

TurboLaw® Newsletter

Summer Edition 2006

Volume 1, Issue 2

What's New...

In this issue

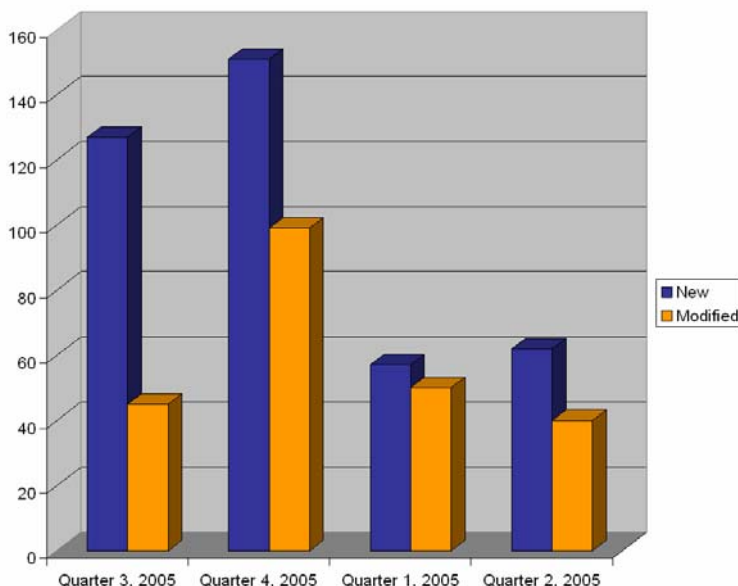
DocTips.....	2
TechTips.....	3
Training.....	3
Customer Profile.....	4
Rewards Program.....	6
Pets.....	8

Welcome to the 2006 Summer Edition of the TurboLaw Newsletter. In this issue, Jeff highlights some editing features of TurboLaw documents to make them even easier to use and Keith outlines the use of the Help Center to make resolving a problem quick and painless. We also unveil the TurboLaw Rewards Program. This is a great way to spread the news about TurboLaw and be rewarded for your efforts! To highlight the additions and changes to TurboLaw, we have added a new document statistics graph (below, left) to our quarterly newsletter.

Finally, we welcome back Kate (below, right) from Seton Hall University, who will be joining our development team for the summer.

We hope you all have a wonderful summer, and as always, thank you for being a TurboLaw customer!

Quarterly Document Statistics



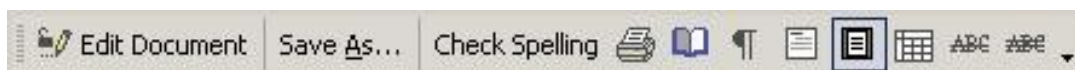
Back Row: Jeffrey Shultz, Thomas Whitestone, Keith Survell

Front Row: Lauren Plant, Danielle Mulryan, Kaitlyn Holland, Shauna Perkins

DocTips ...Editing the Easy Way!

The more you use TurboLaw the easier it gets ... and the easier it gets, the more you'll use TurboLaw – *if* you use it the way we intended! This issue's *DocTips* installment will introduce you to the best way to complete TurboLaw documents. Now let's open a blank document – say, a motion – and follow the steps below.

When TurboLaw documents first open, they open in “protected” mode. This means you can only access form fields (the little gray boxes), dropdown menus and checkboxes. If you look at the top of your screen, you should see the TurboLaw editing toolbar. It looks like this:



If you do not see it, right-click on any toolbar button at the top of your screen and, down toward the bottom of the list that appears, check “TurboLaw.” **This toolbar is specifically designed to make your editing experience quick and easy.** Notice how most of your toolbar buttons are grayed out – inactive – when your document is protected. These features are unavailable to you at the moment because the document is protected.

So, the document is open and you have editing to do. What now? *Here's the recommended way to complete TurboLaw documents:*

<Tab>-and-type your way forward through the document from form field to form field (or dropdown menu or checkbox), checking or completing the information as you go. (Shift + <Tab> takes you backward.) When you come to a section that you wish to edit that is otherwise inaccessible, *you must first **unprotect** the document ...*

Need Help?

