

E-Transcript Reporter Edition™

Troubleshooting During the Set-up Process



RealLegal
a division of LiveNote

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Troubleshooting

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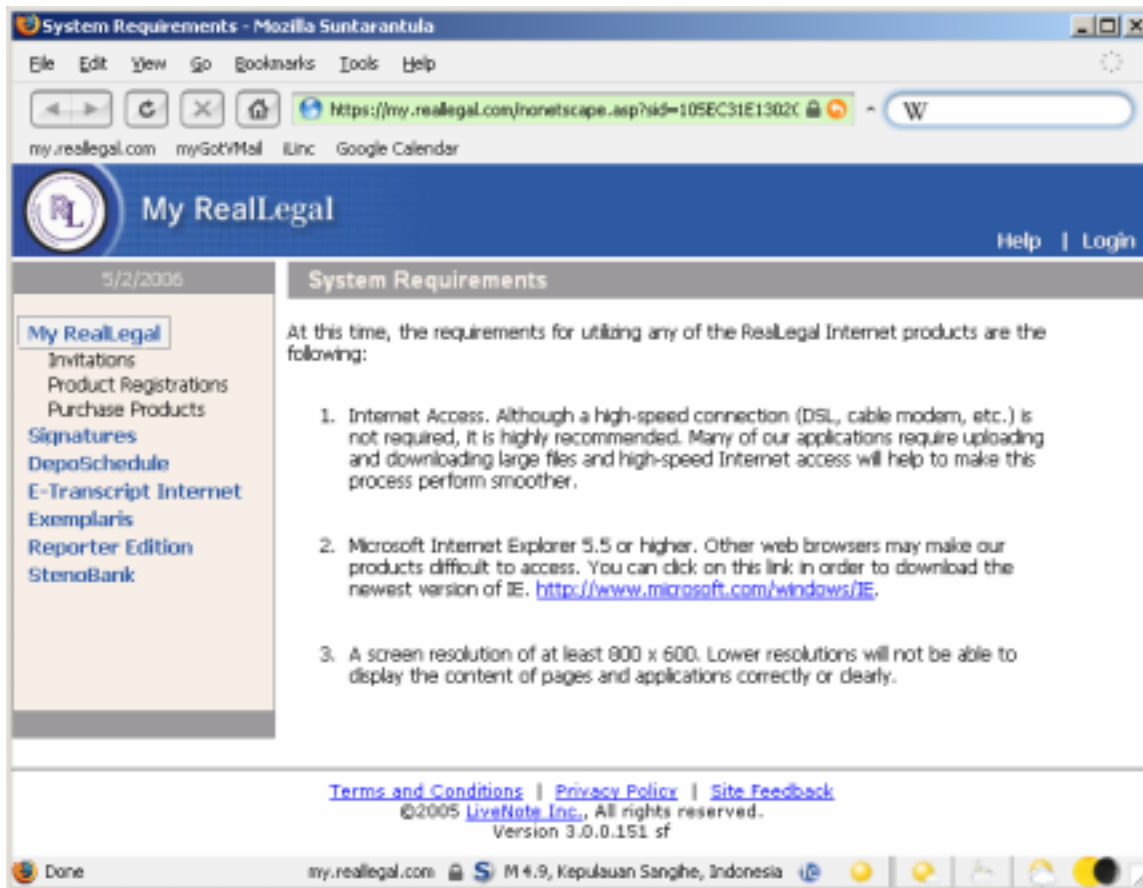
Note: The screenshots and text in this FAQ were created using Internet Explorer 6.0. To find out which version you have, open Internet Explorer, click **Help** and then click **About Internet Explorer**.



If you have an older version, please upgrade to at least 6.0 by going to <http://updates.microsoft.com>

Problems During the Signup Process

Q1. I click the link in my verification e-mail, but I get the following page:



A. You are using an unsupported browser. The my.reallegal.com Web site is only compatible with Internet Explorer 5.5 or higher. To download the latest version, visit <http://www.microsoft.com/windows/IE>.

Q2. I am using IE5.5 (or higher) and I still can't view the site.

