simply click on the ASK A QUESTION link located on the left hand side of your screen.

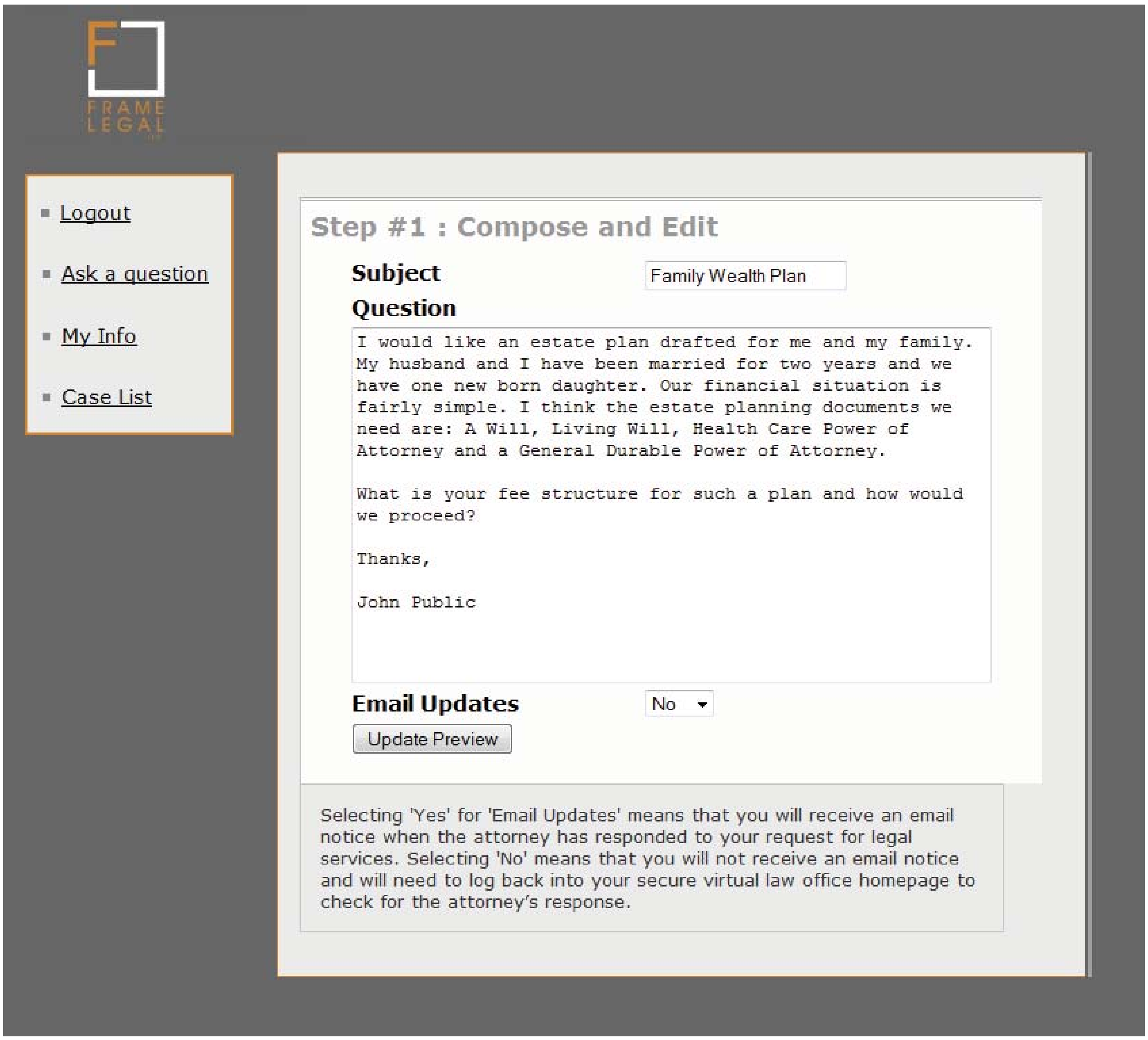


Important Note: The only time you will be using the ASK A QUESTION LINK is when you have a NEW legal matter. For example, if you have an ongoing Intellectual Property issue being resolved and then your business needs an executive compensation agreement drafted, your would then use the ASK A QUESTION LINK to create a NEW case.

STEP 3

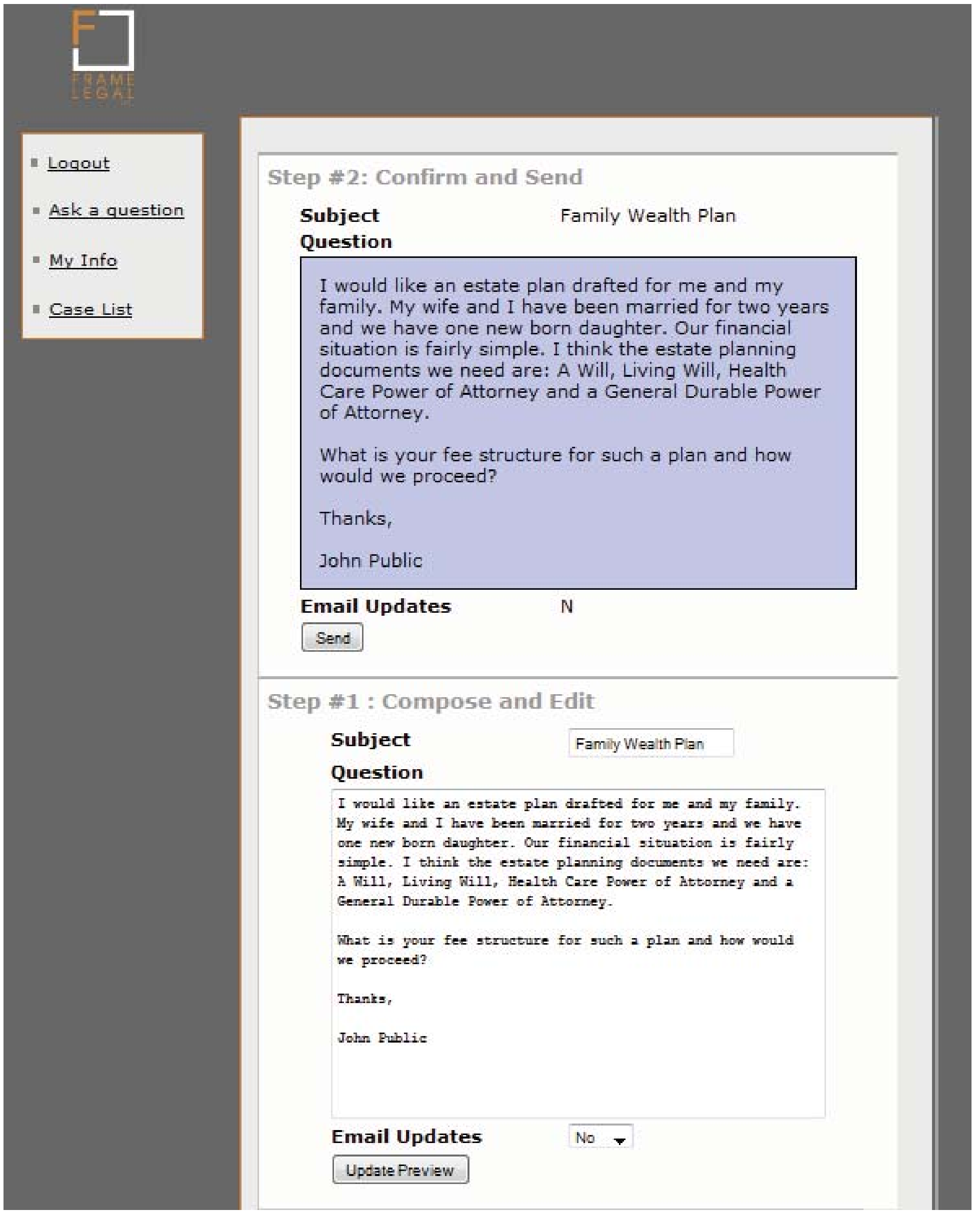
Type the subject of the question or legal matter that you have in the SUBJECT AREA. Then type your question or request for legal services in the larger area titled QUESTION.

