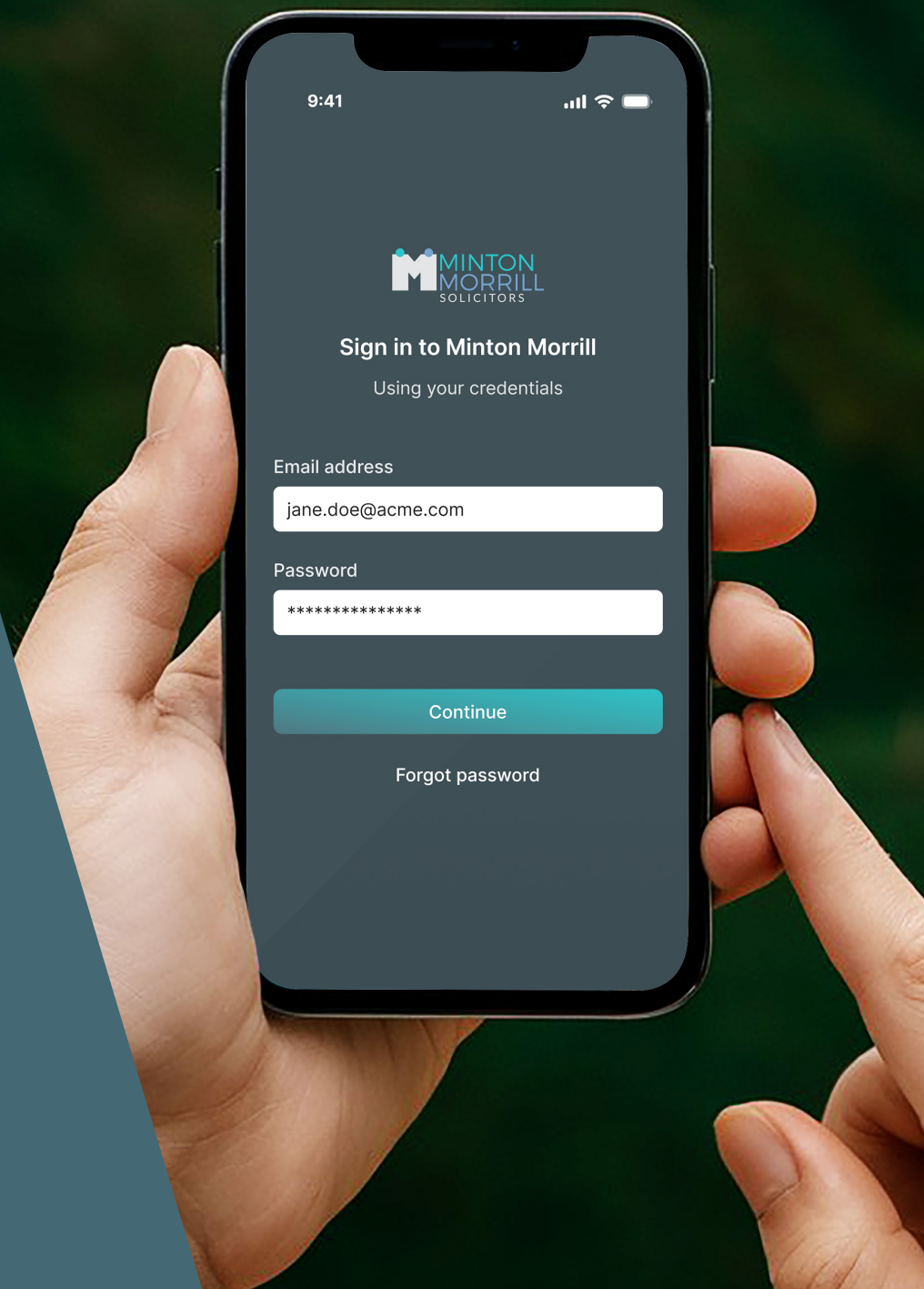




# Minton Morrill Client Portal Guide



# What can you do on our client app?

## Digital Signature

Sign documents quickly with our digital signature system.

## Push Notifications

Relax knowing your phone will 'ping' with any update or action.

## Multiple Cases

Our portal can work with all areas of law which we deal with and with multiple cases.

## Biometric Login

Only you can access the app by using facial / fingerprint recognition.

## Process Flows

Your solicitor will create a process flow with milestones to keep you fully informed.

