

# Access\$ for Reporters©

## Installation & Use Guide

only from [www.ReporterSolutions.com](http://www.ReporterSolutions.com)

### Table of Contents

<b>INTRODUCTION.....</b>	<b>2</b>
<b>A QUICK OVERVIEW OF HOW IT WORKS.....</b>	<b>2</b>
<b>CONNECTING TO ACCESS\$ FOR REPORTERS! .....</b>	<b>3</b>
CONNECTION METHOD.....	3
<i>Connection Method #1.....</i>	<i>3</i>
<i>Connection Method #2.....</i>	<i>3</i>
<b>USING ACCESS\$ FOR REPORTERS .....</b>	<b>4</b>
SIGN ON .....	4
MAIN MENU OVERVIEW .....	4
JOB ASSIGNMENT AND CONFIRMATION.....	5
MAIN MENU JOB FUNCTIONS .....	6
<b>FAQ.....</b>	<b>7</b>
<b>TROUBLESHOOTING.....</b>	<b>8</b>
HAVING TROUBLE CONNECTING?.....	8
HAVING TROUBLE PRINTING? .....	9

#### CONFIDENTIALITY STATEMENT

THIS GUIDE OUTLINES AN OFFERING FROM REPORTERSOLUTIONS.COM THAT IS LEADING EDGE AND PROPRIETARY. IT IS INTENDED FOR THE USE OF SUBSCRIBING CUSTOMERS AND IS NOT INTENDED FOR ANY OTHER PARTY. THIS GUIDE IS CONFIDENTIAL.

## Introduction

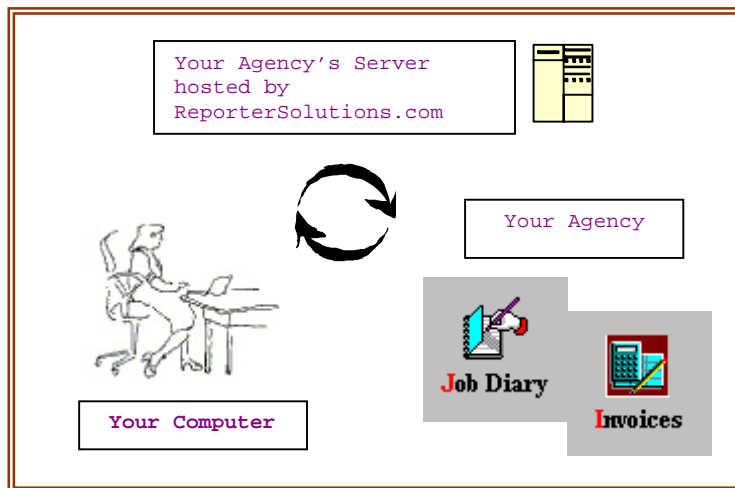
Your reporting agency is working to implement new technologies and to innovate new ways to improve customer service and make it easier to work with reporters like you. We all value our own time and using technology to help create more personal time is always welcome! That's why ReporterSolutions.com has worked hard to extend our reporting agency management software, which your agency uses, to you.

Imagine, being an integrated part of your agency's calendar. Receive job assignments, communicate job status/questions, submit billing instructions, check on job commissions and more all with easy to use software. Any computer with an Internet connection will make you an integrated part of your agency!

This document is intended as a guide to prepare any computer for use with Acces\$ for Reporters. There is no need to worry about your computer or Internet connection using Acces\$ for Reporters because the program physically runs on a remote server computer. Nothing that happens on your local computer can impact the remote server in any way and visa-versa. Your local computer simply sends your keystrokes and mouse clicks to the server then presents the server's screen images ... with any type of Internet connection, even dial-up! It's easy to get started and easy to use. Just follow the detailed instructions in this guide and you will be on your way to improved customer service and more personal time.

## A Quick Overview of How it Works

- Your agency assigns you a job on their Job Diary and the job is presented to you on your Menu.
- Questions about the job? Just send your agency a message by creating a "Job Message".



- Submit billing instructions for the job.
- Check on a job's commission. Run your own commission reports!
- Lookup contact information for attorneys, firms or other reporters.
- and much more ...