Note: there is also an EMAIL UPDATE option at the bottom of the page. Choose YES or NO to let your attorney know whether you would like to have EMAIL UPDATES of your case sent to your registered email account.



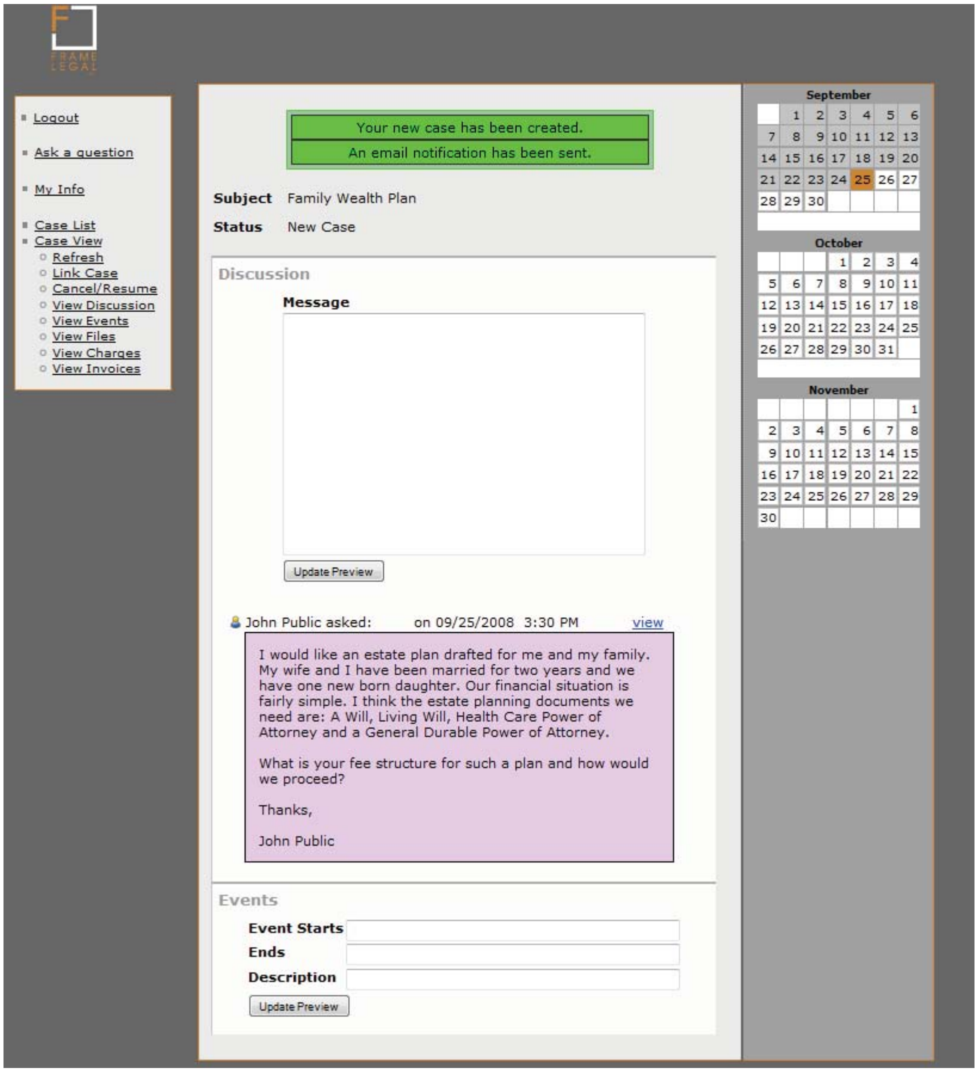
UPDATE PREVIEW

After you have typed your question or request for legal services, click the UPDATE PREVIEW button at the bottom of the page.



REVIEW MESSAGE

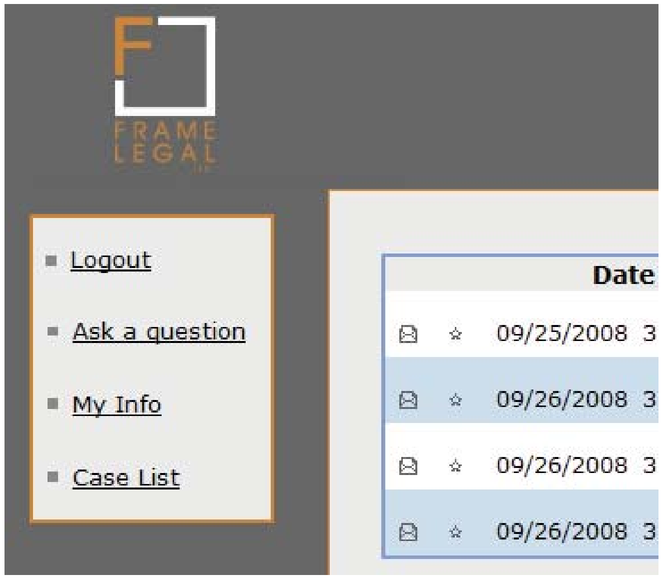
REVIEW and SEND your message to your attorney at Frame Legal. Before SENDING your message confirm that the message you have typed is correct. If your message has an error, re-type your question or request for legal services. Then click the UPDATE PREVIEW once again to approve your changes.



CONGRATULATIONS! You have successfully created your case and an email notification has been sent to an attorney at Frame Legal.

CASE LIST VIEW

After your establish your Client Account and create your case, each time you LOGIN to your Frame Legal Account click on the CASE LIST link to view your CASE LIST.

