Training Guide

www.caselines.co.uk

+44 (0)8447 705535
info@netmastersolutions.co.uk
Netmaster Solutions Ltd

Table of Contents

1. Introduction

CaseLines is the Cloud Based Legal Document Management System. With CaseLines you can:

1. Create and organise legal document bundles.
2. Search the content of the bundle.
3. Disclose the bundle to others
4. Download and print the bundle.

CaseLines is secure and online, accessible through an internet connection and a browser.

2. Objectives

This training guide will show you how to use CaseLines. When you have completed the training you will be able to:

1. Load client documents into CaseLines.
2. Organise the bundle index.
3. Create a front page.
4. Invite others to help you work on the bundle, have access to the index or search the contents.
5. Produce a final copy of the document bundle.

3. Register

The first step to using CaseLines is to register. When you have completed registration you will be able to login at any time using your user name and password.

Before you start take a moment to decide on your user name and password. Your user name must be at least seven letters or numbers. For example if your name is John Smith you might choose “jsmith4” as your user name.

Your password must also be seven characters long. You password must also contain at least one upper case letter, one lower case letter, one number and a special character. Special characters include: *!"£$%^&*()_ and +.* An example of a good password might be the name of a town followed by a number and a special character. For example: “Brighton6*”.

Now that you have chosen your user name and password you should go to CaseLines and register.

1. Make sure you are sitting in front of a PC (or Mac) with an internet connection. Open an internet browser such as Internet Explorer, Firefox, Chrome or Safari.

2. In the search engine type “CaseLines”.

3. In the results click on “CaseLines: Home Page”.

4. At the top right corner, click on “Register”.

5. Fill in your details and click on the “Register” button at the bottom of the screen.

6. You will be taken back to the home screen. Look at the top of the screen where you will see the phrase: “Logged In:” followed by your name.

4. Login

Now we are going to check that you can log in using your user name and password.

1. Click on “Log Off” (top of the screen towards the right).

2. Click on “Log On” (top of the screen towards the right).

3. Fill in your user name and password.

4. Click on “Log On”.

5. Create a New Case

The first step towards creating a bundle on the CaseLines system is to create a new case. All you need at this stage is the name of the case. For example: “Bank of Anglia vs. Robert Jones”.

1. Click on “Create New Case”.
2. Click on “Create a blank case”.
3. Fill in the name of the case.
4. Scroll down to the bottom of the screen and click on “Create”.
5. After a moment CaseLines will take you to the case details screen.

6. Update the Front Page of the Case

In this exercise we will add the details of the bundle front page to the case. An example front page could be:

IN THE MANCHESTER COUNTY COURT

CLAIM NO: ONT0075634

B E T W E E N:

BANK OF ANGLIA PLC

Claimant

-and-

MR ROBERT JONES

Defendant

BRIEF TO COUNSEL TO ATTEND

HEARING ON 9 JANUARY 2012 AT 14.15

1. Click on “Change Case Details”.
2. Scroll down a short way to show the “Front Page” area. Fill in the area with the details of the front page. ***Hint:*** *You can copy text from a Word document into this area.*
3. Scroll down to the bottom of the page and click on “Save”.

7. Add Bundle Sections

Now we are going to add the sections we need for the bundle. A typical bundle has between 4 and 20 sections, although CaseLines has no limit. A list of sections might look like this:

A. Brief To Council

B. Pleadings

C. Witness Statements

D. Other Documents

To add the first section:

1. Click on “Sections” (at the top of the white area, in the middle of the buttons).
2. For “Section Number” type “A”.
3. For “Section Title” type “Brief To Council”.
4. Leave “Section Order” blank.
5. Leave “Order Documents By” set to “Number”.
6. Click on “Create”.

To add the next section:

1. Click on “Sections” (at the top of the white area, in the middle of the buttons).
2. Click on “Create New Section”.
3. For “Section Number” type “B”.
4. For “Section Title” type “Pleadings”.
5. Click on “Create”.

Continue to add the remaining two sections.

8. Add Documents to the Bundle

Our next step is to add some documents to the bundle.

This step requires some preparation. There are two main circumstances. They are:

- Your documents are physical paper held within a physical file.
- Your documents are electronic, stored in your PC, network drive or email inbox.

Physical Paper

A typical scenario is that your client has delivered a large amount of paper documentation to your office. You have the job of creating a date ordered index and paginated, number stamped bundle. You plan to use CaseLines to make your job significantly easier.

