



Frequently Asked Questions

FirstLegal.com | 800.889.0111

For more information about placing orders online with First Legal, please contact your Account Representative or you can reach our Client Care & Success Team at 877.350.8698.

Resource information available on our website www.firstlegal.com.

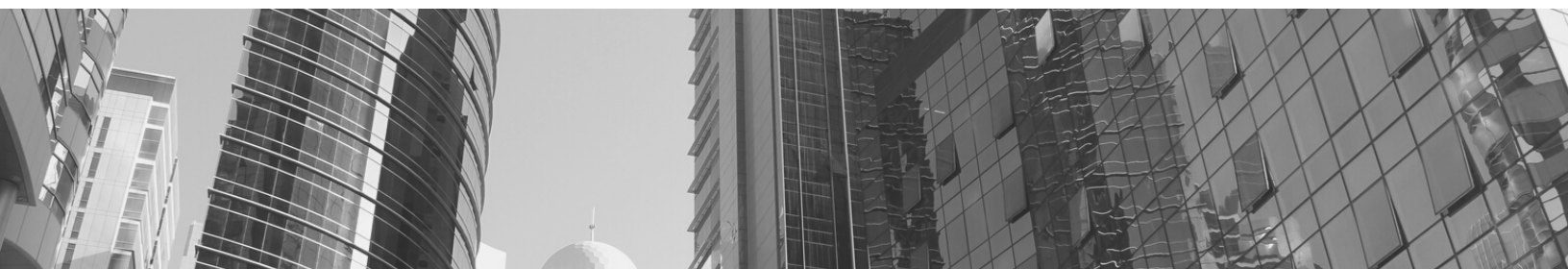
You may also want to review our FAQs that are available to download along with this First Connect Quick Reference Guide at www.firstlegal.com/forms.

Q. What is First Connect?

A. First Connect is a comprehensive Online Ordering Solution and Website. This Content Management Solution, designed from the ground up, enables us to improve the general flow of information, whether you're searching for a particular subject, looking for the most recent PDF/Fax Filing Rate Sheets, or placing your next Service of Process order. Coupled with the industry's finest customer support team, First Connect isn't simply a web address, it's real people working for you to ensure your complete satisfaction.

Q. Do I need a customer account to place orders online?

A. Yes. To place an order in First Connect for your Court – Process needs, you must have a customer account. From the main page of our website, in the upper right-hand corner, you will find the 'Sign Up' button. Once you click on that, there will be an option for new and existing customers.





Frequently Asked Questions (cont.)

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Q. I see you have other online ordering platforms for Records and Deposition Services. Can I use the same credentials for those platforms?

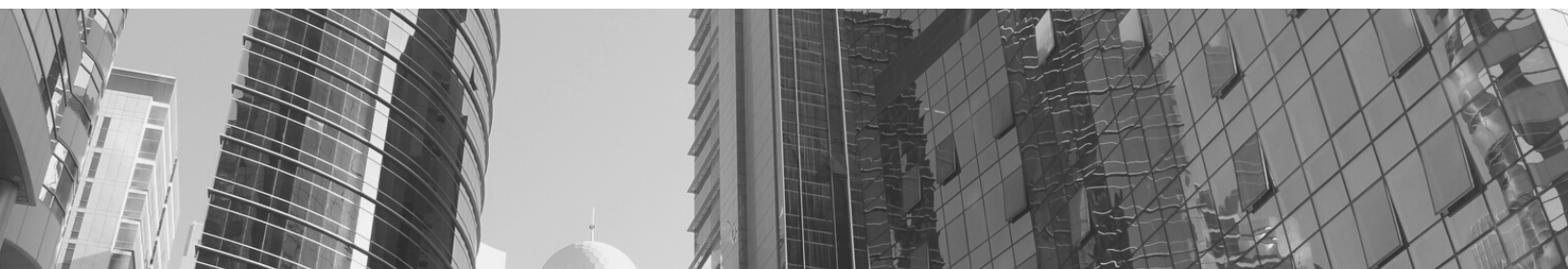
A. At this time you will need separate logins for those platforms as they are all on different operating systems. But we can create your user names and passwords to mirror the one set up for you Court – Process so that they are the same for all the other systems. You simply need to email us at: fcsupport@firstlegal.com with your user information.

Q. Once I submit a request for a user profile, how long will it take me to get my user credentials?

A. Profiles are set up same day. Depending on the time of day, I would wait up to an hour but it should not take that long. If you submit the request at the end of business, you might not get the information until the following business day. Also, keep in mind that these emails are auto-generated and could be filtered as spam. Please be sure to check your junk folder or with your Information Technology Team as they could get caught within your internal firewalls.

Q. I received the email containing my user information but I am getting an error message that your system does not recognize the information?

A. Be sure to read the fine print on the email of instructions. We do not use your email address as your user name. If you enter in that information, the system will not recognize it. Also it is best to copy and paste the temporary password. If you manually type the temporary password, you will likely get a error. If you continue to have problems, contact our online support team.





Frequently Asked Questions (cont.)

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Q. Does First Legal provide training on First Connect?