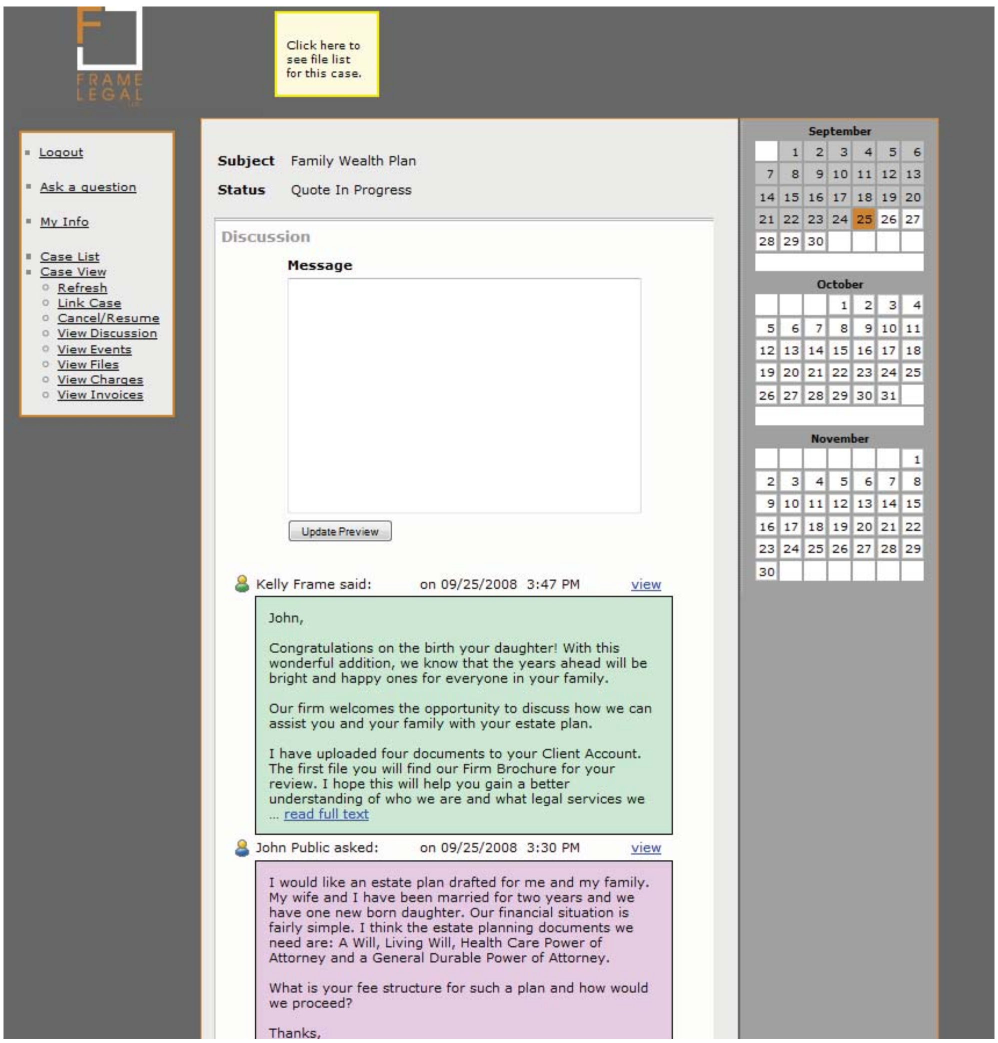


Once you are logged in to your Client Account, you may access your CASE LIST at anytime. Simply click on the CASE LIST link and choose your case you wish to view. Additionally, Frame Legal provides you with a STATUS UPDATE feature for each one of yor cases.

3 Consulting With Your Attorney

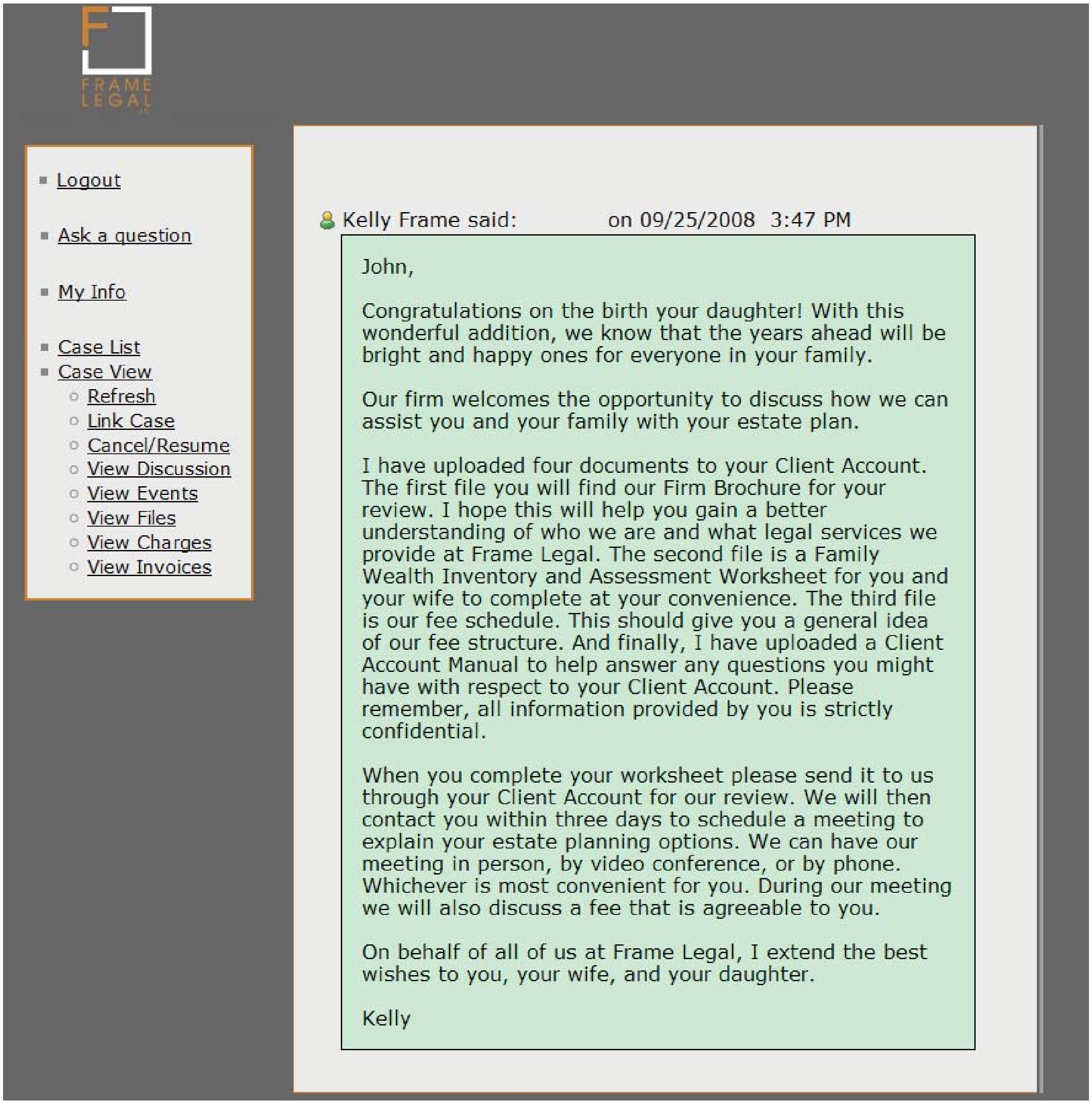
ATTORNEY DISCUSSIONS

Once you have sent your new case to your attorney at Frame Legal, he or she will respond to your question or request for legal services WITHIN 24 HOURS. When your attorney responds, you will see his or her response appear above your request in a GREEN shaded text box.