Call 800-518-8726

Sales: ext. 1

Tech Support: ext. 3

Request Demo:

www.turbolaw.com

Click on the “**Edit Document**” button. Notice how the other toolbar buttons are now active on your screen. This means the document is *UN*protected and available for “hard editing.” In this mode, you can do anything to the document that Word (or Excel) will allow you to do – add, delete or reword text, reformat fonts, etc. (Careful: This can be a double-edged sword!) When you have completed that particular “hard edit” (or edits), *RE*protect the document by clicking again on the Edit Document button and notice how most toolbar buttons again become inactive. Notice also that when the document is reprotected, the cursor jumps forward to the next form field (or dropdown menu or checkbox). If the jump is too far and somewhat disorienting, you can press Shift + <Tab> to return you one form field back to help reorient you, as that form field will be somewhere *before* your last hard edit. Resume your <Tab>-and-type advancing through the document's form fields until you come to another section that requires hard editing and repeat the process. By following this method, you are certain to review and complete all the information contained in the form fields.

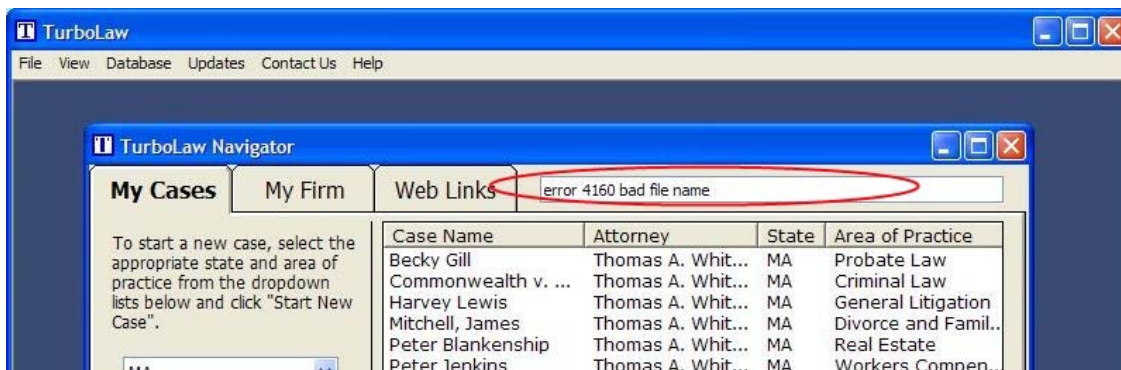
There's a second type of Word “hard editing” involving all those lined documents – usually court forms – that involve the use of Word “tables.” And then there's always that pesky “**Error! Reference source not found.**” message. Sorry, but I'm out of room this issue. For those lessons, you'll have to wait till our next quarterly newsletter – *or enroll in my TurboLaw training class and see what you're missing!*

- Jeffrey Shultz, JD

TechTips ... Help in a Hurry — the TurboLaw Help Center

Did you know that TurboLaw maintains an extensive library of helpful articles addressing nearly all the common problems that you might experience when using TurboLaw? This helpful library is called the "Help Center," and it is available 24 hours a day, 365 days a year.

You can access the Help Center in several different ways – either by visiting www.turbolaw.com or by typing directly into the TurboLaw Navigator window, as shown here.



You can type a few words of an error message (or just the error number – *e.g.*, 4160) into this box and press "Enter" on your keyboard to have TurboLaw bring up a list of all the articles that matched your search. In most cases, the article you need will be right there, complete with step-by-step instructions, pictures and diagrams on how to solve the problem. In fact, the TurboLaw Help Center is so complete and easy to use, that many times you can find an answer to your question in the Help Center before you have even finished dialing TurboLaw's technical support phone number.