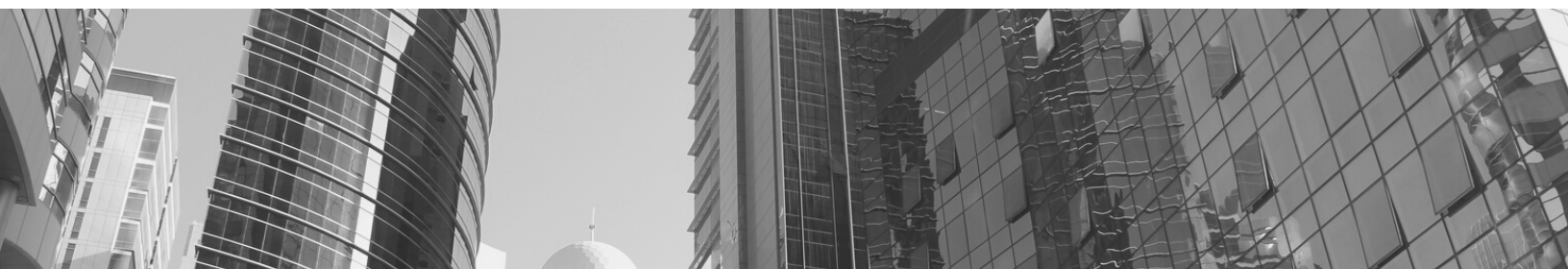
A. Yes, we can provide training for First Connect and eFiling as well. If this is a group training, reach out to your Account Representative to schedule the training. If this is a new employee, either your account representative or someone from our online support team can schedule a demo. We do offer eFiling Webinars through the Odyssey eFile CA State Court System. If you wish to attend this webinar, either contact your account representative or contact our online support team at: fcsupport@firstlegal.com.

Q. What if I cannot remember my user credentials?

A. We have a link under both username and password fields to request this information. Just simply select the appropriate option and follow the instructions provided. We no longer has access to user passwords for security reasons.

Q. When I place orders online, can my colleagues see my order history?

A. Users are set up in the system to place order and view their own order history. We can open up the privileges to allow the staff to view all order history. We leave it up to each firm to advise us to do this as we recognize some attorneys can handle cases that could be sensitive in nature and should not be viewable to others. We can also provide 'Administrative Privileges' that would allow our customers to manger their users internally and will allow those users to have access to invoices on the account. To learn more about this, contact your account representative or call our online support team at (888) 366-6335.





Frequently Asked Questions (cont.)

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Q. Does your system allow me to remember my user information?

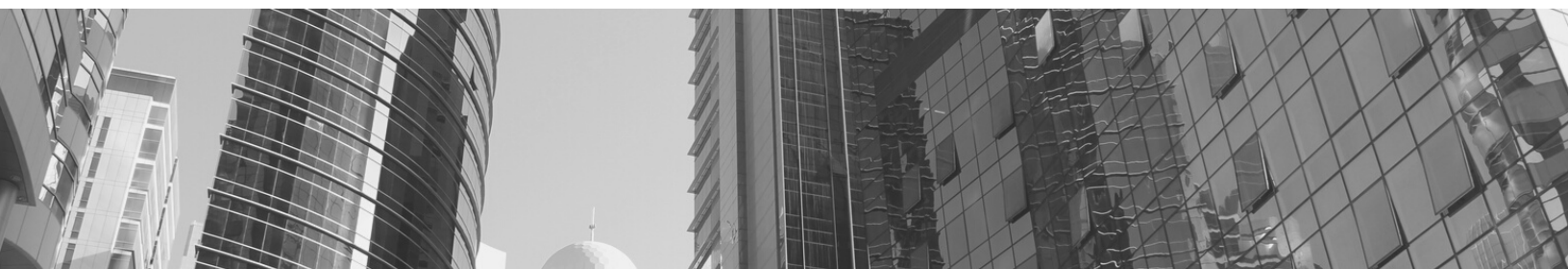
A. On the First Connect order entry page, there is a 'Remember Me' option. However, if you use Google Chrome, the web browser will ask if you want to remember your user information.

Q. What is the size limit of an attachment for First Connect?

A. If this was an eFiling request, the size limit would be determined by the appropriate court. We ask that you review the court's website for that information. If this was an order that you wanted to upload to have us print and prep for delivery or filing to a court over the counter, our size limit is 100 MB. If you have a filing that is larger than that, you can contact your local First Legal Court Team and ask for them to send you our ShareFile Link so you can simply drag and drop the documents to a secured document management site that will allow us to download and print in a matter of minutes.

Q. Is First Legal a designated eFiling Service Provider?

A. First Legal is a designated eFiling Service provider for all major court eFiling systems in California. This includes the Journal Technology platform, Tyler Odyssey system, Orange County Superior Court and San Francisco Superior Court. What does all this mean? It means that customers of First Legal can eFile directly with most courts in CA through our online order entry portal. But in addition to that, our eFiling Department can file on our customer's behalf in any State and Federal Court eFiling system inside and outside of California. To learn more about this, please contact your account representative or our Client Care Department at 877.350.8698 or by email to clientcare@firstlegal.com.





Frequently Asked Questions (cont.)

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Q. Does your eFiling Department have someone available to eFile up until midnight?

A. Yes, we have staff that work after hours to handle any eFiling requests that need to be handled up until midnight. For more information, please contact your account representative or our eFiling Department at 877.399.5562. This is for both State and Federal Court cases.

Q. Do I need to register separately with the Odyssey eFile CA State System?

A. No, you do not need to register separately. You simply access the Odyssey System through First Connect. If you would like assistance to set this up, you can simply contact our online support team at 888.366.6335 or by email at fcsupport@firstlegal.com. Please be sure to provide a list of users that need to be on boarded along with the Attorney's name and bar numbers and we can help you get this set up.

Q. What are your rates to eFile & eServe?

A. Contact your account representative or our Client Care & Success Department at 877.350.8698 or by email to clientcare@firstlegal.com.

Questions Not Addressed?

Contact your account representative or our Client Care & Success Department at 877.350.8698 or by email at clientcare@firstlegal.com.