- Display and Print your own Job Assignment Sheets complete with job details, location and directions.
- Improve customer service by communicating with your agency about the job's size and preparation steps.

## Connecting to Acces\$ for Reporters!

### Connection Methods


There are two highly secure connection methods to Acces\$ for Reporters as follows:

#### Connection Method #1

**Use a Web Browser.** Microsoft's Internet Explorer is required. Go to [www.reportersolutions.com/remote](http://www.reportersolutions.com/remote) - or- go to [www.reportersolutions.com](http://www.reportersolutions.com) and click on **Reporter Login** and you will be presented with this screen →

From this screen, connect only requires your User ID and your Password. Your agency's server is based on your User ID so it's automatically located for you. Just a couple of things to note before connecting:



1. Look at the Connect Button. Is it low-lighted?  If so, click on the link under the button and follow the directions for activating the required browser control for this page.
2. Do you want to print from your connected session? If so, click on the [Install Remote Printing](#) link and <Run> the remote printing installation program. This only has to be done once on each computer you want to use.

#### Connection Method #2

**Logon Using an Icon on your Desktop.** It's a quick connection that runs independent of a web browser. From the Reporting Agency Login screen above, click on the link: [Install Connection Icon on your desktop](#). Three small components need to be installed on your local computer to connect via an icon on your desktop; 1) Remote Printing 2) Microsoft's Remote Desktop Connection software and 3) connection icons for your desktop. The above link will provide the opportunity to install both components.

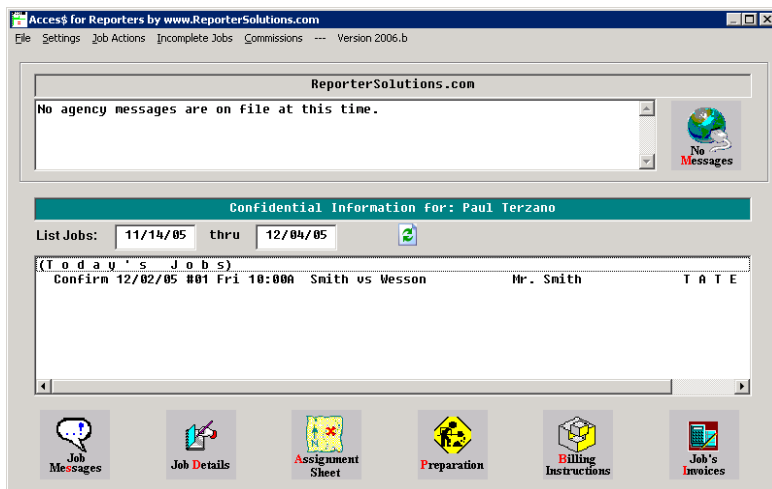
## Using Acces\$ for Reporters

### Sign On

Once you successfully sign on to your agency's server, you will be presented with the Acces\$ for Reporters Main Menu which will display a list of jobs for the displayed date range as follows:

If your Main Menu displays another security sign on screen, you will need to contact your agency to ensure your reporter ID is cleared for use of Acces\$ for Reporters.

### Main Menu Overview



Notice the message box under your agency's name on the upper half of the menu. In this example, the agency's name is **ReporterSolutions.com** and the message box contains "No agency messages are on file at this time". This message box contains a broadcast message from your agency and will appear on the main menu of every reporter. Please make it a habit to read the contents of this box every time

you sign on.

To the right of the agency message box is an icon that currently reads "No Messages". If a message on a job was waiting for you to read, this icon would change to "Message Waiting!". Click the icon to read job messages from your agency. You should also make it a habit to look at this icon.



There is a date range on the main menu that controls which jobs appear in the list box. You can change this date range at any time to view older jobs. To the right of the date range is a "refresh" button. Clicking this button will refresh a) the display of jobs in the list box based on the entered date range, b) the agency message box and c) the No Message/Message Waiting icon.



There is nothing you can break! Have fun and experiment with different actions and menu links. If you click on your name, you can even set the color of the banner name display. Each job action will be explained in more detail a little later on.