Your first step is to identify the individual documents in the pile of paper. You do not have to put them in any order (CaseLines will do that for you later). But you do need to identify the start and end of each document.

Often a document will be a single piece of paper. Sometimes a document will be much longer. An example of a longer document would be a legal agreement that runs to 30 pages.

A good way to work is to insert a blank coloured page between each document. When you have finished the next stage will be a lot easier.

Your next step is to scan each document using equipment in your office. ***Note:*** *the CaseLines team can do this for you as a part of the "Scan & Title" service – call us on +44 (0)8447 705 535.*

Start by scanning the documents for one section and save the scans into a folder on your PC or network drive. Give the folder the same name as the target section name.

At this stage you can choose to rename each scanned file according to the name you want to appear in the index. You can also choose to do this later after you have loaded the documents into CaseLines. ***Note:*** *the CaseLines team can do this for you as a part of the "Scan & Title" service – call us on +44 (0)8447 705 535.*

Electronic Files

A typical scenario is that a client sends you a number of electronic files. These may include spreadsheets, word files, PDFs, emails and other specialist formats.

Your first step is to save each file in PDF format. Note that CaseLines will automatically create PDF versions for you from well used formats such as Microsoft Office and Open Office. However, the results depend on how the print settings have been applied within the individual files. Our experience is that it is more reliable to save the files into PDF format at this stage before loading into CaseLines. In this way you can be sure that the format of the result is correct before carrying out any further work. ***Note:*** *the CaseLines team can do this for you as a part of the "Scan & Title" service – call us on +44 (0)8447 705 535.*

In some cases your client may have sent more than one document in a single PDF. For example, your client may have picked up a sheaf of papers, put them through the scanner in one go, and sent you a single PDF file. In this case you must save individual PDF files for each document from the large PDF file. ***Note:*** *the CaseLines team can do this for you as a part of the "Scan & Title" service – call us on +44 (0)8447 705 535.*

Save the PDFs into a folder on your PC or network drive. Give the folder the same name as the target section name.

At this stage you can choose to rename each scanned file according to the name you want to appear in the index. You can also choose to do this later after you have loaded the documents into CaseLines. ***Note:*** *the CaseLines team can do this for you as a part of the "Scan & Title" service – call us on +44 (0)8447 705 535.*

Loading Documents into the Bundle

Now we are going to load files from the PC hard drive or network folder into the CaseLines bundle.

1. Click on "Sections" (at the top of the white area, in the middle of the buttons).
2. Identify the section and click on "Bulk Load".
3. At the bottom of the page, click on "Add Files".
4. Navigate to the folder on your PC or network drive that contains the document files.
5. Select one or more files in the folder and click on "Open".
6. Click on "Start Upload".
7. Wait until the upload is complete. This is indicated by the progress bar at the bottom of the screen.
8. Click on "Index" (at the top of the white area).
9. Scroll down and review the latest version of the index.

9. Update the Index

When you have loaded documents into the bundle, CaseLines creates an index automatically. You will want to update the index according to the titling rules that you have in your office. You do this by accessing the index for each section and changing the details for each document in that section.

1. Click on “Sections” (at the top of the white area, in the middle of the buttons).
2. Identify the section and click on “Update All Documents”.
3. Change any detail on this list of documents. When you have made a change click on “Update” to save your change. Do this for each document that you change.
4. If you want to remove a document from the bundle click on “Remove”.
5. If you change the date of a document always type the month in letters. For example, type “3 apr 2010” before clicking on “Update”.
6. If you make a change that affects the order of the documents, this will not be shown until you press “F5” to refresh this page. Make sure that you have clicked on “Update” for each document that you have changed before pressing “F5”.
7. When you have finished updating the index for a section you can click on “Index” to see the latest full index.

10. Download the Bundle for Checking, Printing or Saving

The complete bundle is always available for download as one or more PDF parts. It can take up to 3 minutes to create the PDF parts for a large bundle so you may have to wait a moment after you have made a change to the bundle.

1. Click on “Bundle” (at the top of the white area, in the middle of the buttons).
2. Under “Bundle Parts” click on “Part 1”.
3. You will be prompted to download and open the PDF file for this part of the bundle.
4. When the bundle is open on your PC you have options to print and save the bundle to your hard disk or network location.
5. If there is more than one part, click on each part to download it to your PC.