## Document Upload

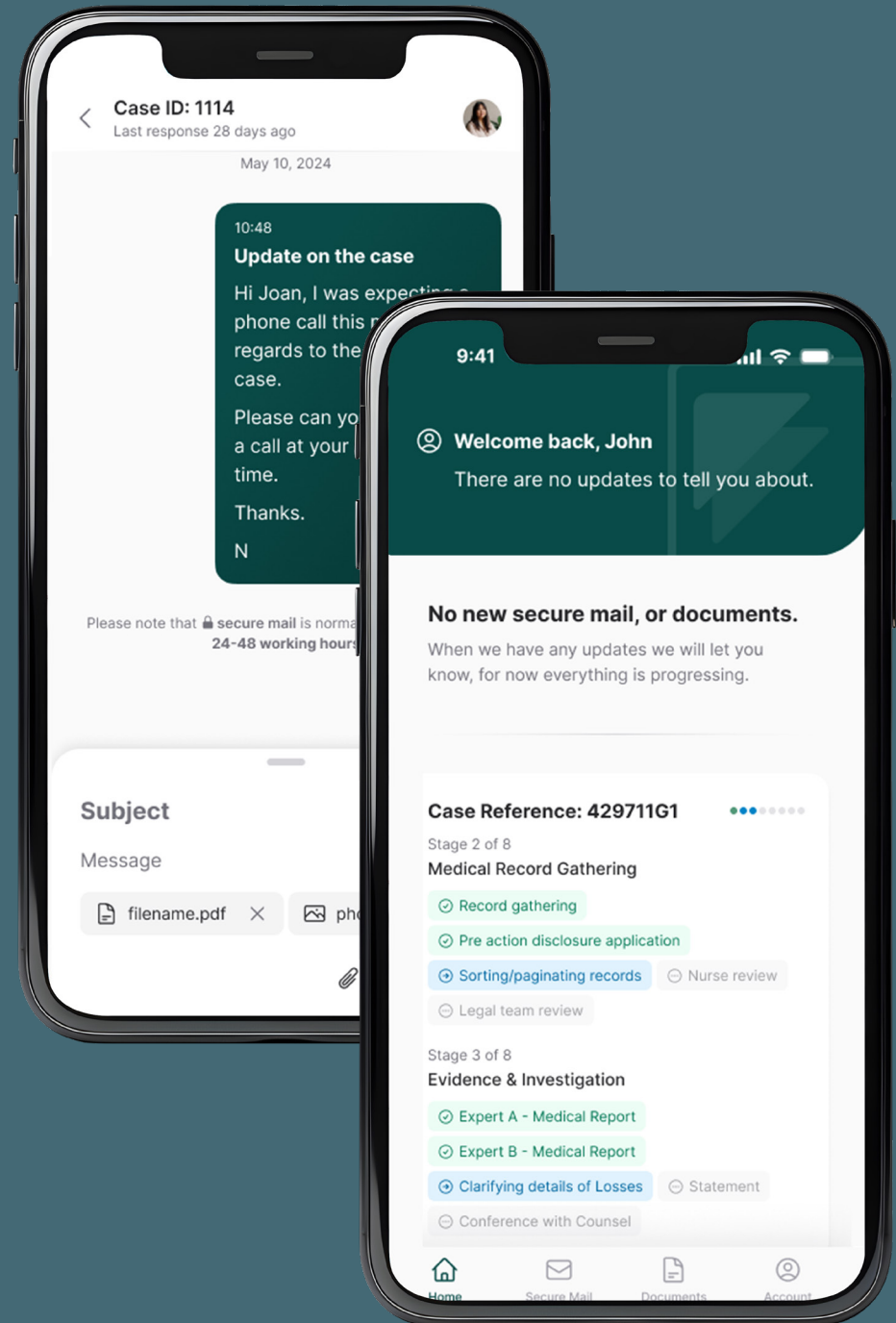
You can upload or scan documents straight from your phone, tablet or computer.

## Secure Messages

Keep a communication trail between you and your lawyer. It is an easy way to communicate with each other.

## Forms & Questionnaires

Fill out your forms and complete through the app in record time. It saves the progress and allows you to complete at a time that suits you.



