RB Web Mobile apps for reporters, sales reps and other staff

User Guide

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Logging in

Sign in to our app with your user ID and password. After your initial sign-in, you do not have to sign in again unless you change your user ID and/or password. If you do not have a user ID and password, or have forgotten them, contact us before attempting to sign in.

My Web
Changing your user ID & password

You can change your user ID and password at any time.

1. Select **My Web.**

    My Web

2. To change your user ID, select **Change ID.**

3. Your current user ID appears above the **New ID** field. Enter your new ID and select **Save.**

4. To change your password, select **Change Password.**

5. Enter your current password in the **Current Password** field. Enter your new password in the **New Password** and **Confirm Password** fields, and select **Save.**

WARNING

If you change your user ID and/or password, we will not have a record of your new user ID/password. Keep a copy of your new user ID/password in a safe place. If you lose your user ID/password, we can issue you a new one.

Reviewing & updating your personal information

Use the My Web area to update your contact information with us, such as your phone numbers and email addresses.

1. Select **My Web.**

2. To change your contact information, select **My Profile.** You can change the information in any field in the My Info section and leave any field blank.

   • **Email** – Enter the email address you want us to use for all email correspondence with you.

3. Select **Save.**

TIP

You can enter multiple email addresses in any of the email fields if you separate the addresses with commas.

Accessing your personnel files

In addition to storing your transcripts, other job files and invoices online, we can also store files related to transactions between us or other information you need. Examples of these types of files include contracts and other legal forms. You can access these files anytime in the My Web area.

1. Select **My Web.**

2. Select **Reporter Repository.**

3. To view a file, select it in the list, then select **Download**.

Calendar
Viewing your calendar

You can view all of your scheduled jobs, their current status and individual job details on your smart phone. If you are on route to a deposition or other proceeding and need directions, you can get directions to the scheduled location from within a job listing.

1. Select **Calendar** to display all of your jobs for the current month.

Calendar

2. Today's date is highlighted, and if there are any jobs today, they are listed below the calendar. Navigate to other months by using the arrows at the top of your calendar.

3. Dates with jobs are marked with a dot. Select a marked date to view its job(s).

4. To see a job's details, select it.

5. In Location, select **[location name] map** to view the location on a map and get driving directions.

Invoices

Viewing your account

You can look up amounts that will be included in your next and future paychecks on your smart phone.

1. Select **Activity.**

Activity

2. In **Account Status,** select:
   - **Next Pay** – To view only your next paycheck amounts.
   - **Payable** – To search all outstanding pay amounts.
   - **ALL** (default) – To search paid and outstanding pay amounts.

3. With Payable or ALL selected, search for pay amounts by using one or more search filters:
   - **Job Date From/To** – To see pay amounts for different time periods, select new beginning and end dates.
   - **Case Name** – To see amounts for a specific case, enter part of the case name into the field.
   - **Witness** – To find amounts for a specific witness, enter part of the witness's name into the field.

4. Select **Search.**

5. Any invoices that match your search criteria appear. View any invoice's details by selecting it from the list.

⌂ Activity		
Job Date	**Paid Date**	**Pay Amount**
04/20/11		142.50 ›
05/03/11		286.90 ›
Total		**$ 429.40**

Original	N
Pay Amount	$ 286.90
Resource Paid	

Invoice Detail

Ted Yoo	
Original	$ 280.00
Amicus Disk	$ 3.15
Realtime	$ 0.25
Rough Draft	$ 3.50

Viewing pay statements

View your pay statements on your smart phone.

1. Select **Pay Statement.**

2. **Year** defaults to latest year containing your pay statements. You can select a different year in the pop-up.

3. Select a date in the **Pay Date** pop-up and click **Search.**

4. All of your jobs billed in the selected pay date appear. To view a job's details, select it in the list.

Job Date	Invoice Date	Amount
05/12/09	10/15/09	168.00 >
12/28/09	01/26/10	140.00 >
02/09/10	02/04/10	529.00 >
06/25/10	06/14/10	78.25 >
06/25/10	06/14/10	122.70 >
09/10/08	09/01/10	254.50 >
Total		$ 1,292.45

Reviewing documents

Using our document repository, you can access all of your files for a particular job from anywhere you are.