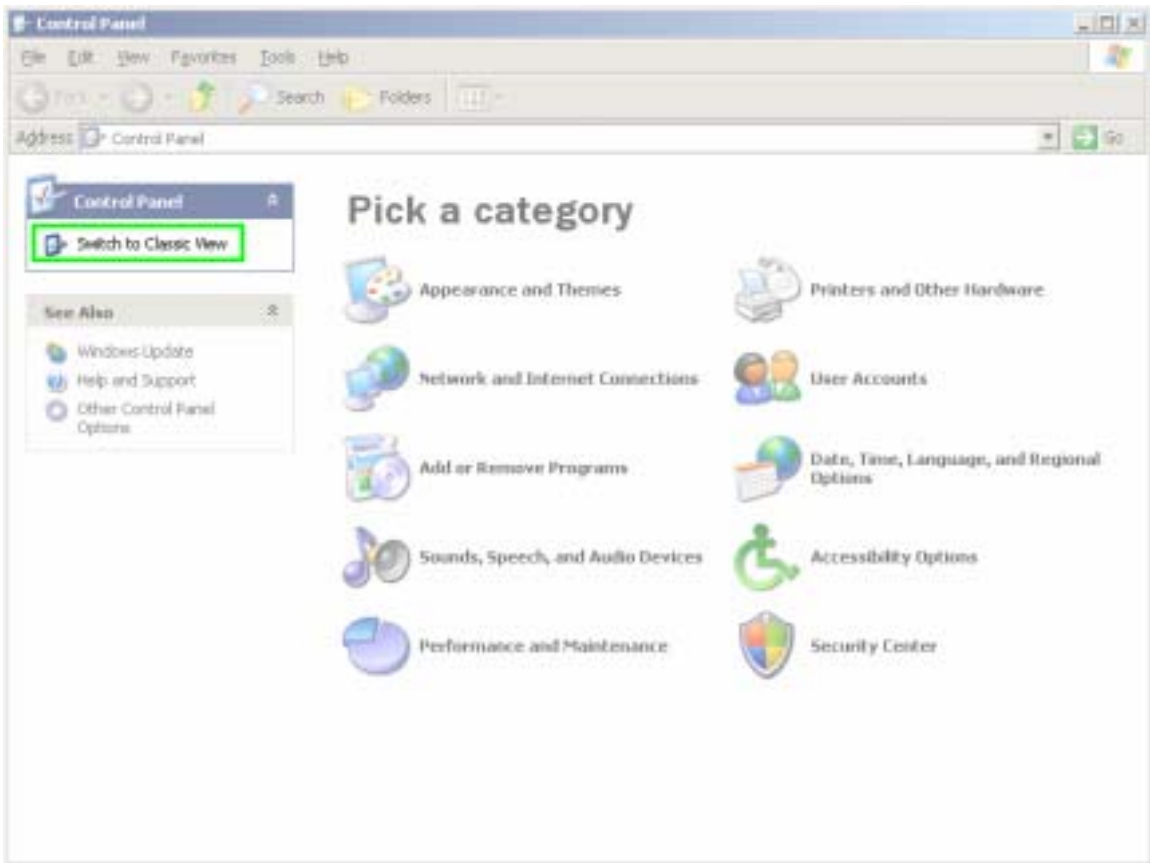
A. The most common cause is Internet security software (Norton, McAfee, AVG, etc.) that is preventing you from viewing secure Web pages (https://). It is recommended you temporarily disable these programs, try the my.reallegal.com site again. If you are able to access the site with the software disabled, you must contact the vendor for assistance with configuring it for use with my.reallegal.com.

Note: If you disable your Internet security software, then, after the RealLegal software installs, immediately enable the security software. Do not surf the Web with your security software disabled.