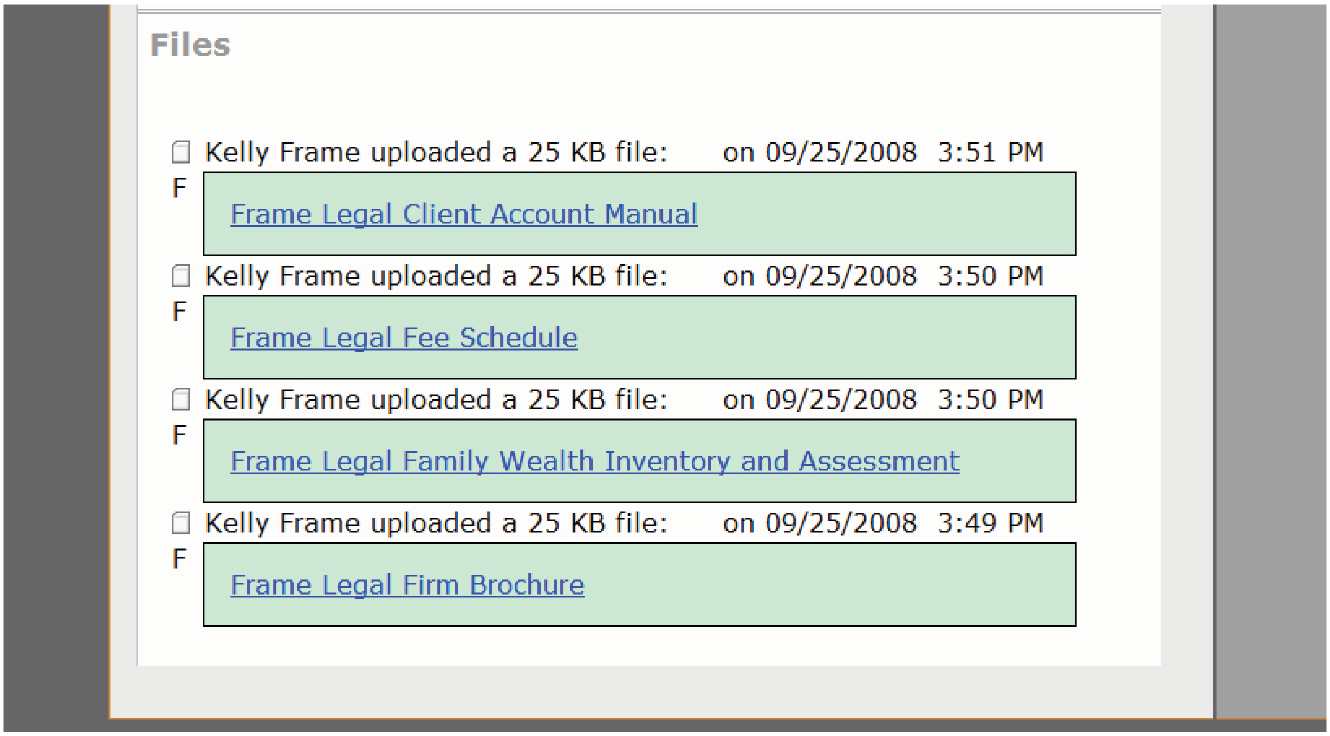
READ FULL DISCUSSION THREAD

Additionally, if you find that a DISCUSSION THREAD runs beyond the area provided, click on the BLUE link tiled READ FULL TEXT. You will then be re-directed to a new page with the entire text displayed.



DOWNLOADING FILES

If your attorney has uploaded any files for your review, you will find these files at the bottom of the screen. Simply click on the title of the document, underlined in BLUE, and you will be prompted to either view the document or download the document to your computer or handheld device.

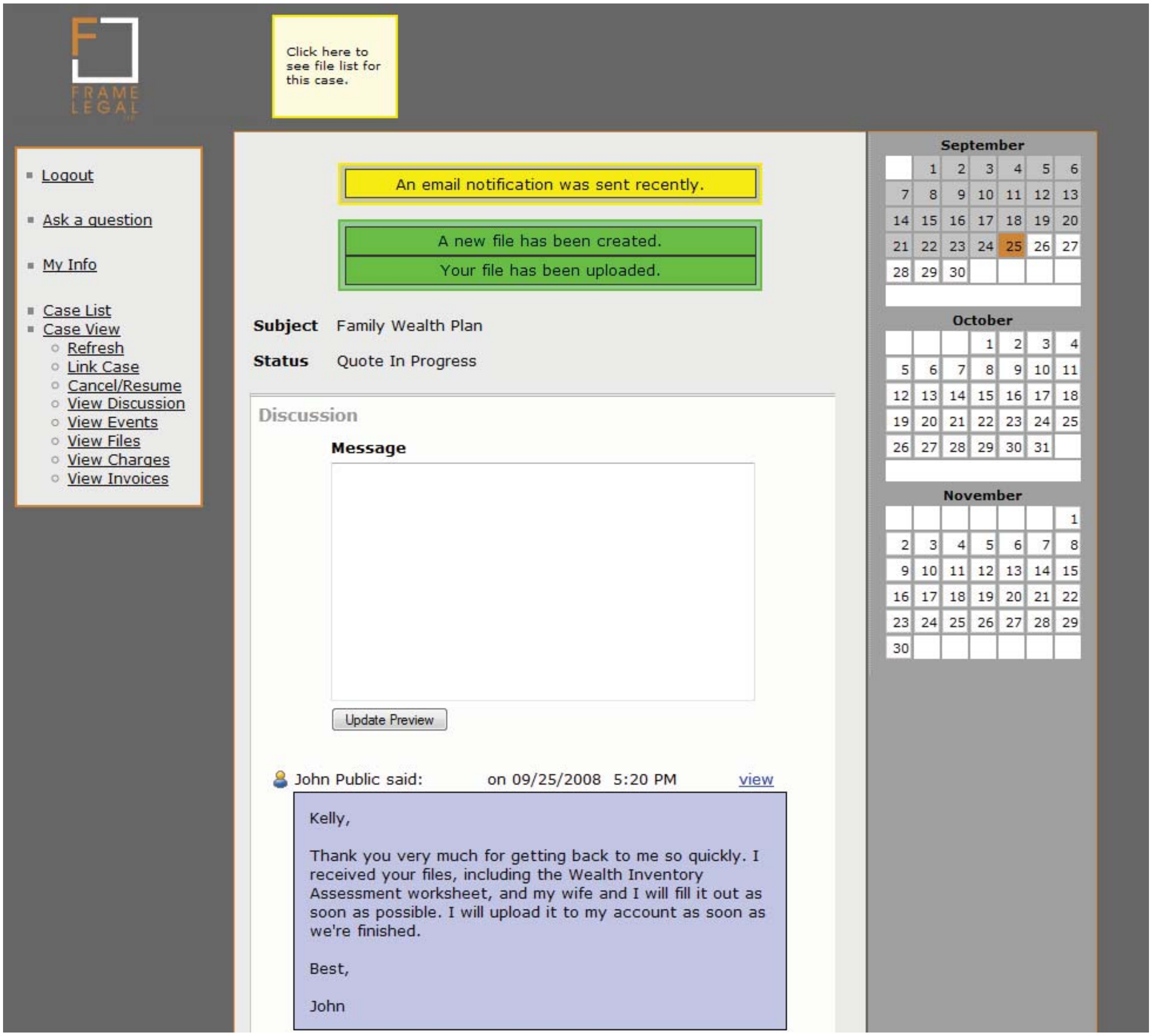


UPLOADING FILES

Additionally, if your attorney has requested additional information from you before he or she can proceed with your case, you may provide the information by uploading files through your Client Account. The FILE UPLOAD area will be located below your attorney-client discussions and above any existing files that have been previously uploaded. The information you provide through your Client Account is encrypted and 100% secure.

