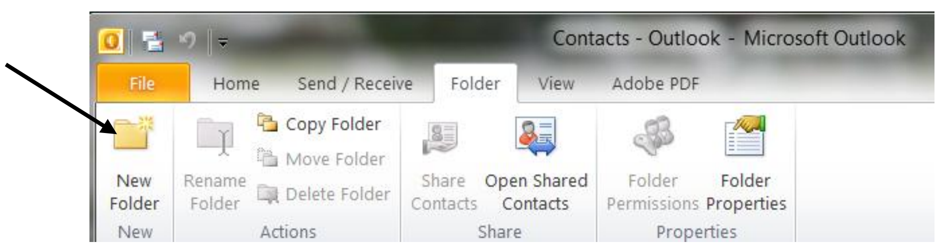
INSTRUCTIONS FOR SETTING UP A CONFLICT SYSTEM IN OUTLOOK 2010

INTRODUCTION

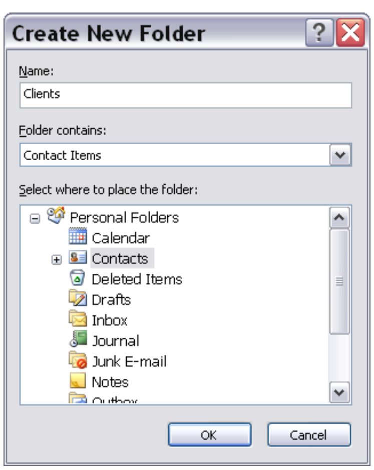
Sole practitioners or small firms can track conflicts in Outlook 2010 using the Contacts feature of this program. Each client/matter is set up as a separate contact card with conflict names entered in the Notes field of the contact form. The Notes field and other fields on the contact card can then be searched for names which may pose a conflict.

HOW TO SET UP A BASIC CONFLICT SYSTEM IN OUTLOOK 2010

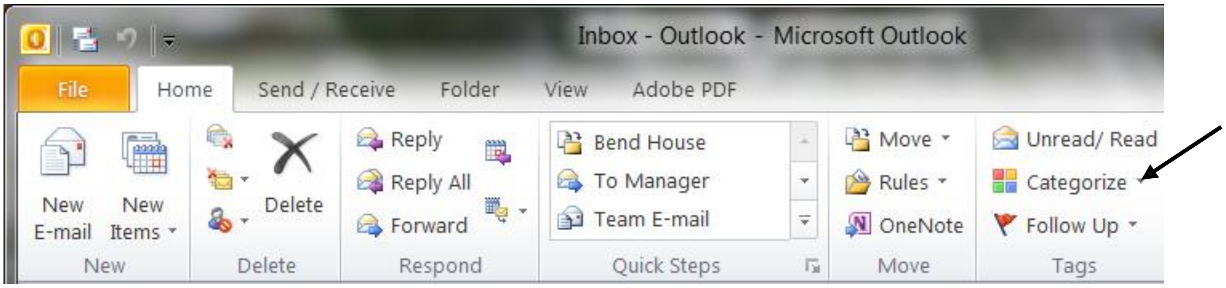
1. To set up a conflict system in Outlook 2010, begin by creating a new folder in Contacts to contain client information. Launch Outlook. Click the **Contacts** button in the Navigation Pane on the left side of the screen. If the **Contacts** button is not visible, go to the bottom of the Navigation Pane, click **Configure Buttons**, and choose **Show More Buttons**. You may need to choose **Show More Buttons** several times to make Contacts visible.
2. Once you are in Contacts, click on the **Folder Tab** and choose New Folder:



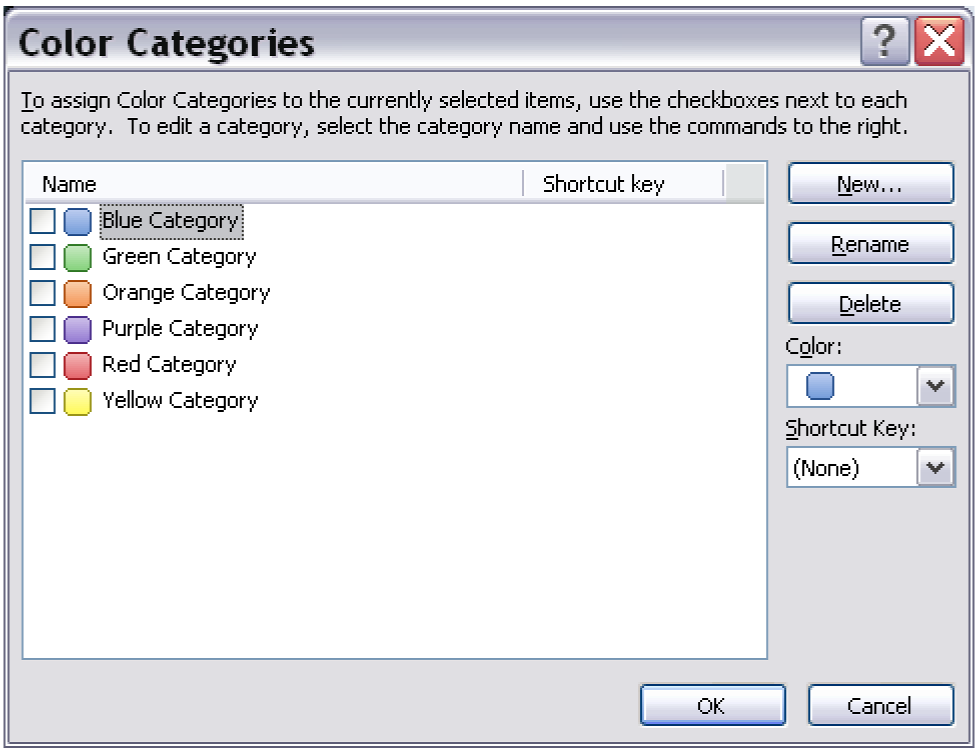
3. In the **Name**: box, type Clients. Click OK.