## Job Assignment and Confirmation

One of the most important connections between what you do with Acces\$ for Reporters and what your agency does with Acces\$ has to do with job assignment and confirmation. When your agency assigns you to a job, it's available on your main menu. Your agency will not know if you have seen the job or if you have acknowledged/accepted the job until you take action.

To illustrate this process, let's start with what your agency sees on their Acces\$ calendar screen when they assign you to a job:

*what your agency sees:*

Time	Job#	Atty	Firm	Caption
C 10:00A	01 --PT	TATE TINA	--T A T E	Smith vs Wesson Mr. Smith

In this example, the reporter's initials on the job and the double dash "-" to the left (--PT) tell your agency: a) reporter PT is assigned to the job, b) the reporter has not yet seen the job and c) the reporter has not yet confirmed/accepted the job. When you click the job on your main menu and it highlights. (This is a necessary step when you want to perform any job action.) Simply highlighting a job on your main menu will tell your agency you have seen the job and the far-left dash (-) on the agency's calendar screen will automatically turn to a plus (+):

*what your agency sees:*

Time	Job#	Atty	Firm	Caption
C 10:00A	01 +-PT	TATE TINA	--T A T E	Smith vs Wesson Mr. Smith

*what you see:*

List Jobs:	11/14/05	thru	12/04/05	<input type="checkbox"/> Confirm/Accept Highlighted Job
<b>(T o d a y ' s J o b s)</b>				
Confirm 12/02/05 #01 Fri 10:00A Smith vs Wesson Mr. Smith T A T E				

On your main menu, a "Confirm/Accept Highlighted Job" check-box will appear for the highlighted job. When you click on the check-box, it will tell your agency you have "confirmed/accepted" the job and the following screen changes occur:

*what your agency sees:*

Time	Job#	Atty	Firm	Caption
C 10:00A	01 ++PT	TATE TINA	--T A T E	Smith vs Wesson Mr. Smith

*what you see:*

List Jobs:	11/14/05	thru	12/04/05	<input checked="" type="checkbox"/> Confirm/Accept Highlighted Job
<b>(T o d a y ' s J o b s)</b>				
Confirm 12/02/05 #01 Fri 10:00A Smith vs Wesson Mr. Smith T A T E				

Note: Once you "Confirm/Accept" the job, only your agency will be able to remove the check. Also, only your agency will be able to assign the job to another reporter. Once a job is highlighted, you can use any of the following Job Actions:

## Main Menu Job Functions

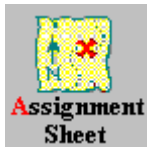


If a message thread exists on the job, you will see an exclamation point (!) in front of the job's highlighted detail line. If you want to read the message thread –or– create a new message for the job, just click this icon.

When your agency responds to a message -or- your agency sends you a new job message, you will see this icon on your Main Menu →



This icon will display a detailed information screen on the job. Use this screen to enter estimated pages, update job comments -or- update job demographics. For example, you discover the job is Medical/Expert or some other demographic.



The Assignment Sheet icon will display all of the job's logistical information on a single window in an easy-to-read format. Date, time, location, directions, comments, etc. will be included. This information can be copied to the Windows clip-board and pasted to any word-processor computer -or- it can be printed using the Printer Icon →



copied to on your



If your agency has a defined Job Preparation Process, use this icon to enter estimated pages and the dates you complete each step of preparation. It's an easy-to-use screen where completion dates are entered for each step.



Billing Instructions can be provided back to your agency for the job. Use this icon to enter who gets billed (select from the on-file attorneys and firms) and provide detail on what gets billed.



After a job is billed, use this icon to review your commissions on the job. This window will also display commissions on each job's invoice.

## FAQ

### **Q. What happens if my Internet connection goes down?**

A. Remote Access is extremely fast on any kind of Internet Connection, even dial-up. If your high-speed connection is unavailable, just use your dial-up connection until your high-speed connection returns.

### **Q. Why isn't my User name and password working?**

A. The Remote Host allows for three unsuccessful sign on attempts before disabling the account for a period of 10 minutes. This security measure safeguards the system from automated attack programs that attempt to break passwords.