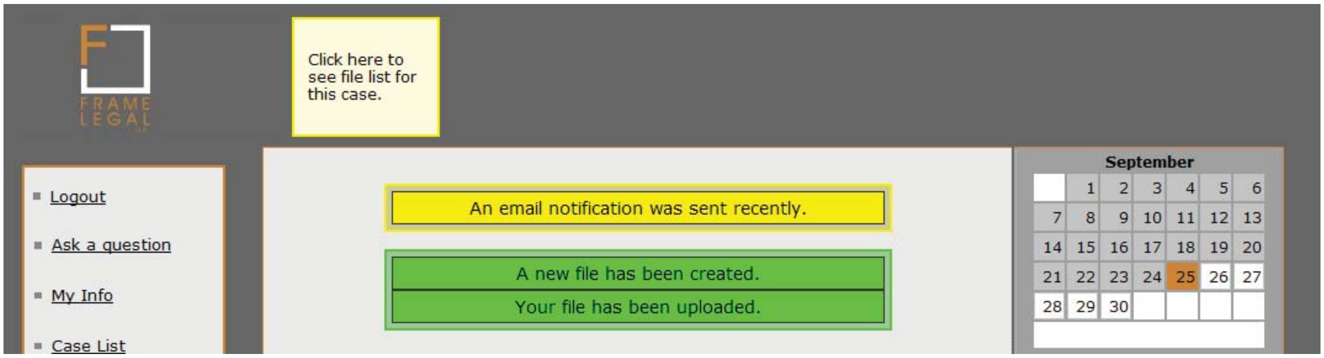
CLIENT DISCUSSIONS

All of your discussions, files and any other correspondence will appear in a BLUE shaded area or text box.



CASE STATUS UPDATES

Each time you send a message to Frame Legal or upload a file, a CASE STATUS UPDATE will appear at the top of you Client Account.



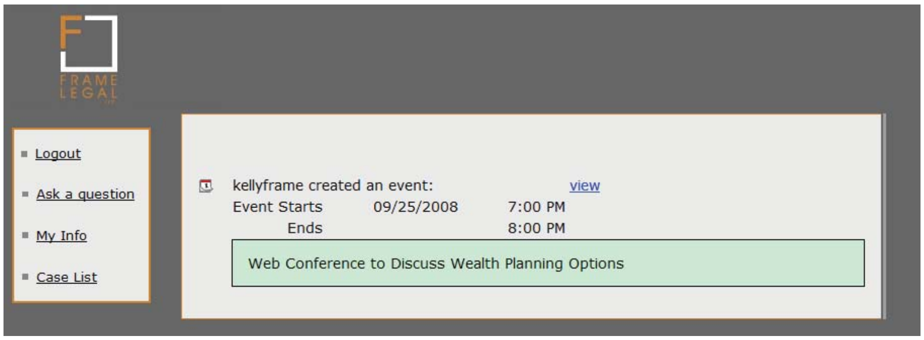
YELLOW STICKY NOTE NOTIFICATIONS

You will notice that at the top of your Client Account YELLOW STICKY NOTES will notify you when recent case information has been updated or if there is a file available for you to download from your attorney.

SCHEDULED MEETINGS AND EVENT NOTIFICATION

If your attorney has scheduled a meeting with you or some other event that is to take place that day, you will automatically be reminded of this event when you LOGIN to your Client Account. Additionally, if you selected to receive case status updates via email you will be automatically be notified.

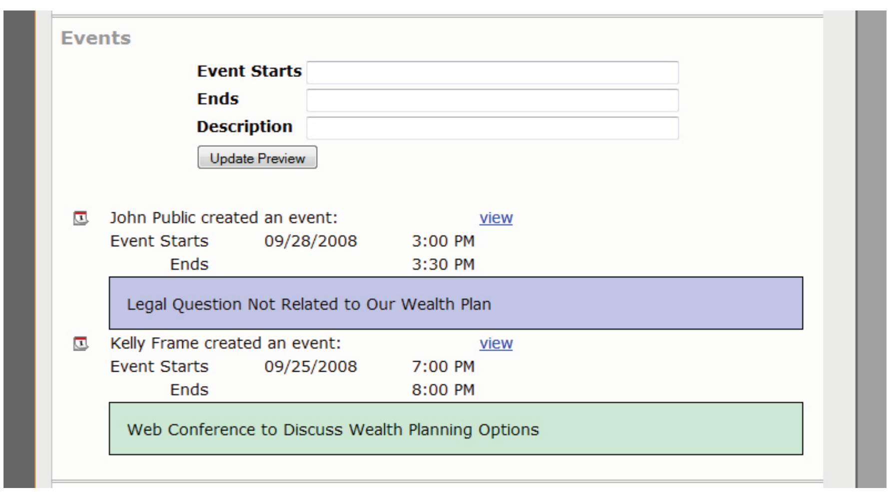
You may use the EVENTS feature to add an event to your CALENDAR that is related, or not related, to the question or matter contained in your specific case.



EVENTS

Any event added will be visible to your attorney reviewing your case. For example, if you would like to schedule an appointment for a telephone or web conference with your attorney, enter the date and time you would like for this event to take place, such as September 28, 2008 at 3:00 PM and ending September 28, 2008 at 3:30 PM. Next to the DESCRIPTION box, type the nature of the appointment.

You will then be able to preview the update to the Calendar before it is posted.