4. Before entering your first contact, it is recommended that you set up the appropriate categories for your conflict system. Click the **Categorize** button under the Home tab:



Choose **<u>A</u>ll Categories**... The Color Categories box will appear:

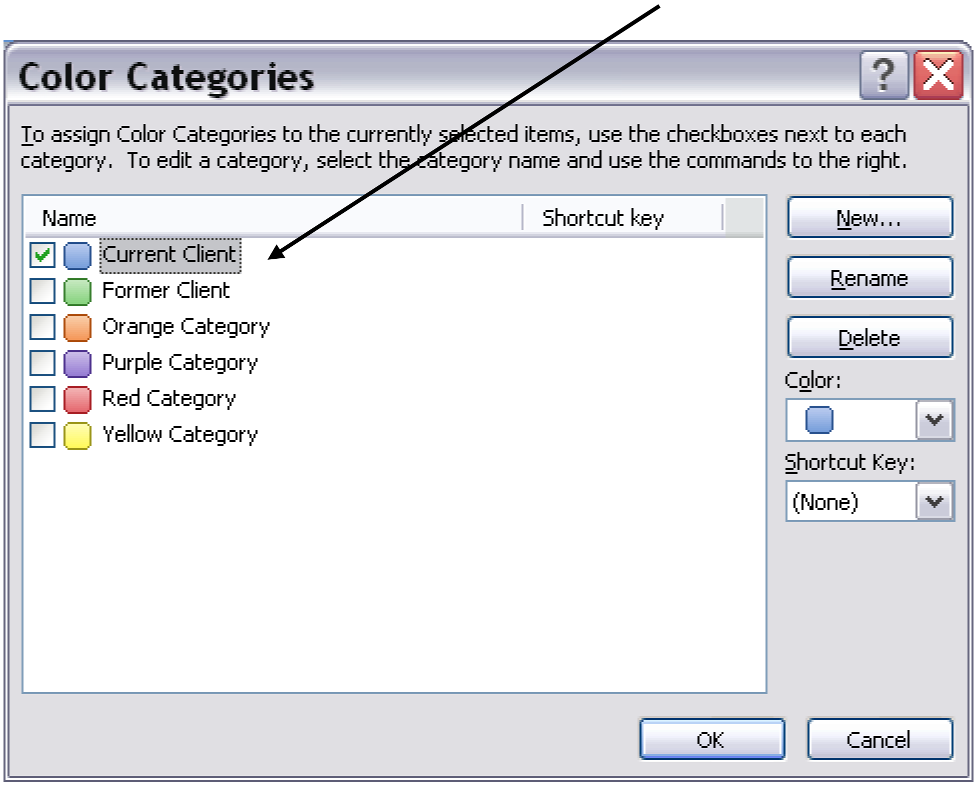


All categories in Outlook 2010 have a color association. By default, Outlook offers six colors: Blue, Green, Orange, Purple, Red, and Yellow. (More are available by clicking the **C<u>o</u>lor** pull-down menu on the right side of the Color Categories screen.)

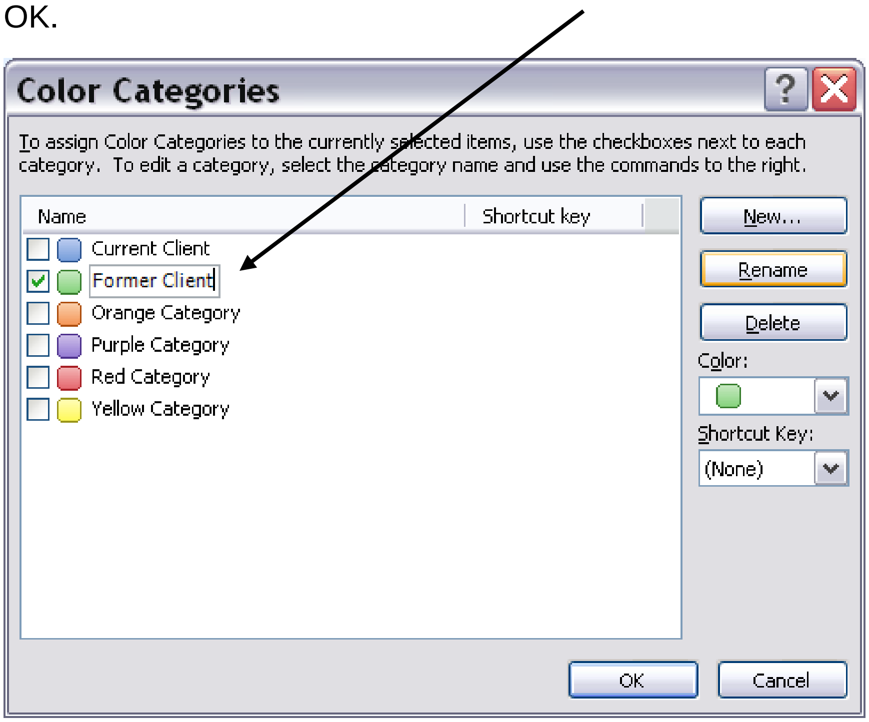
The colors in Outlook can be "renamed," i.e., assigned a name, by clicking in the box next to the color and clicking **<u>R</u>ename**. The PLF suggests you add Current Client and Former Client as two new categories to assist you in tracking conflicts in Outlook 2010.

<u>NOTE</u>: As an alternative, you can also create two client folders: Current Clients and Former Clients. If you follow this approach, the Current and Former Client categories are not necessary. Setting up separate Current and Former Client folders will affect how you search. See step 3 in <u>SEARCHING FOR CONFLICTS IN OUTLOOK 2010</u> below.

5. Set up the category "Current Client" and associate it with the color Blue. Click in the box next to "Blue Category," click on **Rename**, type the words "Current Client," and click OK.