1. Select **Repository.**

Repository

2. Search for job files by using one or more search filters:
   - **Case Name** – Enter part of a case name into the field.
   - **Job Date From/To** – To see files for different time periods, select new beginning and end dates.
   - **Job No.** – Enter part of the job number.

3. Select **Search.** All potential matches to the information you entered appear. Select the job to see its files.

Job No.	Job Date	Case Name	
12812	06/02/09	OMTI vs. Gates	>
12919	11/17/09	Maloney vs. Highrise…	>
12929	11/17/09	Maloney vs. Highrise…	>
12956	01/29/10	OMTI vs. Internatio…	>
12965	02/01/10	OMTI vs. Internatio…	>
12966	02/09/10	OMTI vs. Internatio…	>
13002	05/11/10	OMTI vs. Microsoft	>

4. To view a file, select it in the list, then select **Download**.

Case Name	OMTI vs. Gates
Case No.	CT-45901123
Witness	Ted Yoo

Files

File Name	File Type	
072009cross.txt	Exhibit	>
090923MH.txt	PDF Transcript	>
subpoena sb.pdf	Other	>

Repository Job File

| File Name	072009cross.txt Download
File Type	Exhibit
Description	
Uploaded	07/31/2009 05:01 PM
Size	231 KB

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Requesting time off

Make requests from your smart phone for time off. Monitor the status of your time-off requests, and cancel any pending requests.

1. Select **Time-Off.**

2. The current month's calendar appears. Navigate to other months by using the arrows at the top of your calendar. Any time-off requests and their current status appear below the monthly calendar the request was made for.
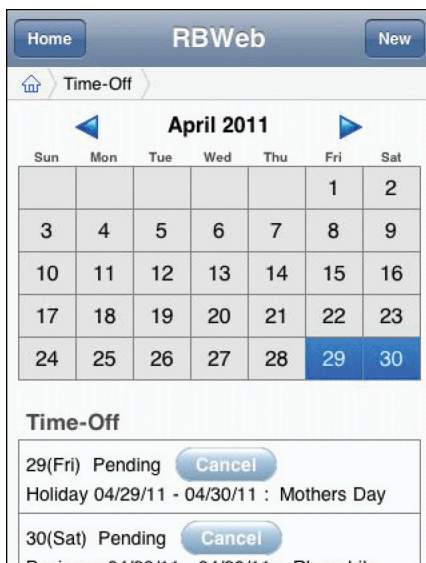
3. To cancel a pending time-off request, click **Cancel** next to the request. Then click **OK** in the pop-up window.

4. To make a new time-off request, click **New.**

5. In the Time-Off > Request New screen, enter the following information:
    *   **Start/End Date** – Select your time-off beginning and end dates.
    *   **Start/End Time** – Select your time-off beginning and end times.
    *   **Reason** – Select the reason for your request in the pop-up.
    *   **Remarks** – Enter any relevant information about your request in the field.

6. Click **Save.** Your pending request appears beneath the month your requested days fall in.

## *Asking for help & other information*

If you have the option, you can make requests other than automated ones with Support Tickets. After making an inquiry, you can track its resolution and continue the discussion with us in the Support area.

1. To make or track an inquiry, select **Support.**

    Support

2. Any outstanding support issues are listed. To track progress on an issue, select it.
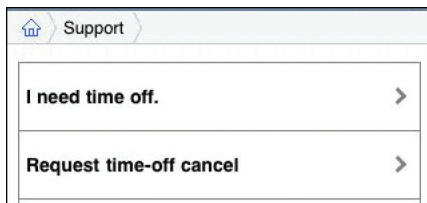
3. In the support ticket screen, you can:
    *   Review the issue's history.
    *   Enter a new comment in the **Comment** field.
    *   Close the ticket by selecting a support resolution rating in the list.

4. Select **Save** to update the issue's history. Or select **Cancel** to return to the list without sending your update.

5. To start a new support ticket, select **New.**

6. In Support > New Ticket, enter the following information:
    *   **Subject** (required) – A descriptive title for your inquiry makes it easier to track if you have multiple inquiries.
    *   **Description** (required) – A detailed description will help us understand your inquiry and resolve it sooner.

7. Select **Save.** Or select **Cancel** to return to the list without sending your request.