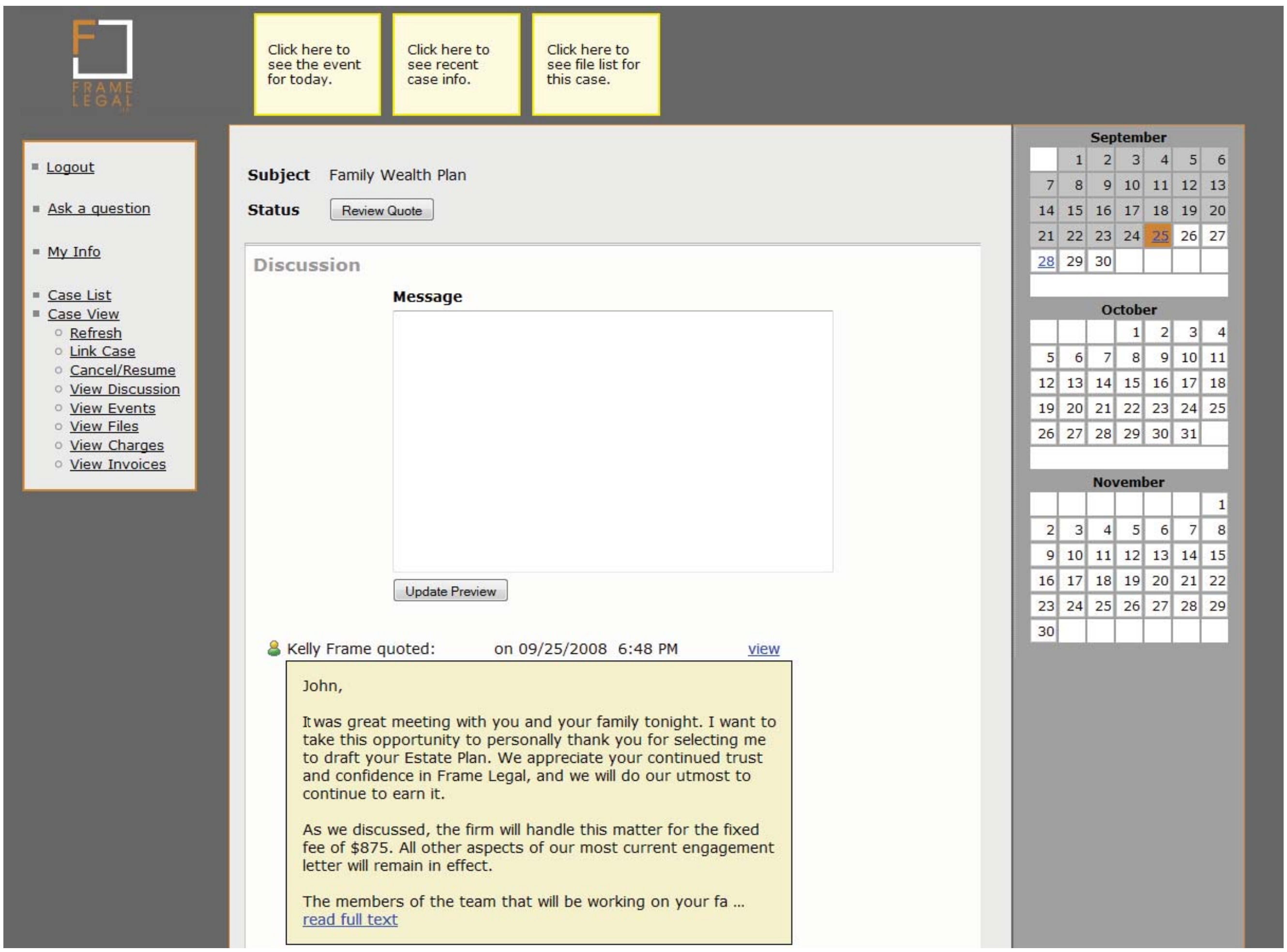


CALENDAR

If the EVENT falls within the current month or the next, the CALENDAR on the right hand side of your Client Account will show the date of your item highlighted in BLUE. If you click on the BLUE date, the link will take your to the description and information about that item. Once you are viewing the item, you may click on VIEW to edit or delete the scheduled CALENDAR item. The attorney handling your case will be able to view the CALENDAR and any entries you made to it.

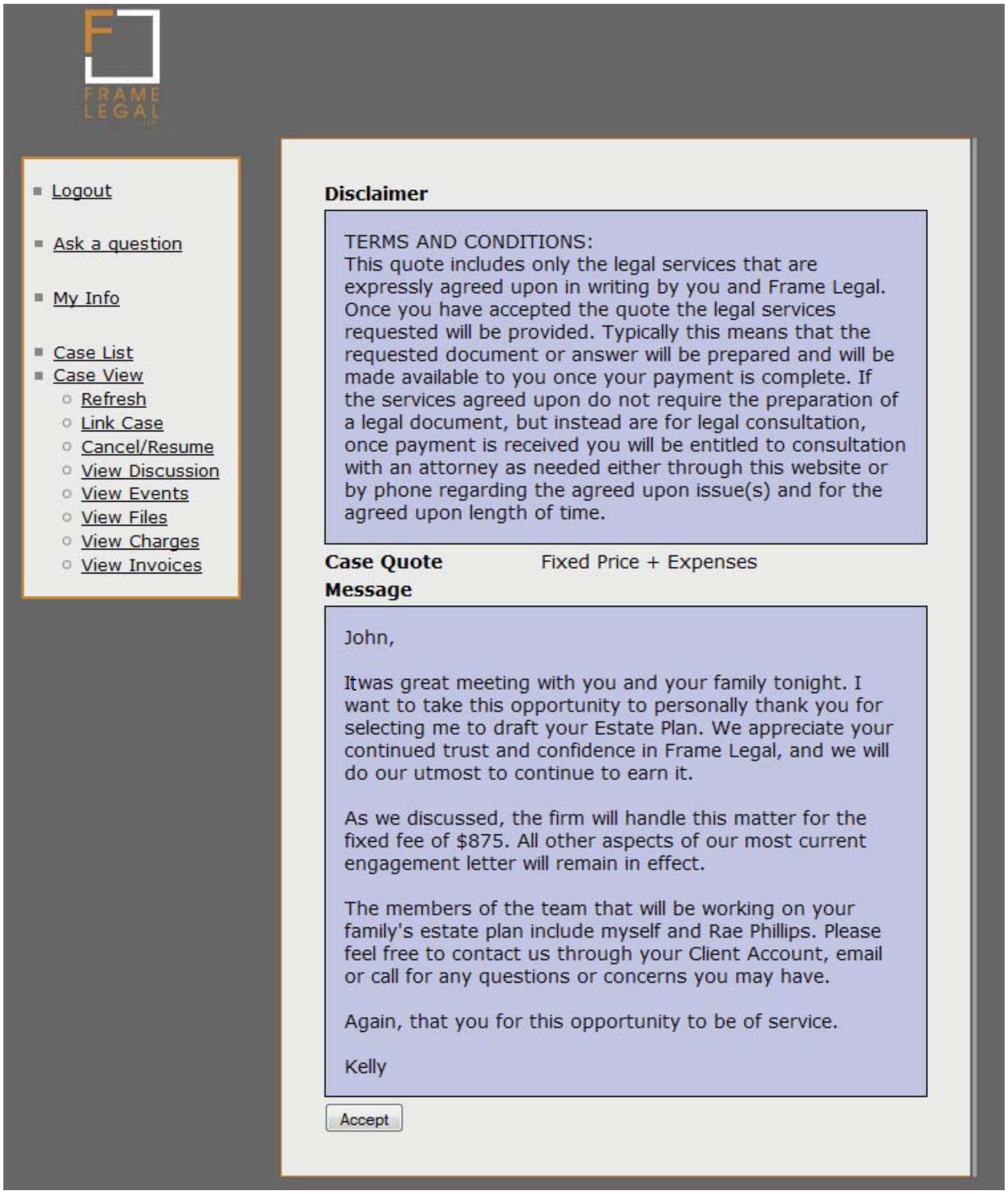
4 Payment And Billing Features

Payment for legal services will depend on the agreement you established with your attorney at the beginning of your case. There are a number of billing options that may be assigned by the attorney and he or she will make that information available to you before proceeding with handling your legal matter.