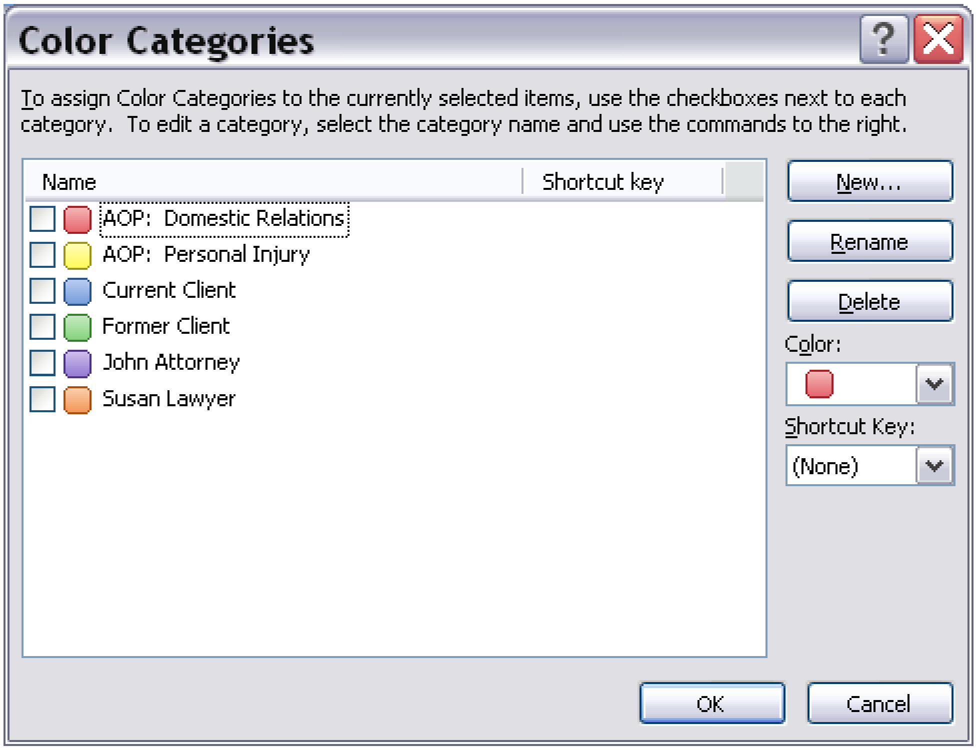


6. Add the category "Former Client" and associate it with the color Green. Click in the box next to "Green Category," click on **Rename**, type the words "Former Client," and click OK.



7. You may also wish to add your practice areas and the names or initials of all the lawyers in the firm.

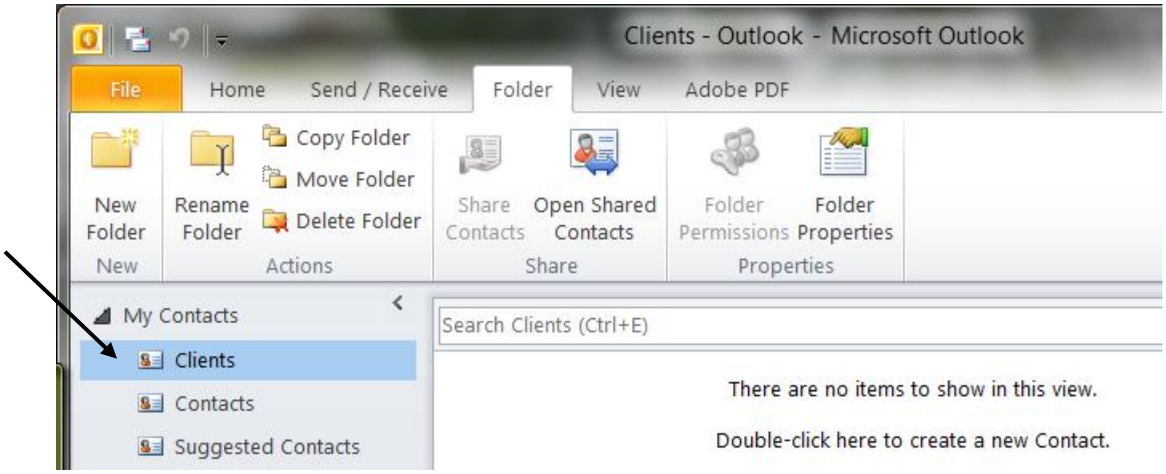
For example, if Susan Lawyer and John Attorney had a Domestic Relations and Personal Injury practice, their category list might look like this:



Outlook alphabetizes categories by name. Using the acronym AOP for Area of Practice helps keep Area of Practice categories grouped together. Current Client, Former Client, and the names of the attorneys follow in alphabetical order. You may need to experiment with different naming strategies for categories if you want to keep the category list sorted in a particular way.

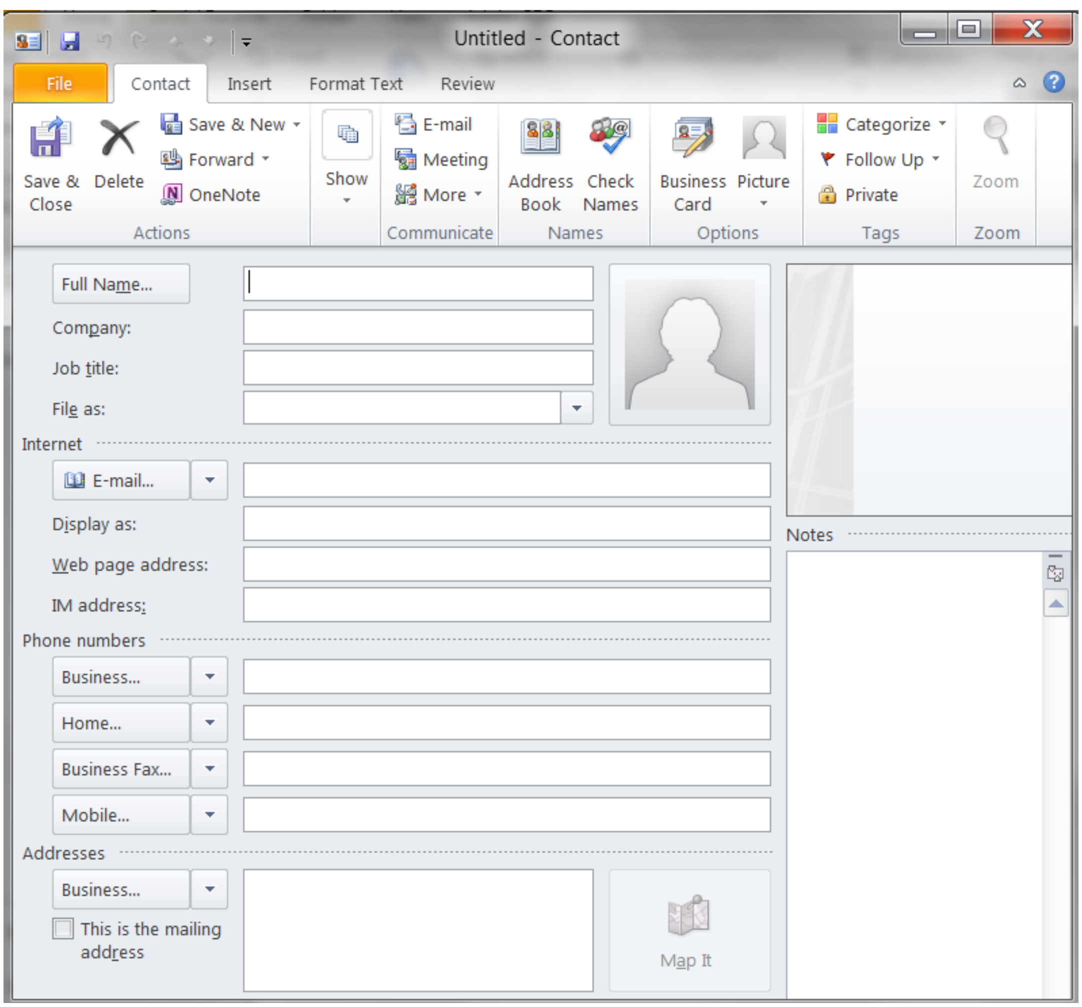
Now that your category list is set up, you are ready to begin entering client information into Outlook 2010.