Unexpected Error 4160 - Bad File Name when creating new documents

Details:

When creating a new document, TurboLaw displays an error message, which lists the error number as 4160, the error description as "Bad File Name," and the error source as "Microsoft Word." The error message will appear similar to the one shown below.

Since the TurboLaw Help Center is available 24 hours a day, it is sometimes your only resource when trying to obtain technical support for a problem – for example, on weekends, holidays, or late at night. However, because the Help Center's articles are so complete, you will often find exactly the kind of help you need – all without ever having to pick up the phone.

- Keith Survell, Director of Software Development





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Dear TurboLaw,

As a practicing attorney for over 20 years I just wanted to tell you how much the TurboLaw software has helped me. I first started using your product many years ago for Divorce cases. I have found the client intake sheet, financial statements, child support guidelines sheet and all of the pleadings to be accurate and a huge timesaver.

Over the years I have enjoyed the benefits of you adding more and more areas of law and regularly use TurboLaw for all of my pleadings and organization of client files. The ease of use allows my paralegal to complete pleadings quickly and accurately. I am also very impressed with the periodic updates which comply with the changes in the law.

I look forward to taking advantage of your seminars which you are offering in Springfield because I am sure that I will learn many additional ways to use your software to make my practice better.

I strongly recommend this software package to all attorneys!

Dean Whalen
Whalen and Whalen
318 Newton Street
South Hadley, MA 01075

Training Classes

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Did you know ...

- There is a specialized TurboLaw® toolbar for quick and easy editing?
- There is a “Search Docs” feature to locate any TurboLaw® document?
- You can easily make permanent custom templates from those in the TurboLaw® library?

Customer Profile

Attorney Hang Nina Nguyen



What inspired you to become a lawyer?

When I was 10 years old, a friend of my mother's needed to ask the electric company why there was a discrepancy regarding her bills, and because she didn't speak English I had to help her with the translation. Thereafter there were many other friends who needed help with day-to-day transactions, *i.e.*, navigating the American legal system, that I knew I wanted to be a lawyer to help those in situations similar to my mom's and friends'.

Did you always want to start your own law firm and what is your motivation to succeed?

I knew for the longest time working in the Vietnamese community that I wanted to have lots of flexibility regarding my work and time, and I realized through working at various firms that the only way to do that would be as my own boss without the pressure of billable hours or another boss.

My motivation stems from helping those who are unable to help themselves because of social, economic or language barriers so that they can succeed.

Describe the accomplishments that have given you the most satisfaction.

Assisting claimants to reclaim money from the Clients Security Board of the Supreme Judicial Court that was stolen from them by other attorneys. (Note: See website: http://www.mass.gov/ClientsSecurityBoard/annual_reports.html for an article written regarding this accomplishment.)

Also, serving a much needed community in Dorchester, more particularly those who don't know the law and educating them in the law so that they could be informed enough to make better decisions in their lives.

TurboLaw Rewards Program™

Earn 25 points for each referral!

~ How the Referral Program Works ~

- For each person you tell about TurboLaw who becomes a customer, you will earn 25 points towards whatever rewards you choose.
- If someone purchases TurboLaw and gives your name, you earn the rewards and they will be sent to *you* directly.
- We encourage everyone to participate including Attorneys and all supporting staff!

Thank you for being customers of TurboLaw and helping ensure our company is here to help you every day.

- Danielle Mulryan

Director of Sales & Marketing

Did You Know?

You can refer a friend to our website right in your TurboLaw Software! Click "Contact Us" (at the top of the screen) then click "Recommend a friend to TurboLaw". They will receive a link to our website as well as your personal message.



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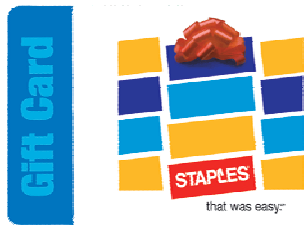
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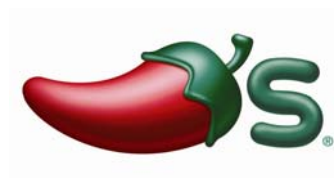
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