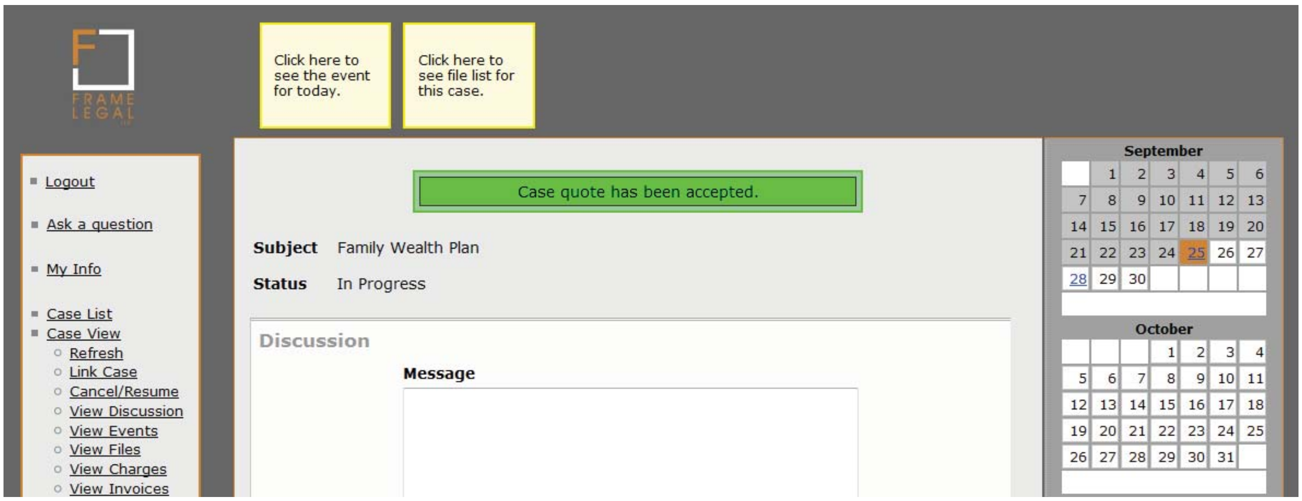
REVIEW QUOTE

If your attorney has provided a price quote for services, there will be a button titled REVIEW QUOTE. Click on REVIEW QUOTE to view the terms and conditions provided by your attorney and your attorney's message regarding price. If you agree to the terms and conditions and the price quote provided, click on the ACCEPT button.



ACCEPT QUOTE

You will be notified that the case quote was accepted and the status of your case is IN PROGRESS. Your attorney will then notify you of the next steps or when your requested legal services are completed.



INVOICES

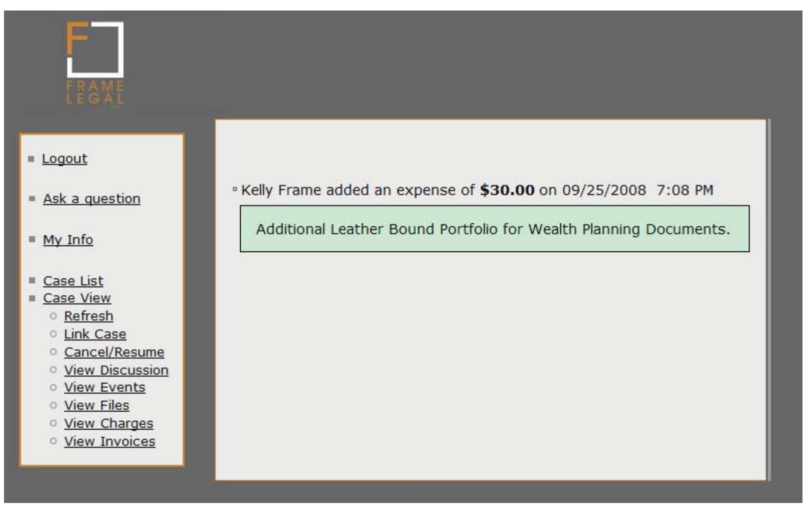
When an INVOICE for legal services is due, a YELLOW STICKY NOTE will appear above your case notifying you.

VIEWING INVOICE

You may click on VIEW INVOICES to view the details of your invoice.

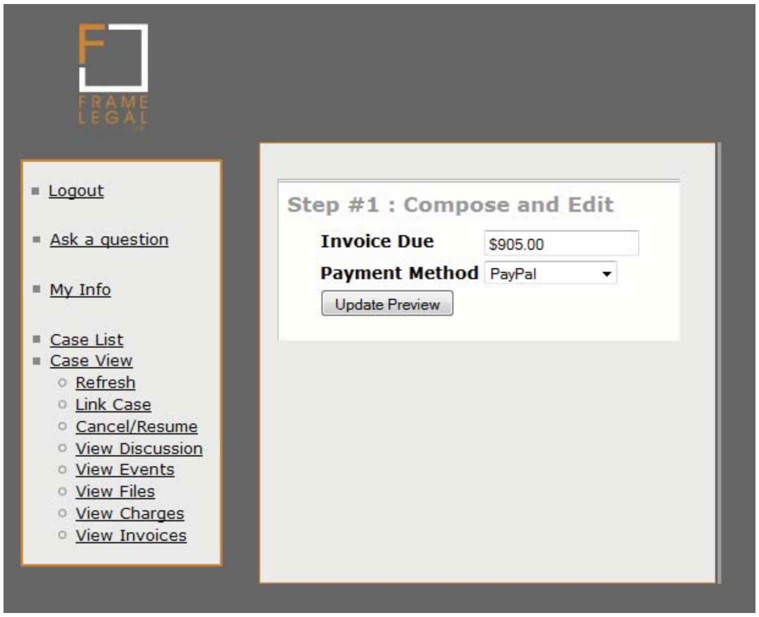
VIEWING CHARGES

You may click on VIEW CHARGES to view the details of your charges.



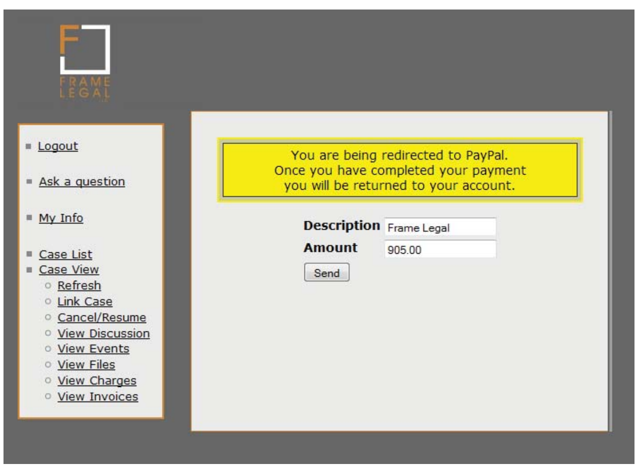
PAYING INVOICE

Clicking on the YELLOW STICKY NOTE, or clicking the PAY INVOICE button, will take you to your invoice.