8. Navigate to your Clients folder by using the Navigation Pane. Click on the Contacts button. Next, click on the Clients icon:



9. To create a new blank contact, click **New Contact** in the Home tab or use the keyboard shortcut <Ctrl> N.

10. A blank contact form will appear:



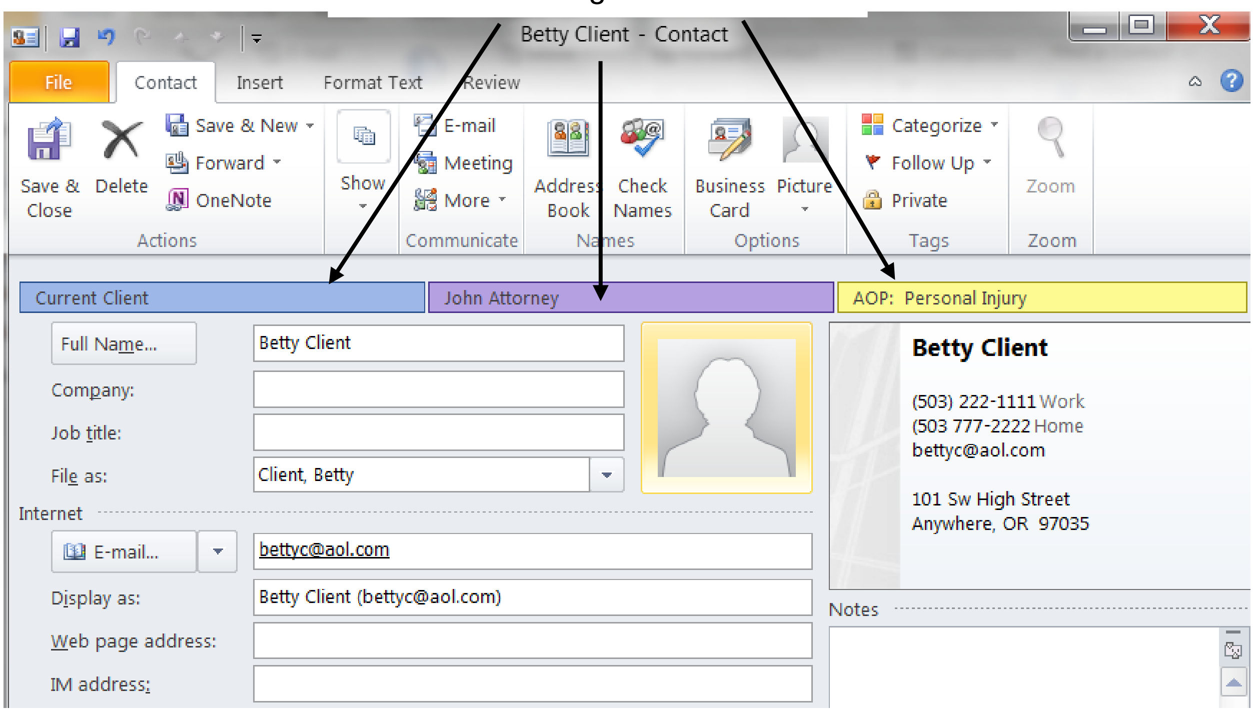
Begin entering name, address, phone, fax, email, and other details. Name information should be entered by clicking on the **Full Name …** button. Address information should be entered by clicking on the **Business… or Home …**button. Using these buttons ensures that information will be entered in the proper format. Note that Outlook allows multiple address, phone, fax, and e-mail entries.

If the client is a Company, enter the Company name in the **Company** field on the contact card rather than using the **Full Name** button which is meant to be used when entering information pertaining to individuals.

Create a separate contact card for each client or client matter.

11. Use the Categorize button and select the appropriate colors/categories to identify the responsible attorney, area of practice, and the client's status (current client or former client).