### **Q. Can I transfer Job Assignment information to my computer without printing?**

A. Yes. Your connection supports standard Window's Copy/Paste capabilities. Just highlight text in any data field on the server and right-click on the highlighted text, then click <Copy>. Then, using any word processor on your local computer, right-click in a document and click <Paste>.

### **Q. Can we call ReporterSolutions for support?**

A. To maintain a cost-effective pricing model for this valuable service, please coordinate all calls through a contact at your reporting agency. Your agency has full support from ReporterSolutions. If the issue is too technical for your agency, ReporterSolutions will support you directly.

### **Q. Why can't I print? (It never worked or stopped working.)**

A. Please refer to the [Troubleshooting section](#) in this document.

### **Q. I left my session running at one computer and now I want to connect from another computer. Can I?**

A. Yes. Active sessions will transfer from one computer to the other. It is a good habit however to close your session when you are finished. Please do not leave your session active when you leave your computer since someone else can then read and process through your confidential information!

## Troubleshooting

### Having trouble connecting?

**Cause:** The IP address of the remote computer is incorrect.

#### Remote Desktop Disconnected



The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.

**Solution:** The Remote Access icon is loaded with the address of your agency's remote server. If you change this name to any other value, your connection will fail. If the value is set correctly, your agency's server may not be available (not common) so try the connection again in a few minutes.

**Cause:** Your Internet connection is being blocked.

#### Remote Desktop Disconnected



The client could not connect to the remote computer.  
Remote connections might not be enabled or the computer might be too busy to accept new connections. It is also possible that network problems are preventing your connection.  
Please try connecting again later. If the problem continues to occur, contact your administrator.

**Solution:** Make sure you are connected to the Internet. Try receiving your email or using your web browser to visit a web site. If your Internet connection is working and you still receive this message, your Windows firewall may be blocking Microsoft's Remote Desktop Connection software from accessing the Internet -or- your Router may be blocking access to port 3389.

**Cause:** The UserID or password you are using is not valid.

**Solution:** If you have made three invalid sign on attempts in the past 10 minutes, Remote Access will lock you out for approximately 10 minutes. Wait, then retry.



## Having Trouble Printing?

The most common problem with printing is not being presented with your list of local printers when trying to print from your remote session.

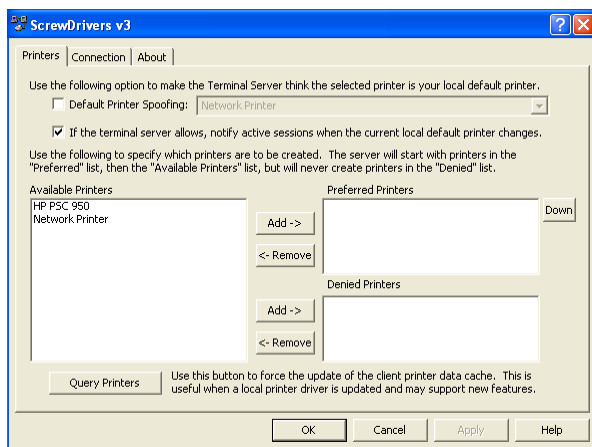
**Be sure to run the remote printing installation routine discussed in this document!** If you installed remote printing, there are several reasons why your local printers still may not map to your remote session. Try each of the following one at a time before proceeding to the next option.

1) Clean up your installed printers! The single largest cause for printers not mapping is old print drivers supporting printers you no longer use. Use <Printers & Faxes> in Windows to delete any printer you are no longer using. Try connecting and printing now.

2) Let's see if the Remote Printing component can detect your printers without a problem: Start the Windows Control Panel and run the "Simplified Printing" icon. If you can't find this icon, Remote Printing is not installed. You will be presented with the following Remote Print configuration screen: On this screen, just click <Query Printers>.



If the query finished successfully, try remote printing again. If not, remove from Windows the printer that is causing trouble with the query.



3) If all else fails, uninstall the Screwdriver Remote Printing routine using <add/remove programs> in the control panel, then reinstall Remote Printing.