

## ADVANTAGE WEBSITE SUPPORT OPTIONS

Advantagelaw has been using its support site (from [www.advantagelaw.com](http://www.advantagelaw.com)) for several months now, and it has proved to be invaluable for both clients and Advantage staff people.

We would like all our clients to communicate with us using the support site, for many good reasons. Here are some:

1. Support requests stay in the system until resolved by us.
2. Being in the system, they're never lost, like Email, phone or writing on paper
3. The user can scan open and closed requests within Advantage for status.
4. Downloads can be taken at any time.
5. You receive prompt information via Email on how a problem was resolved.

### Accessing the Site

Go into the Advantagelaw website ([www.advantagelaw.com](http://www.advantagelaw.com)), then click on the **Support** button (top of the page) to get to the site.

To document a problem, or to offer a suggestion on improving the system, click on the **Enter a New Request** option (left hand margin). Then fill in the user information and the problem description. Click the **Submit Request** button when finished. Now the information is available to all Advantage personnel for review and correction.

If you have submitted multiple requests for action, click the **Review Open Requests** option. This will display a list of any unresolved issues. You can also review all requests, open and closed, for your firm by clicking the **Review All Requests** option.

To download Winvantage updates, click the **Downloads** button at the top of the page, then select the desired update in the display grid.

### Getting Started

If you already have a Login ID and password, you're set. Just use the options shown above. If you do not have a Login ID, you can set one up. Follow the instructions listed below.

**NOTE!** You must have a valid support agreement with Advantage in order to use any of the support options.

# Winvantage Customer Support

[Advantagelaw Home](#) | [Products](#) | [Downloads](#) | [What's New in Winvantage](#)

## Support Login

### Support Options

- [Enter a new Request](#)
- [Review Open Requests](#)
- [Review All Requests](#)
- [Account Info](#)
- [Logout](#)

### Related Links

- [Webconference](#)
- [Microsoft Download Center](#)
- [MySQL Support](#)

Login ID   
Password

[sign up for a new support account](#)

### Welcome to the Winvantage Customer Support Page

AdvantageLaw technical support staff is available on-line to assist you as you use your Winvantage or AdvantageXpress product. You can use the convenient on-line request system to post your requests and a response will be sent via email or via phone as required.

A complete log of all calls, along with the response is available for your review.

### Winvantage Now Available on MySQL Database Servers

### Winvantage News

**New Customer Support Site**  
The new Winvantage support site provides a full-featured home for all customer support needs. The site features direct support request entry and review, a new user forum, a new Q&A section and an up-to-date "What's New" section..

**Outlook Integration Introduced**  
Winvantage 4 and AdvantageXpress now include a module to automatically synchronize Winvantage calendar items with Outlook appointments, tasks and email..

**New Report Customizing tool full story...**

## Account Setup

### Support Options

- [Enter a new Request](#)
- [Review Open Requests](#)
- [Review All Requests](#)
- [Account Info](#)
- [Logout](#)

### Related Links

- [Webconference](#)
- [Microsoft Download Center](#)
- [MySQL Support](#)

Fill in the information to create your new Winvantage support account. You will need your firm name or Client ID as supplied by Advantagelaw and also the six digit registration code for your Winvantage or AdvantageXpress product.

### *new account setup*

Support Login ID   
Password   
Firm Name or Client ID   
Product Registration Code   
First Name   
Last Name   
EMail   
Phone



Seeing the Login ID and Password boxes means you are not logged into the Support Section. If you have an existing Login ID and password, fill that information in and click on the Login button. You are now logged in. Therefore, whenever you return to the Advantagelaw Support page, you will still be logged in. Once you are logged in, you will remain so until you click the Logout button in the left hand margin.

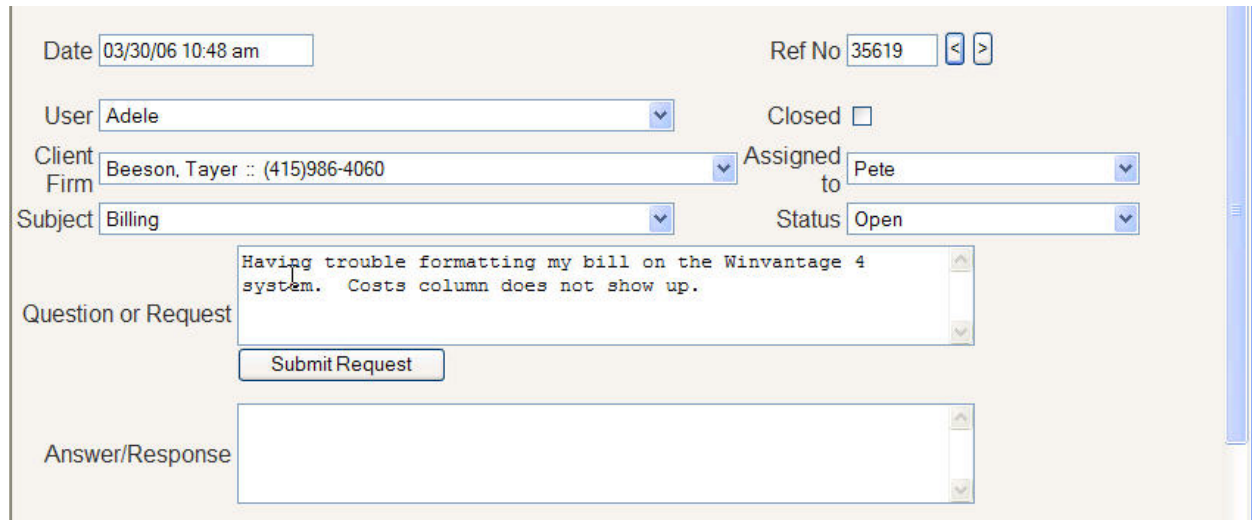
If you do not have a valid Login and Password, you'll need to set one up. To do so, click on the Sign Up for New Support Account wording just underneath the login information. After that, you'll be presented with a form to fill out. You should do as follows:

Support Login ID	You or your company name, such as Brown, Jerry
Password	Your unique password (any combination of letters and numbers), such as JB245. Do not lose the Login ID or Password.
Firm Name or Client ID	Call Advantage for this information.
Product Registration Code	Call Advantage for this information.
First Name/Last Name	Your Name
Email	Your Email address
Phone	Your phone number

When this information is completed, click the Submit button to get the information into the Advantage system. That's all there is to it. Once you log in, you don't have to do it again unless you specifically log out.

## Reporting a Problem

Once you're logged in, click on the **Enter a New Request** option in the left margin of this page. Then you will be presented with the following form to fill out.



The screenshot shows a web form for reporting a problem. The form is titled "Reporting a Problem" and contains the following fields and controls:

- Date:** 03/30/06 10:48 am
- Ref No:** 35619 (with left and right arrow buttons)
- User:** Adele (dropdown menu)
- Closed:**
- Client Firm:** Beeson, Tayer :: (415)986-4060 (dropdown menu)
- Assigned to:** Pete (dropdown menu)
- Subject:** Billing (dropdown menu)
- Status:** Open (dropdown menu)
- Question or Request:** Having trouble formatting my bill on the Winvantage 4 system. Costs column does not show up. (text area)
- Submit Request:** (button)
- Answer/Response:** (empty text area)

Use the dropdown boxes to fill in the appropriate information on the left hand side of the form. When finished, click on the **Submit Request** button. This will put it into the Advantage support log. It will remain here until the problem is resolved.

## Reviewing the Problem Logs

If you have multiple problems in the database, you can review them by clicking the **Review Open Requests** option.