Categories



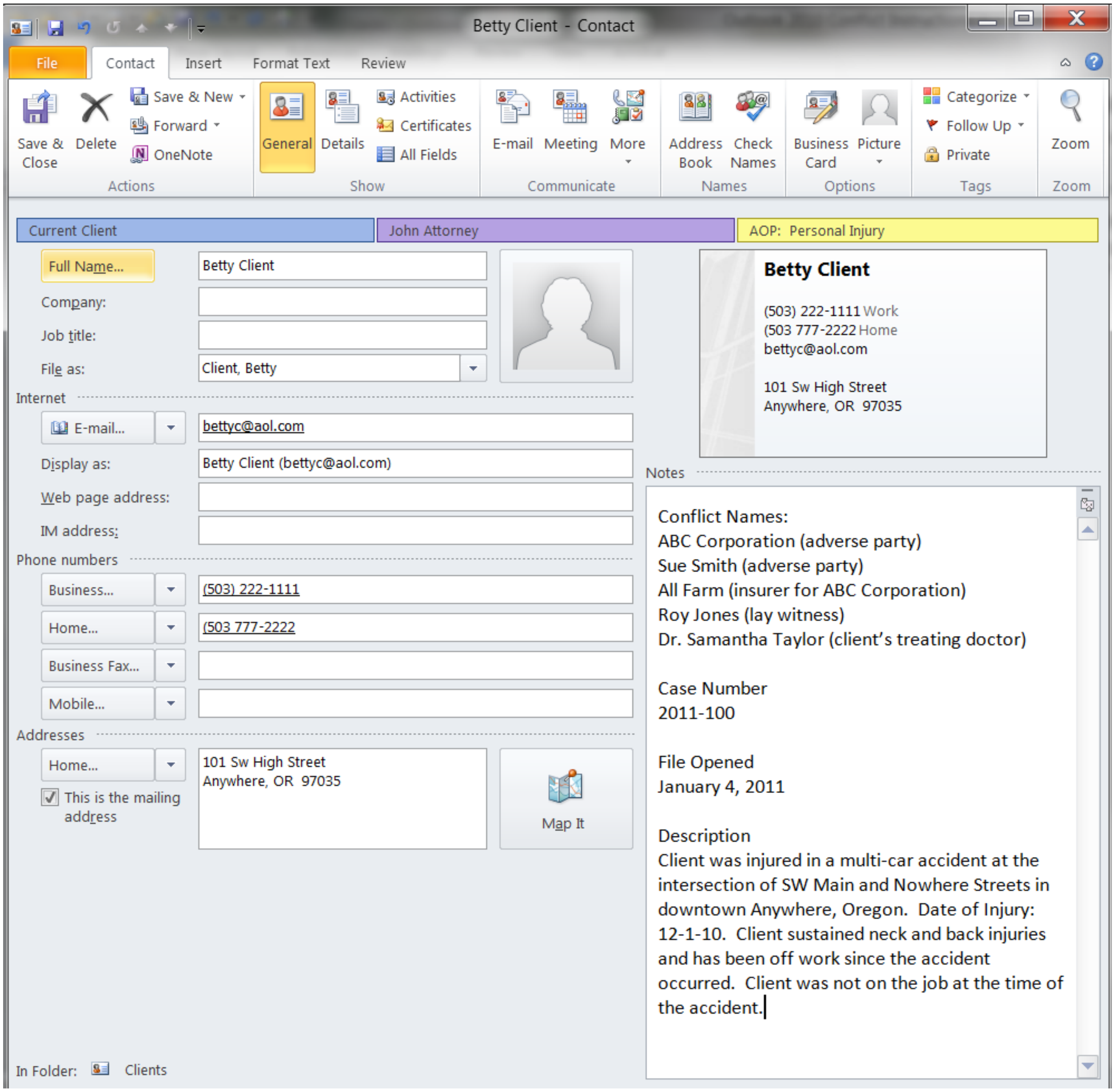
12. Enter conflict names in the Notes field (the large blank rectangle at the bottom right of the contact card). List each conflict name separately and indicate the relationship of the conflict name to the client. For example: ABC Corporation (adverse party); Sue Smith (adverse party); All Farm (insurer for ABC Corporation); Roy Jones (lay witness); Dr. Samantha Taylor (client's treating doctor)

Other pertinent case information, such as file number, case description, date opened, date closed, etc. can also be included in the Notes field.

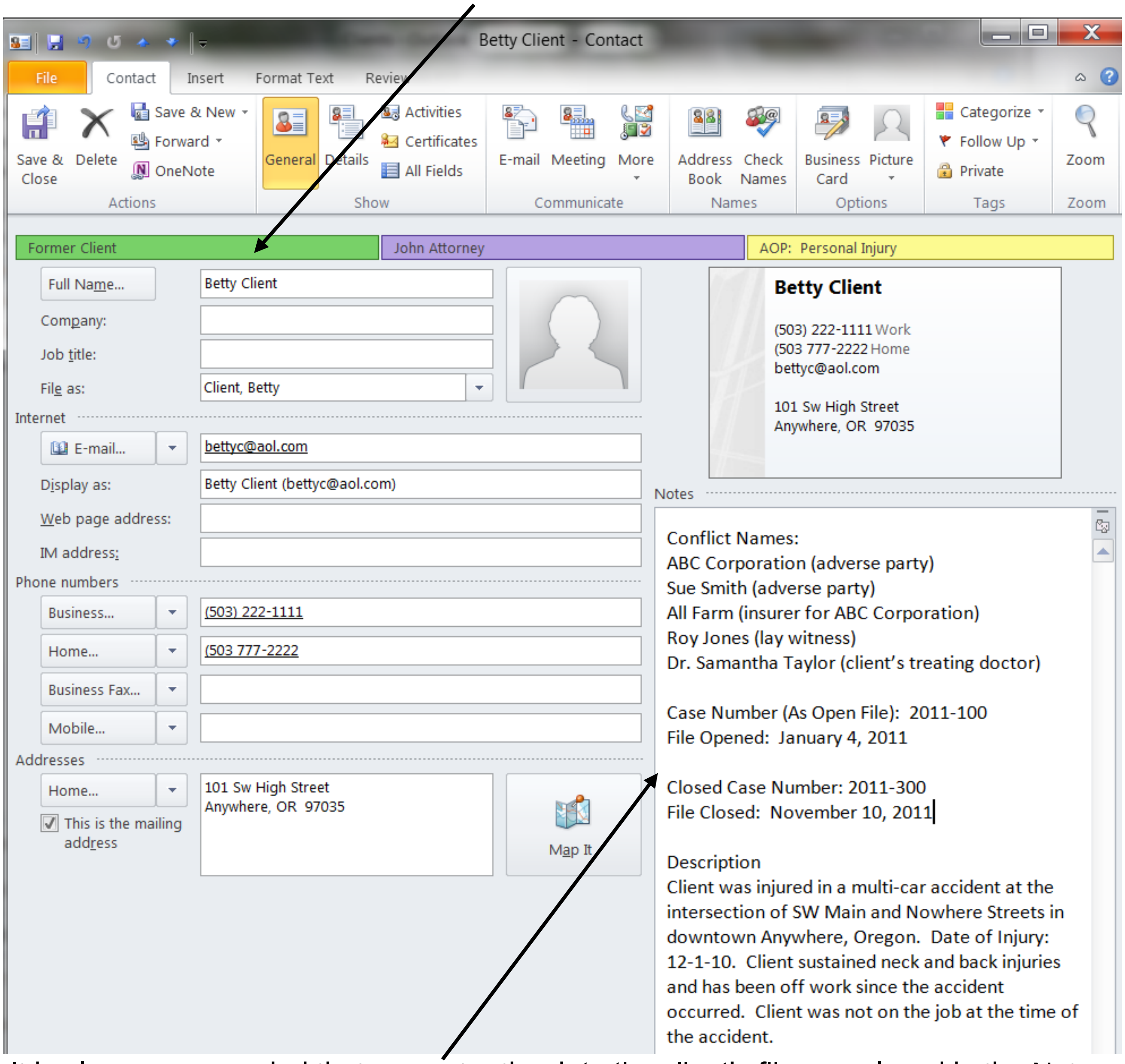
To save the contact information, click the **Save and Close** button.