11. Change Aspects of the Bundle

The way in which the bundle is produced is controlled by settings that you can change. There are four main ways to change the appearance of the bundle:

- Change the title and date of an individual document (see "Update the Index" on page 10)
- Change the order of sections within the bundle
- Change the order of documents within a section
- Change the general layout of the bundle

Change the Order of Sections within the Bundle

Sections are ordered by the Title of the section unless the "Section Order" field has been specified. To specify the section order for a bundle follow these steps:

1. Click on "Sections" (at the top of the white area, in the middle of the buttons).
2. Identify the section and click on "Change".
3. Place a letter (e.g. "D") against "Section Order". This will affect the ordering of sections in the bundle.
4. Click on "Save".
5. Review the new order of the sections.

Change the Order of Documents within a Section

Documents can be ordered within a section by:

- Document Date
- Document Number
- Document Title

To specify how documents will be ordered within a particular section follow these steps:

1. Click on "Sections" (at the top of the white area, in the middle of the buttons).

2. Identify the section and click on “Change”.

3. Against “Order Documents By” choose the ordering you want. This will affect the ordering of documents in this section.

4. Click on “Save”.

5. Click on “Index” and review the new ordering of the documents in the section.

Change the General Layout of the Bundle

There are a number of settings that affect the general layout of the bundle. It is easy to experiment with these settings to get the bundle looking the right way. The settings are:

- **Section Numbering Restarts in the Bundle**: This affects the numbering in the bundle. Tick to have section numbering always start at page 1. Otherwise numbering is continuous throughout the bundle.

- **Display Document Dates in the Bundle**: Tick to show the document dates for this case in the case bundle. Leave unticked if you do not want to see document dates in the bundle.

- **Display Document Numbers in the Bundle**: Tick to show the document numbers for this case in the case bundle. Leave unticked if you do not want to see document numbers in the bundle.

- **Display Section Numbers in the Bundle**: Tick to show the section numbers for this case in the case bundle. Leave unticked if you do not want to see section numbers in the bundle.

- **Page Number Position in the Bundle**: Select the position of the page numbering in the bundle. This is either “left”, “centre”, “right” and “alternate”.

To change these settings follow these steps:

1. Click on the name of the case (at the top of the white area, at the left of the buttons).

2. Click on “Change Case Details”.

3. Scroll down to the bottom of the page and change the settings.

4. Click on “Save”.

5. Check the bundle (see section “Download the Bundle for Checking, Printing or Saving” on page 10).

12. Invite other People to View or Work on the Bundle

CaseLines is designed for secure sharing of legal documents.

You may want to share a case with a colleague in your company with full rights to load and update documents. You may want to share the case documents with an external person (e.g. the other-side or council) with "View Only" rights into the bundle.

In both cases you follow this procedure:

1. Click on "People" (at the top of the white area, towards the right).

2. Click on "Invite New Participant".

3. Type in the name and email address of the person you want to invite.

4. Carefully choose the permissions you want to give this person with regard to this case. ***Note:*** *you can give different permissions when inviting the same person to a different case.*

   The default settings are suitable for an internal work colleague. For an external "View Only" invitation you should have only one item ticked: "View Documents". This option gives the invited person access to view all the documents and download the bundle.

5. Click on "Invite".

6. At this stage CaseLines will send an email to the invited person containing a link for that person to click. When the invited person has followed the simple instructions they will have access to the case. If the person has not used CaseLines before they will need to register with CaseLines.

   The invitation email will be copied to you. You may want to contact the invited person directly with a brief explanation of the purpose of the email.

13. Search the Bundle

CaseLines has a document word search facility for all documents loaded into the bundle, including scanned documents. The search facility also deals with misspelt words. For example "Smith" will return results for "Smythe" as well. To use the facility follow these steps.

1. Click on "Search" (at the top of the white area, in the middle).
2. Type in the word for which you are searching and click on "Search".
3. Wait while the search takes place. Results are shown document by document with options to view the document directly.

14. Leave a Message on the Case Forum

CaseLines has a built in forum facility where messages can be left by those participating over the case. The forum is available to those who have permission to "Add Comments" and "View Comments".

When a message is placed in the forum, it is immediately emailed to all participants who have permission to access the forum. The email contains a copy of the message, who made the comment and a link back to the forum.

To use the forum follow these steps:

1. Click on "Forum" (at the top of the white area, towards the right).
2. Click on "Add a Comment"
3. Type your comment in the main area.
4. Click on "Add Comment".

Note: *If you own a comment in the forum you can change it or remove it.*