<Notes



Done

## What are the benefits?

- 24/7 access to your case
- Quicker transactions
- Case progression/Milestone time-line
- Securely sign forms & documents electronically without having to print and post
- Send secure messages / documents straight to your lawyer
- Push notifications to alert you to view your case updates

9:41



## Sign in to Minton Morrill

Using your credentials

Email address

jane.doe@acme.com

Password

\*\*\*\*\*

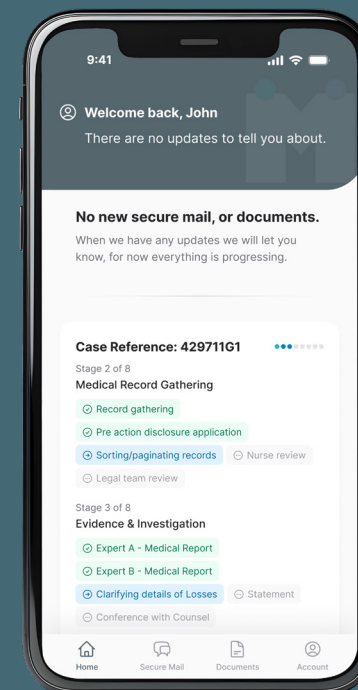
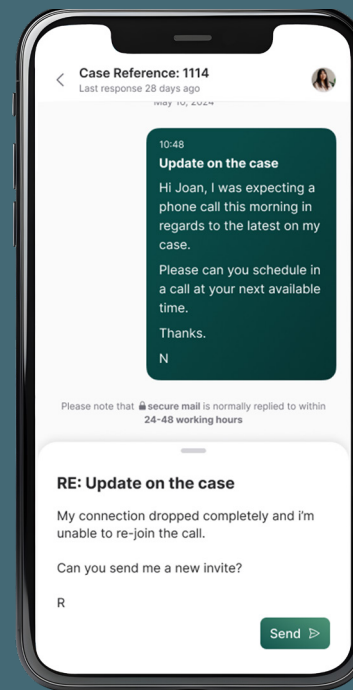
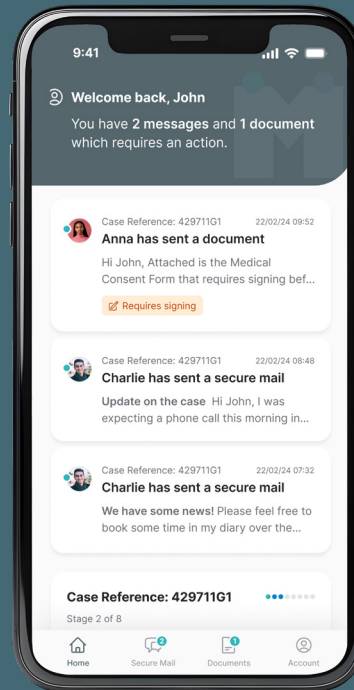
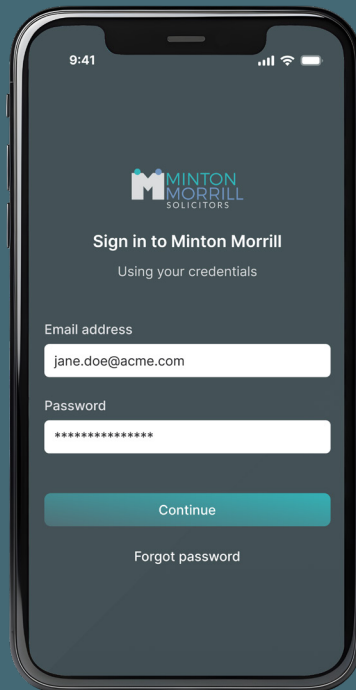
Continue

# Download and login...

**Please note:** Once you have registered with your lawyer, they will activate your client app account and provide you with a login and password.



- 1. Search** for 'Minton Morrill Client Portal' on the App Store/Google Play.
- 2. Download** the app directly to your device.
- 3. Enter** your email address.
- 4. Receive** a verification email.
- 5. Follow** the instructions in the verification email to set up your account.
- 6. Login** and click on the menu to turn on your biometric login security.



# Q&A

## Is the app free to download?

Yes, our client app is free! We always encourage our clients to use the app so they can receive instant updates on their case.

## How long do I need to keep the app?

Your access to the app will remain open as an archive for 3 months following the final completion of your case. After this time your access will be removed but feel free to contact the team if you need more information or a copy of any documents.

## Is the app secure?

Yes. Our app is more secure than communication by telephone, email and post. There are a number of security features built into the app to protect you, one of these is the encryption of data.

## Feel free to contact us

0330 013 0251

enquiries@fs.co.uk

fletcherssolicitors.co.uk

## What can I upload to the app to share with my Lawyer?

You can upload jpeg's, pdf's and .doc files (up to 45mb) to share information with the Lawyer working on your case. (currently you are not able to upload videos)

## Do I still need to go to my Lawyers office?

Our existing service is still there to support you, but our app means you can manage your case completely remotely, from the comfort of your own home.

## Will I stay logged in?

When you log into the app and select stay logged in you will be logged into the session and will not need to log in again. However, if you do not select stay logged in your session will time out after 10 minutes of inactivity.