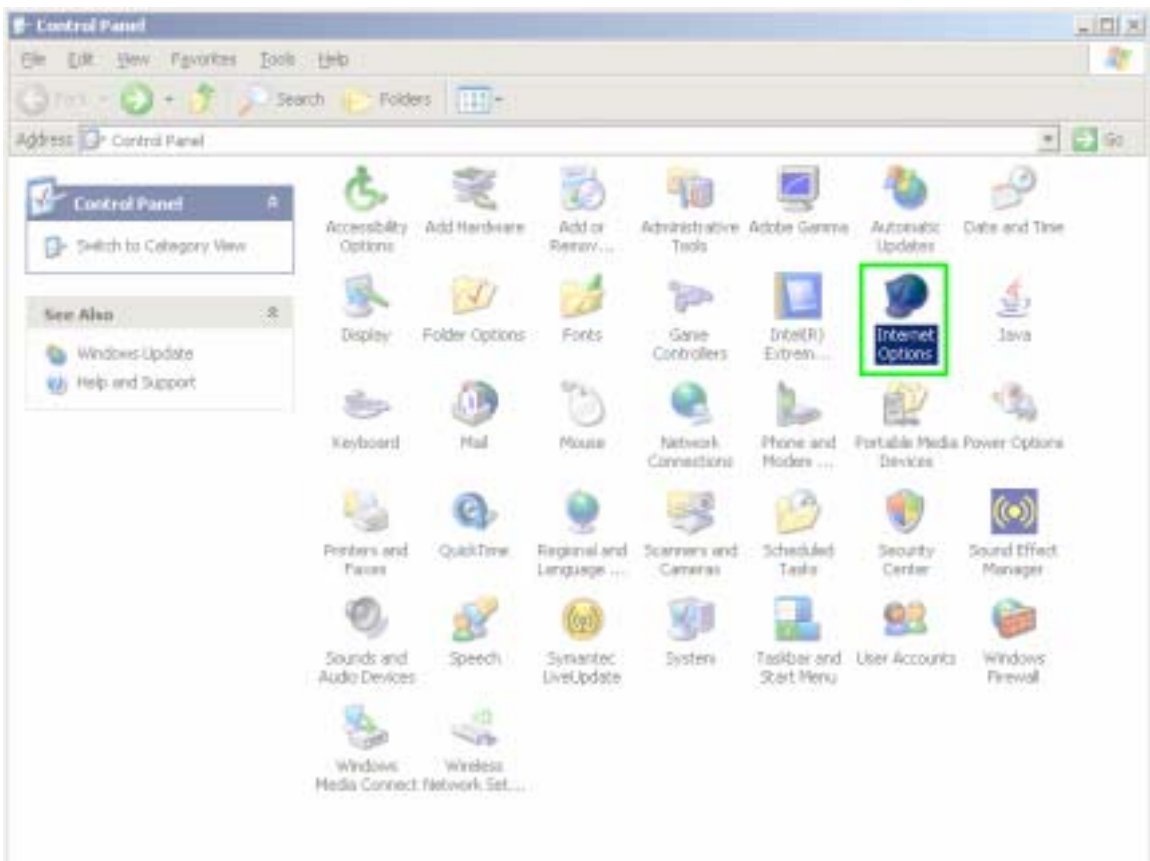
Q3. I tried to go to <https://sign.reallegal.com> and I get "Page Cannot Be Displayed," I am using IE 5.5 (or higher).

A. Try the following steps:

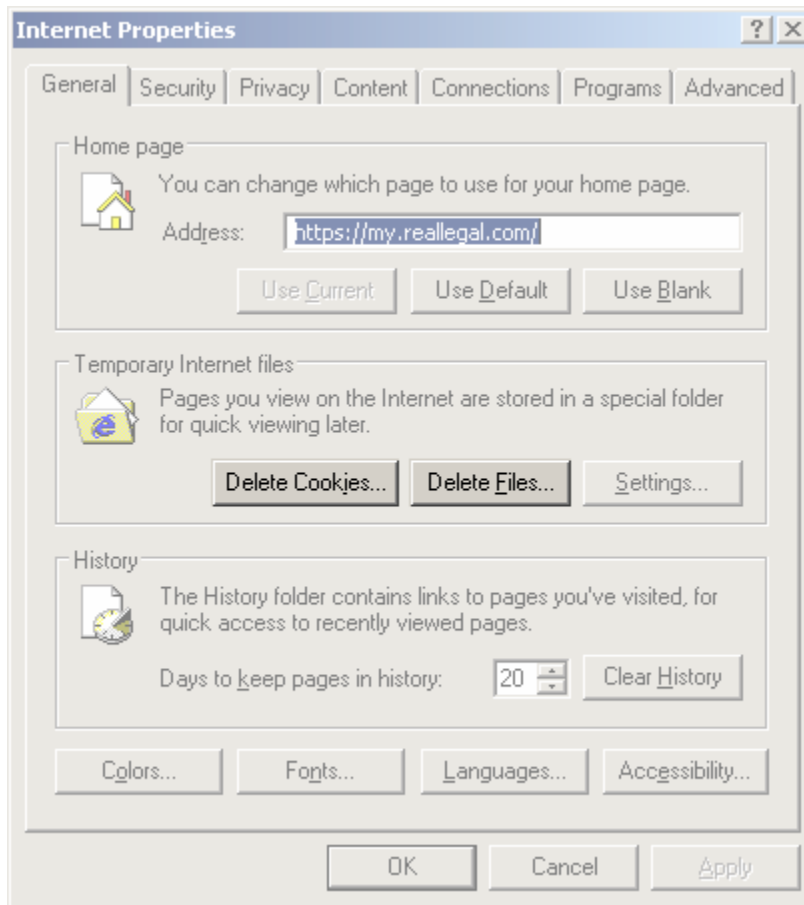
1. Click the **Start** button.
2. Click **Control Panel**.