Tip: Conflict searches in Outlook will not be reliable unless information is entered in the same format consistently. In the example above, we have suggested “Dr. Samantha Taylor” rather than “Samantha Taylor M.D.” Either will work, but to ensure reliable search results, choose one format and stick with it or use a broader approach when searching. For example, to run a conflict search for Dr. Samantha Taylor, search for “Taylor” or “Samantha Taylor,” rather than “Dr. Samantha Taylor” or “Samantha Taylor M.D.”

Sample Contact Card:



13. When a current client becomes a former client, remember to change the client's category in Outlook. Open the contact, click on the **Categorize** button, choose **<u>A</u>ll Categories…** Click on Current Client to remove the checkbox in that category and click on Former Client to activate the former client category.



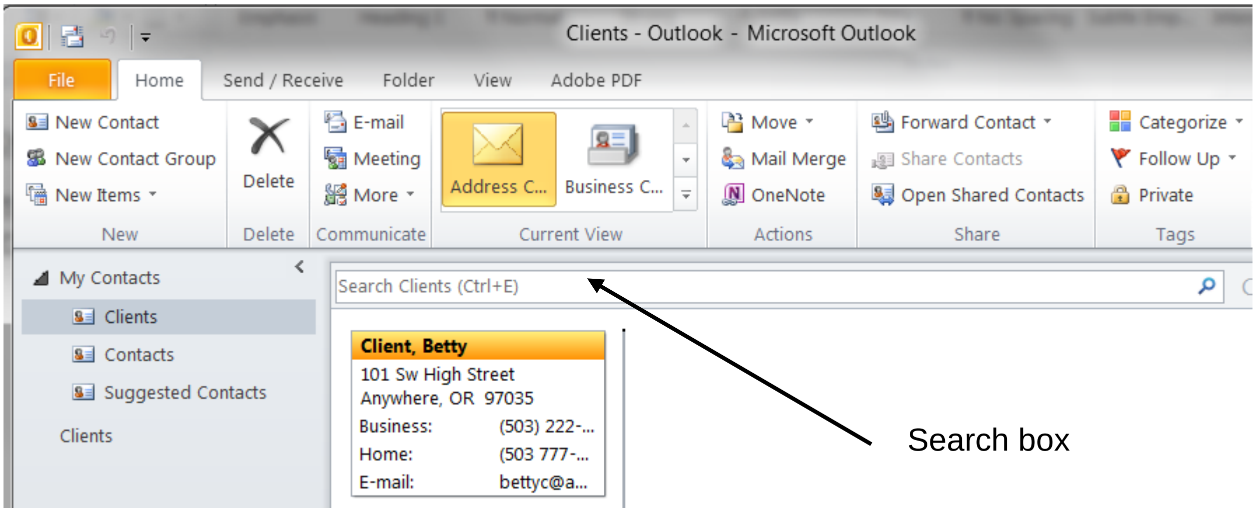
It is also recommended that you enter the date the client's file was closed in the Notes field, along with the closed file number, if applicable. You may also wish to update the case description.

To save your changes, click the **<u>S</u>ave and Close** button.

<u>NOTE</u>: If you set up separate Current and Former Client folders instead of using the Current and Former Client categories, just move the client's contact card from Current Clients to Former Clients by selecting it with your mouse and dragging it to the Former Clients folder.

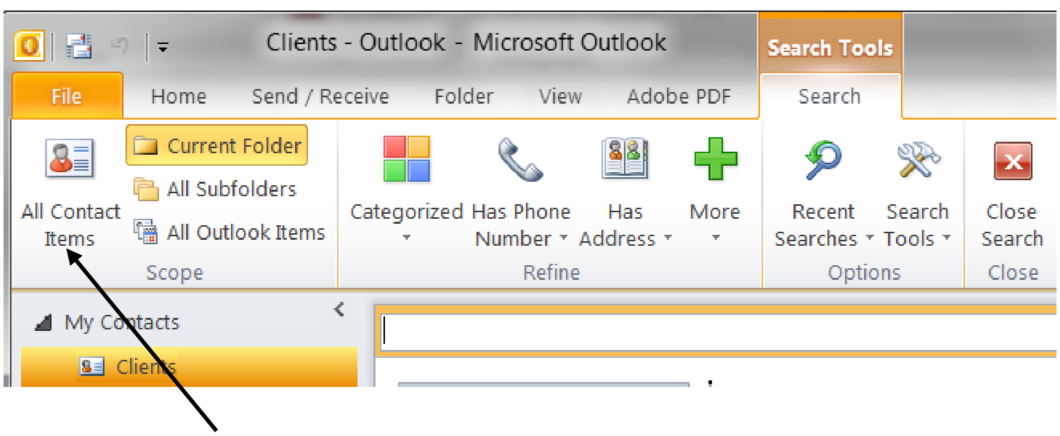
<u>SEARCHING FOR CONFLICTS IN OUTLOOK 2010</u>

1. To search for conflicts in Outlook 2010, go to your Clients folder in Contacts. In the **Search** box, type the name or other information you are searching for:



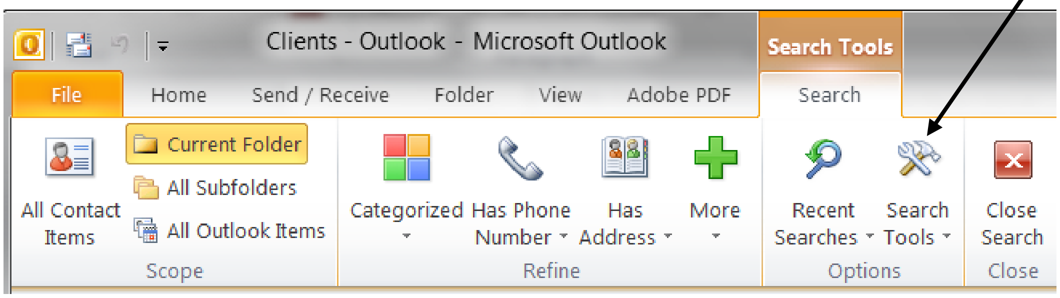
2. If a match is found, Outlook will automatically display the card(s) which match the search term. Open each matching card and determine if a conflict exists. Document the results of your conflict search in the client file. Contact cards can be printed in a Memo Style for filing. In the Outlook ribbon, choose the **File tab,** then **Print,** and select **Memo Style**. To preview before printing from the Print dialog box, select Print Options just above Settings. (Note: if your office is paperless, select a PDF printer and print the Memo to PDF format.)