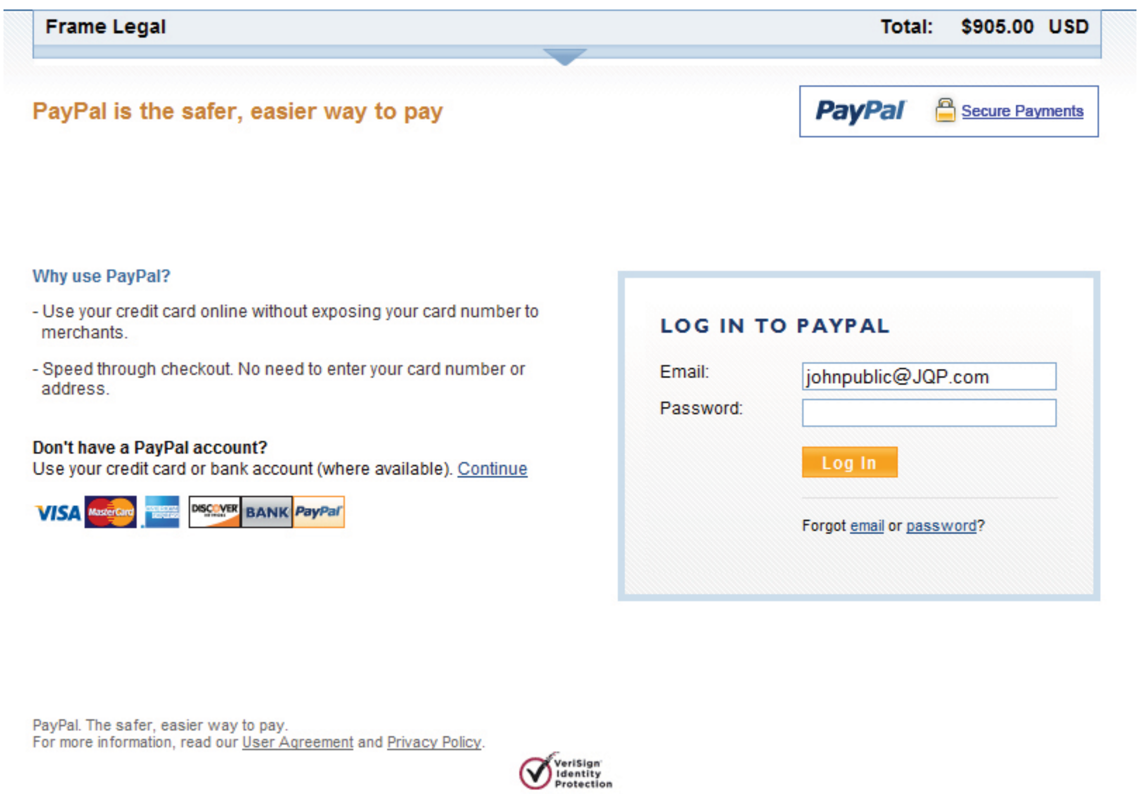
PAYPAL

You may pay your INVOICE via PAYPAL or by CERTIFIED CHECK. If you choose to pay your INVOICE via PAYPAL you must have an existing account. Simply select the PAYPAL option and click UPDATE PREVIEW button. Enter a DESCRIPTION of your choosing for your PAYPAL accounting and click SEND. You will then be re-directed to PAYPAL.



PAYPAL RE-DIRECT

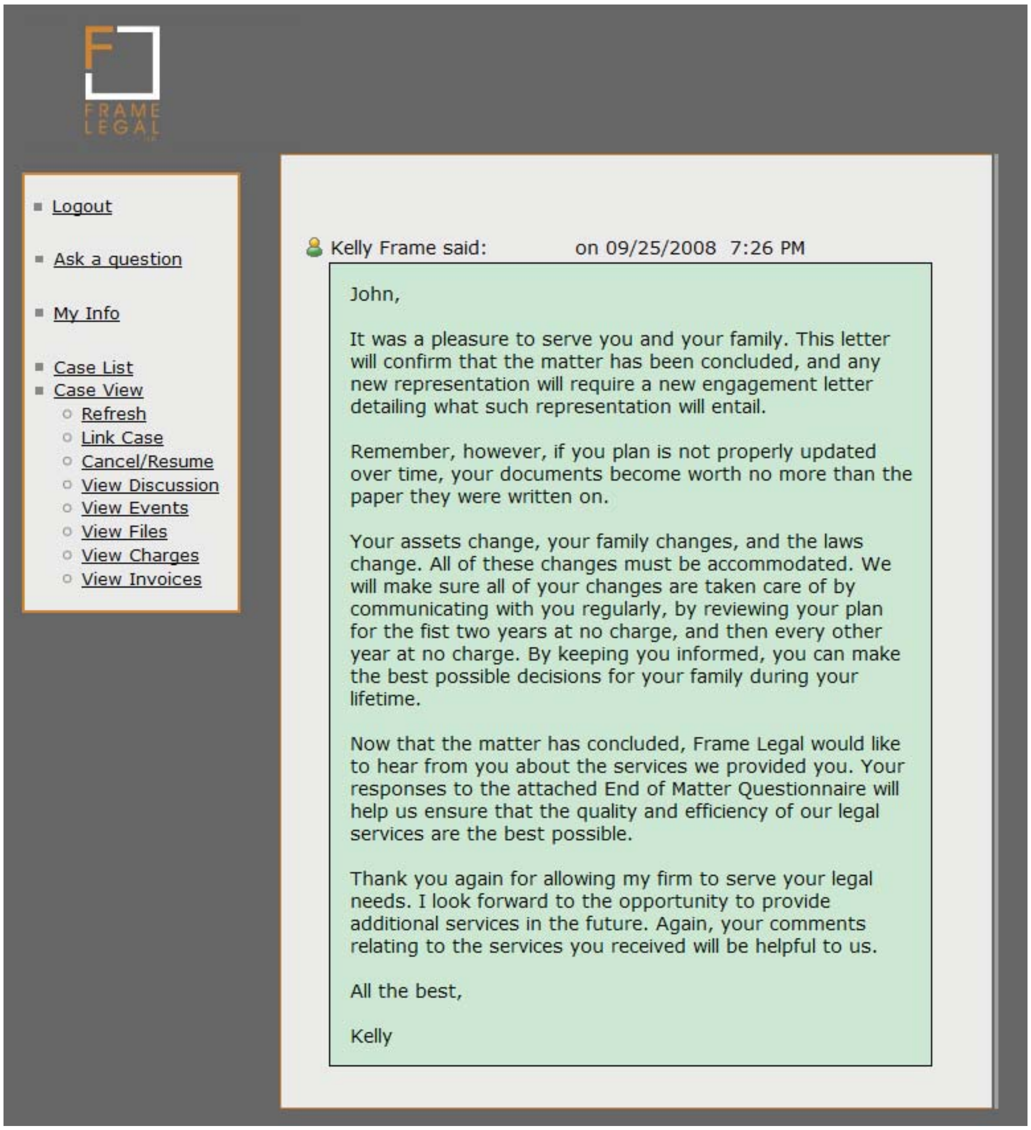
After you have been re-directed to PAYPAL, simply LOGIN and finalize your payment with whichever payment method you choose. Once you have sent payment to Frame Legal, you will then be prompted with an option to return to your Frame Legal Client Account.



END OF MATTER QUESTIONNAIRE

After Frame Legal receives payment, your case is concluded. Your attorney will send you a notification to your Client Account and ask you to respond to an End of Matter Questionnaire. Your responses are greatly appreciated as we work hard to ensure that the quality and efficiency of our legal services are the best possible.

Although your matter has concluded, your Client Account will remain active for a period of time. You may access your documents and attorney-client discussions anytime.



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