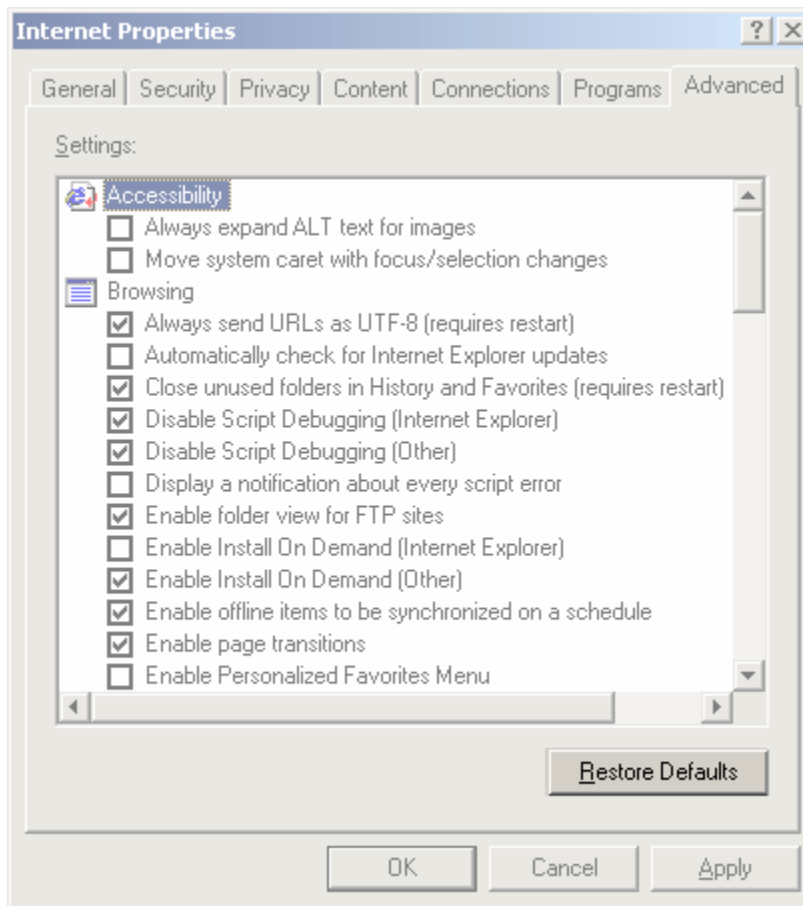
3. Click **Classic View**.



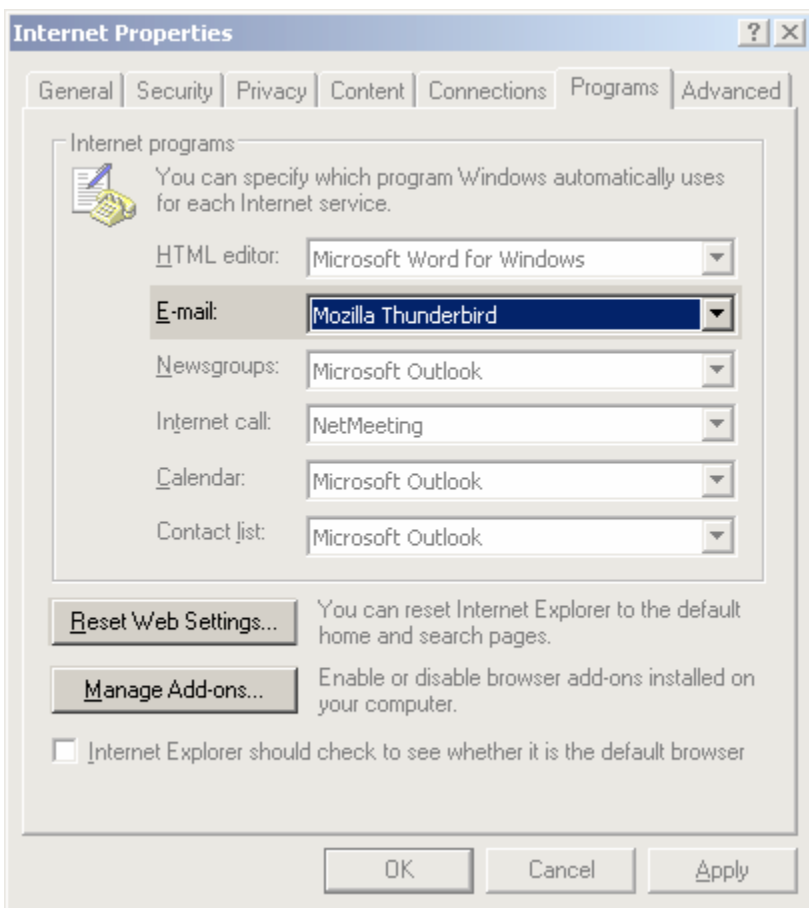
4. Click **Internet Options**.