3. If you created separate Current and Former Client folders in lieu of using the Current and Former Client categories, make sure you search **All Contact Items** when you run a conflict check. By clicking in the Search box, you will automatically activate Outlook's Search Tools. A Search tab appears with the following choices:

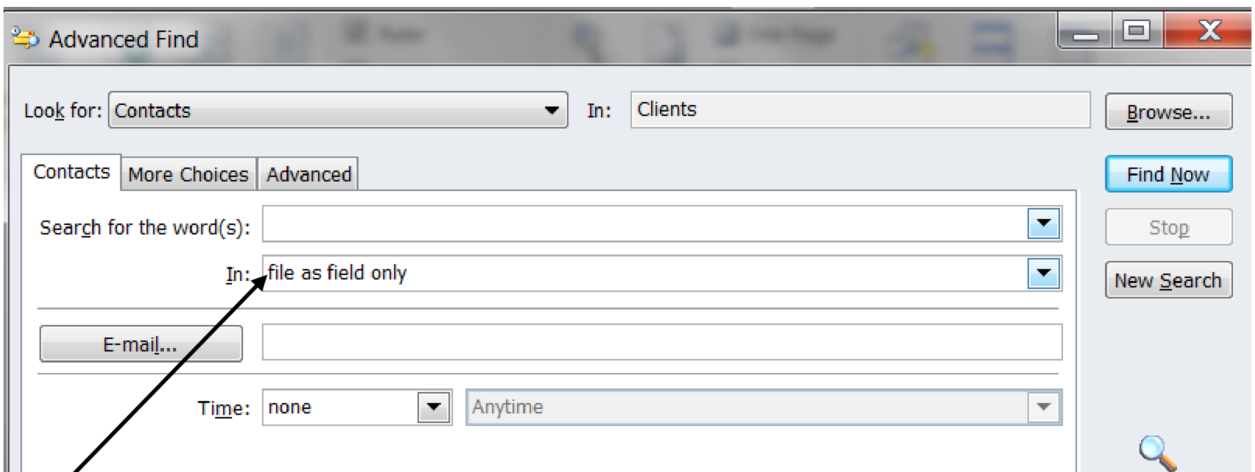


To search all contact folders, simply click the **All Contact Items** button.

4. The steps described above work well for simple conflict searches which generate no results or just a few matching cards. If you find that conflict searches are generating multiple matching cards, or if you prefer to print a list of all search results on one page, click on Search Tools.



Then select Advanced Find:



By default, Outlook 2010 searches only in the "file as" field. A search of the "file as" field will find only a company name or the last name and first name of an individual client. To conduct a thorough conflict search when used Advanced Find, you must tell Outlook to look in "frequently-used text fields."

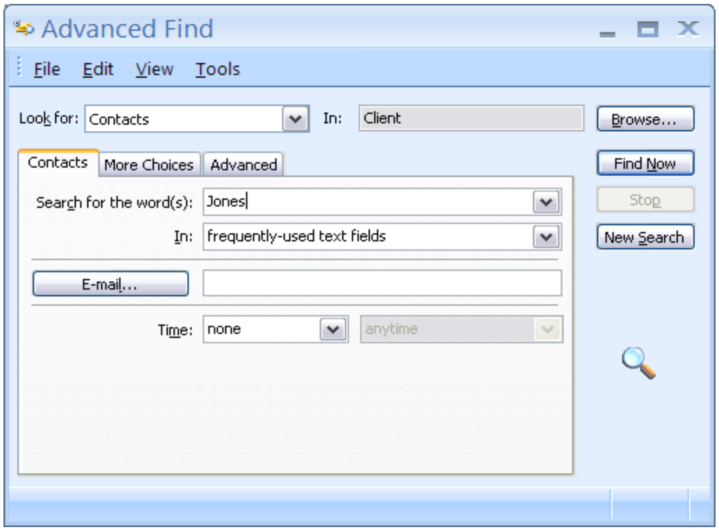
Change the setting in the drop-down box

In: file as field only

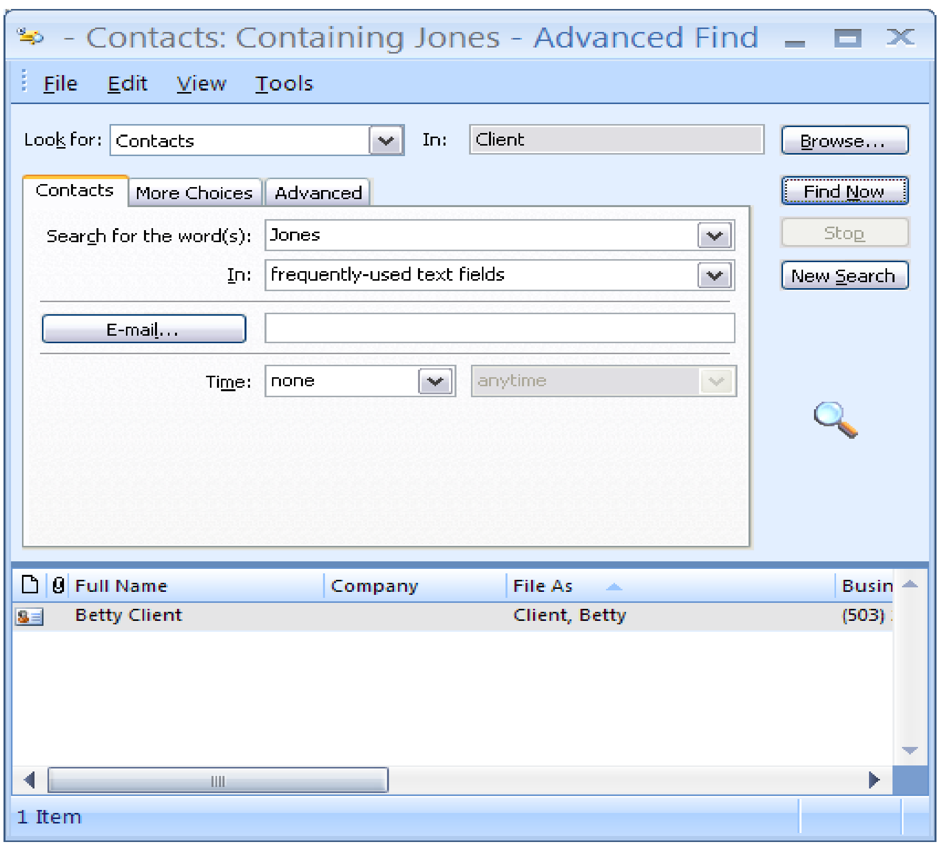
to:

In: frequently-used text fields

5. You are now ready to search your Clients contact folder for Conflicts. In the box **Search for the word(s):** type in the name you are searching for. In the example used earlier, Roy Jones was a lay witness in the Betty Client personal injury case against ABC Corporation and Sue Smith. A conflict search for the name Roy Jones would look like this:



6. To search, click the **Find Now** button. If Outlook finds a name, it will generate a list of contacts containing that name. In this case, the contact card for Betty Client comes up:

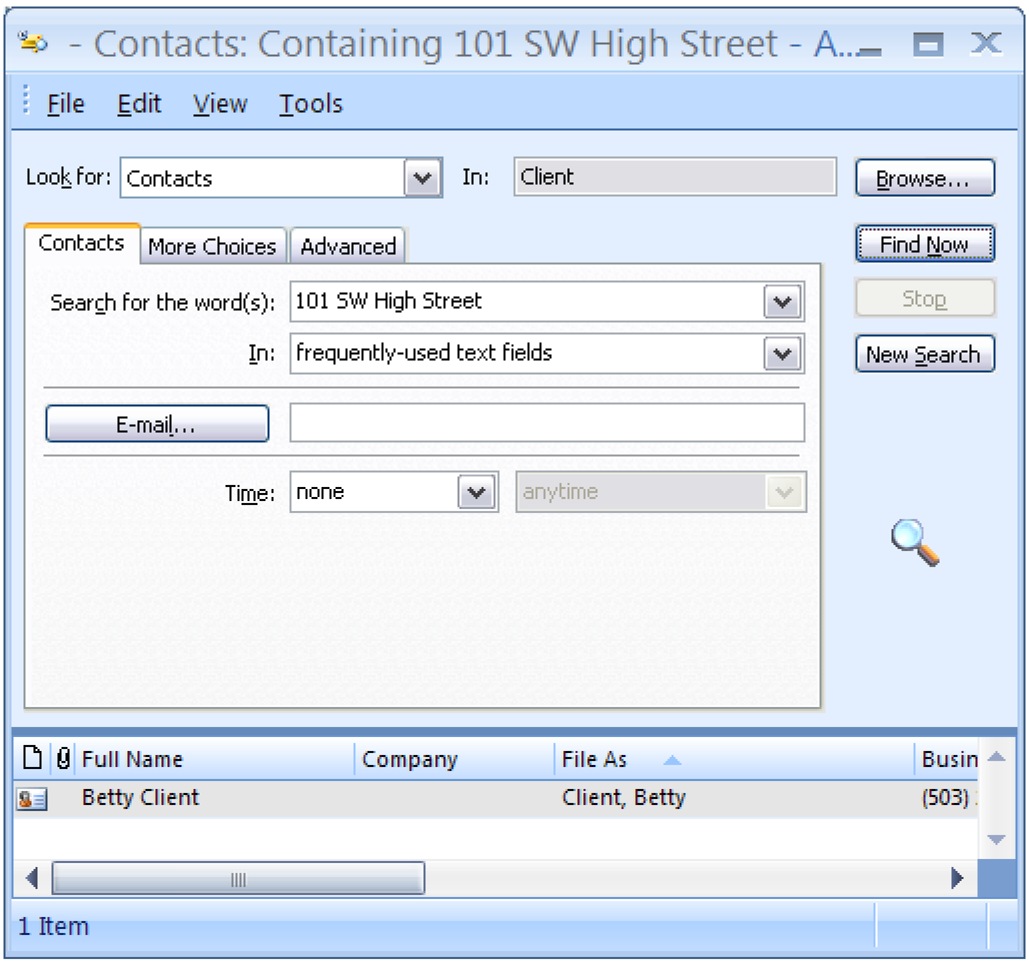


7. To determine where Roy Jones is mentioned in Betty Client's contact card, and what connection he has to her case, double-click on Betty's entry in the search list to view her card.

8. If a search finds multiple contact cards which include a given name, each contact card will need to be opened separately and evaluated for potential conflicts.

9. Avoid the pitfall of searching only for a full name when conducting a conflict check. If Samuel L. Smith is in your system as S. L. Smith, a search using his full name may not find the abbreviated entry with his initials. A quick search under the last name “Smith” is better because it generates broader results. Keep in mind that multiple searches for varying formats of a name may also be necessary, especially when looking for a corporate entity.

10. For those handling real property transactions, note that address fields can be searched as well. Follow the instructions above to search frequently-used text fields and type in the address in the **Search for the word(s):** box. For example, a search for the address 101 SW High Street would find Betty Client’s contact card and would look like this:



11. You may also search by tax lot identification number, taxpayer identification number, or social security number if that information is entered into the Notes field of your Outlook contact cards. Follow the search steps described above.

12. Remember to reset Outlook to search in Frequently-Used Text Fields each time you search. Every time you click the **Find** button to do a search, or if you clear your search results by clicking the **New Search** button, Outlook *reverts back to its default setting* and will only look in the "File as" field. You must change it to look in "frequently-used text fields" each time.

13. IF YOUR SEARCH FINDS NO MATCHING CARDS, then the conflict name you searched for is not in your system. You should document this result in the client's file.