5. Click **Delete Cookies** and **Delete Files**.



6. Click **Restore Defaults** in the **Advanced** tab.

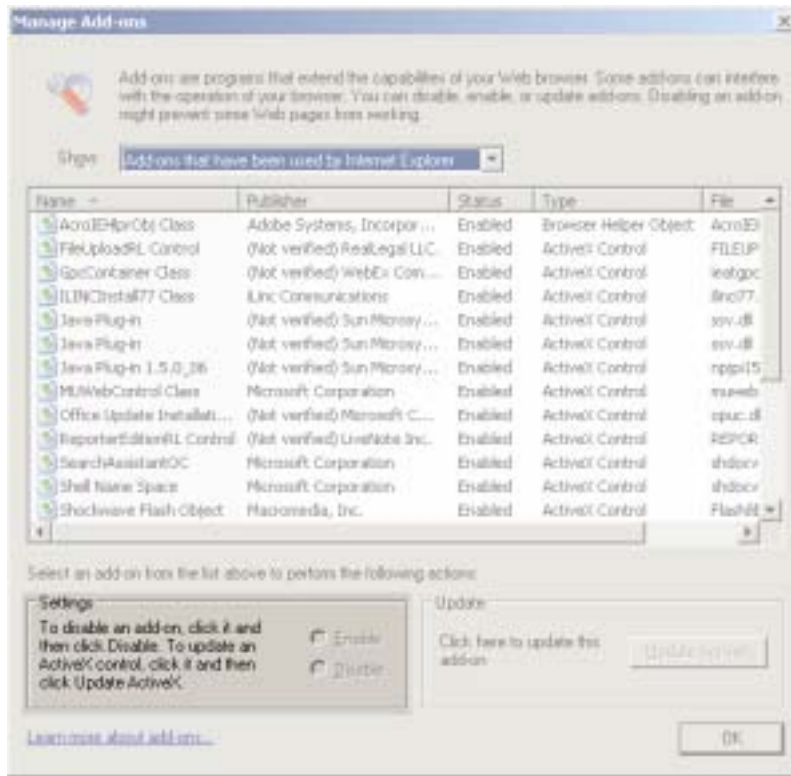


7. Verify that E-mail is set to the correct e-mail program. This will prevent problems later on when trying to send using E-Transcript Reporter Edition.

Note: If you are using a Web-based e-mail service such as Hotmail, Yahoo mail, Gmail, or AOL, you will be unable to utilize the Send feature in E-Transcript Manager. It is recommended you configure a stand-alone e-mail client (e.g. Outlook, Outlook Express, Thunderbird, etc.) to access your e-mail account and set it as the standard e-mail client in this window. For assistance, contact your ISP or system administrator.

8. In the **Programs** tab click **Reset Web Settings**.

9. Click **Manage Add-ons**.

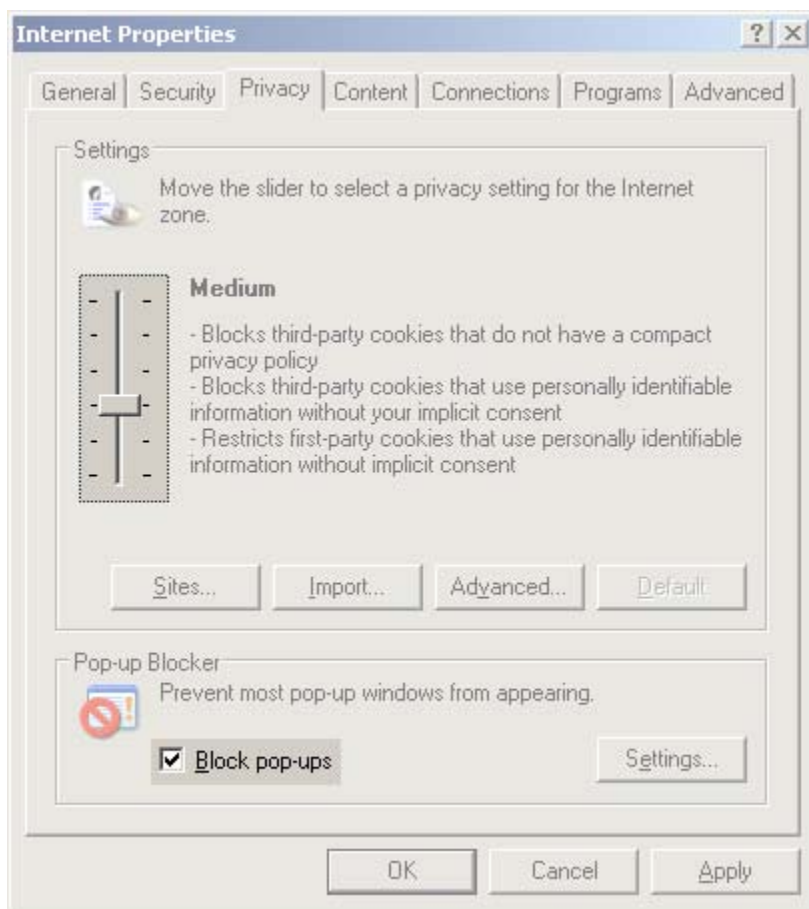


Look for any duplicate entries or programs you are no longer using in this window including any third-party toolbars (Google Toolbar, Yahoo bar, etc.) that may include pop-up blocker software.

Note: Anything disabled in this window can be re-enabled at a later time without reinstalling the associated program. If you suspect an add-on may be interfering with the RealLegal Web site, disable it.

10. Click the **Add-on** and then click **Disable** in the Settings section.

11. Click on the **Privacy** tab.



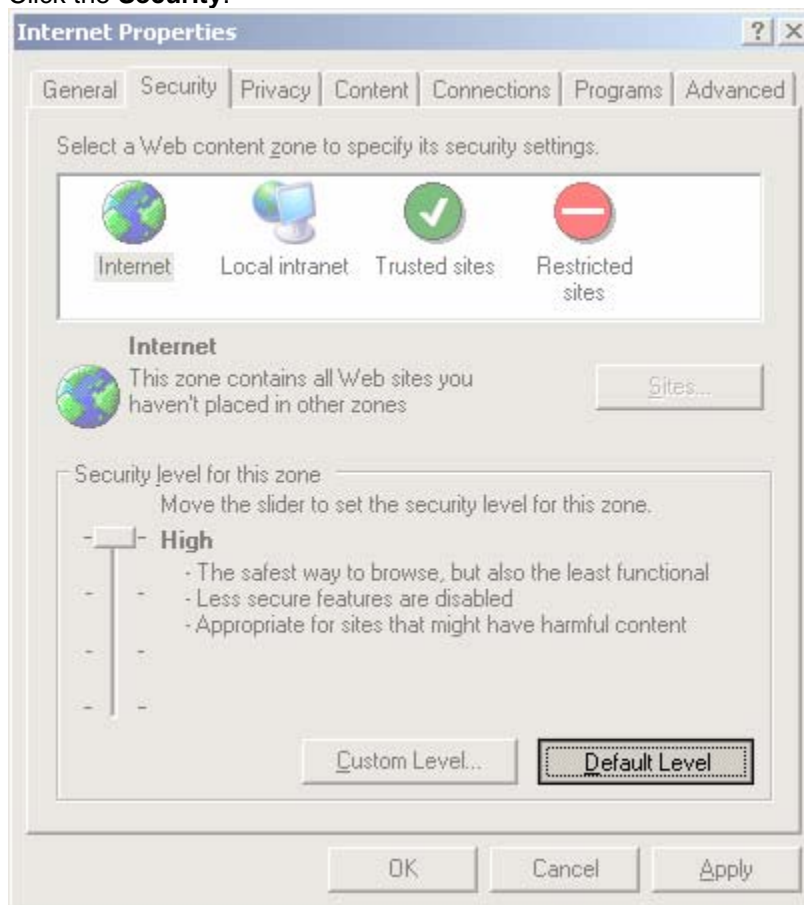
13. Click on the **Privacy** tab and make sure the slider is set to **Medium**.

Note: Clicking the **Default** button will set the **Privacy** setting to medium automatically.

14. Disable pop-up blocker by unchecking the box marked **Block pop-ups**.

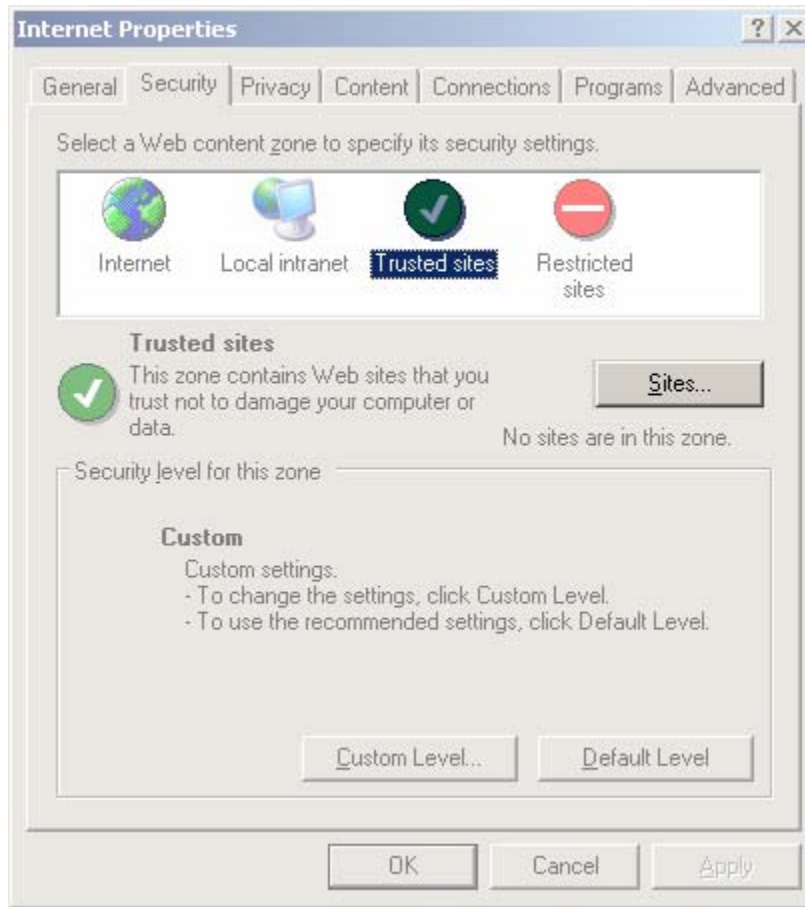
Note: If you have any third-party pop-up blocker software (e.g. McAfee, Norton, SpySweeper, etc.) then either disable it or contact the vendor for information on how to configure it for use with my.reallegal.com. If you disable it, be sure to restart it before surfing the Web.

15. Click the **Security**.

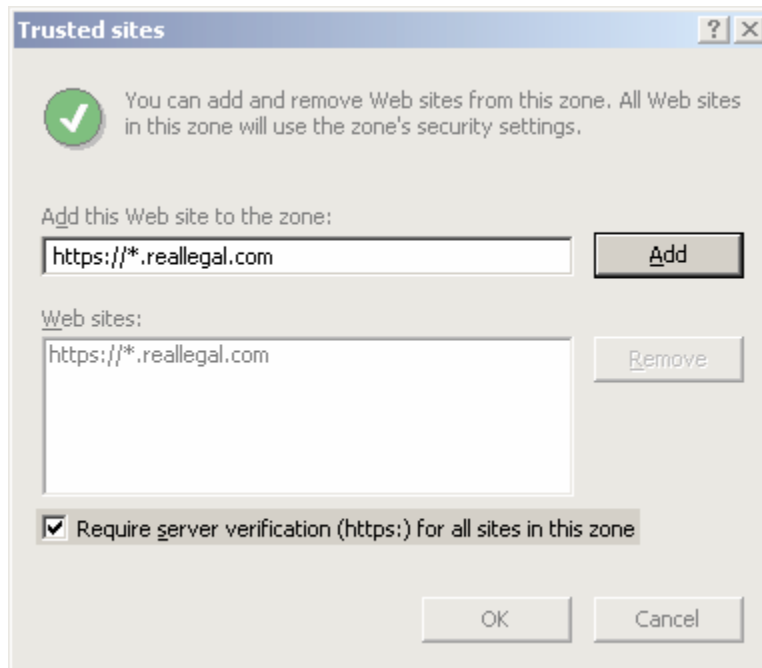


16. Click **Internet**.
17. Select **Default level**.
18. You have reset the security level for the Internet zone to medium.
19. Click **Trusted Sites**.

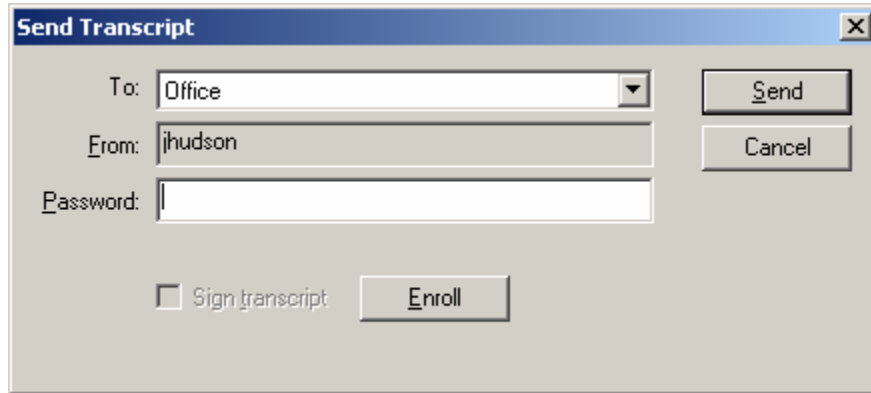
20. Click **Sites**.



21. In the "Add this Web site to the zone" text box type https://*.reallegal.com and click Add.

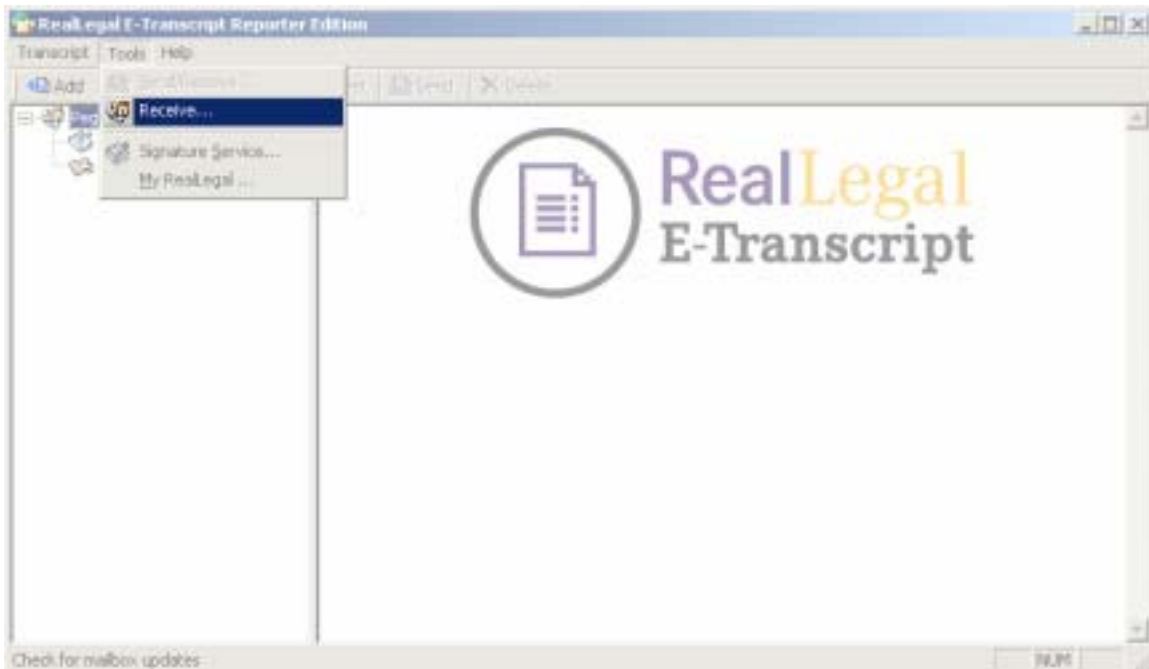


22. Click **OK** after you have added *.reallegal.com to the list.
 Q4. When I click **Send** in Reporter Edition, I do not have any options for signatures. It only says “Enroll.”



A. Your Reporter Edition install needs to be re-associated with the appropriate Mailbox. This also applies if you have multiple Mailboxes and only one is appearing in the list. Do the following:

1. On the menu bar in Reporter Edition, click **Tools**.
2. Click **Receive**.
3. Enter your password.



Reporter Edition is now re-associated with the Mailbox your account is authorized to sign for. If the firm you are trying to use is not listed in Reporter Edition verify that it is in your firm list (<https://sign.reallegal.com>). If it is not listed on the Web site, you will have to contact the firm to have your account added to its list of approved reporters.