

# Interactive Forms FAQs

## **About the Interviews**

### ***Who Can Use This Program?***

This program is designed for identity theft crime victims or advocates assisting them, who are representing themselves.

### ***What Should I Expect?***

The link to the form you need will take you to our partnering site, LawHelp Interactive. On LawHelp Interactive, you will answer questions in an online interview. Your answers will be used to fill in a letter. At the end of the interview, you will “submit” your answers, and wait for the program to assemble your letter. Then, you can download your letter, print it, and mail it.

### ***How Much Does It Cost?***

There is no cost for using this program.

### ***What Should I Know About Representing Myself?***

The materials and assistance you receive from these interviews are **not** a substitute for legal advice. The laws are complex. Following instructions and using the forms provided to you will not guarantee a favorable result. It is always advisable to talk to a lawyer about your problem before proceeding on your own if possible. You can review [www.lawhelp.org](http://www.lawhelp.org) for potential legal assistance.

## **Technology Help**

### ***Why can't I see the interview? I Keep Getting an Error Message: "There's a problem. Could not find question. Unable to proceed."***

If Adobe Flash Player is not installed on your computer, there will be an message at the beginning of your interview. Download and install [Adobe Flash Player](#). You do not need the free McAfee Security Scan Plus. You may need to restart your computer after installation.

### ***What Software Do I Need to Download and Print the Forms?***

The interactive court forms download for printing in Rich Text Format (.rtf), which can be opened only in Microsoft Word. If you do not have Microsoft Word, you can download Microsoft Word Viewer for free from [Microsoft.com](http://Microsoft.com).

Make sure your computer chooses Microsoft Word to download the documents. Otherwise you will experience formatting errors, or open "gibberish" rather than a document.

*Note:* Microsoft WordPad is NOT the same as Microsoft Word. Using WordPad will cause problems with your documents.

### ***Do I Need a Specific Browser to Access the Interactive Forms?***

Make sure to use an updated, Flash-enabled browser such as Internet Explorer, Chrome, or Mozilla. You may want to check for the latest version of the browser by visiting their website.

### ***How do I return to an interview that I didn't complete the first time?***

You have the option to "sign up" and save a name and password. This will allow you to save your answers and return later. It will also save your answers to use in later forms. You should choose "self-helper" as the account type. If you are using a public computer, you should enter your email to email the documents to yourself. You will not be contacted by email.

*If you have registered and saved your answers on a previous visit, follow these instructions.*

**Step 1.** *Log in.* If you didn't register previously and save your answers, then this option is not available. You will have to complete the interview again.



The screenshot shows the LawHelp Interactive website interface. At the top, there is a navigation bar with links for "Sign Up", "Log In", "Help", and "Email Us". Below this, a yellow box titled "Already Signed Up? Log In" contains a login form with fields for "Username" (with a placeholder "your name here") and "Password", and a "Log In" button. To the right of the login form, there is a "Live Help Unavailable" notification and a "Sign Up to Save Your Work" button. The website header also includes the text "powered by probonot" and "English flag".

**Step 2.** *Review your saved answers.* Your answers will be in the blanks, so you can click through them quickly, until you reach the unanswered questions. You can change your written answers at this point. However, complete the options as you did the first time. (If the interview asks a "yes or no" question, you need to answer it the same way.)

If you are using a new template, you can select "saved answers" and the program will fill in information from the last interview you completed. You will still need to complete the interview, to fill in any blanks.

The screenshot shows a navigation bar with links: My Account, My Content, Portal, Log Out, Help, Email Us, and English. Below the bar is the heading "Start Answering Questions" with a sub-heading "You can use answers you saved, or start fresh." A note states: "Note: Your interview session will expire after 2 hours (120 minutes) of inactivity. Inactivity means you have not clicked or typed somewhere within the interview for 2 hours." Under "New Answers", there is a yellow "Start Fresh" button with the text "Enter all of the answers." Under "Saved Answers", it says "Start with saved answers. Click on the file name of the answers you want to use." Below this is a table with columns: File Name/Description, Created, and Last Modified. The table contains one entry: "Intake - Answers" created on "July 24, 2012 10:40 AM" and last modified on "May 18, 2012 08:59 PM".

### ***How do I find the document I created with this online interview?***

If your screen looks like the picture below, you have finished the interview.

The screenshot shows a navigation bar with links: My Account, My Content, Portal, Log Out, Help, Email Us, and English. Below the bar is the heading "Done answering questions?" with a sub-heading "Now get your document, save your answers, or go back to the questions." A note states: "Note: LawHelp Interactive does not file your form for you. You must print and file it yourself." Under "Important!", it says: "When you are done, close all of your browser's windows. If you do not, other people may see what forms you filled out. Make sure to get or e-mail your document before you close your browser." Below this is a "Save Your Answers" form with a "File Name" field containing "Answers (Created 07/25/12 09:44 PM ET)" and a "Description" field containing "Forestry - sccs". A "Save Answers" button is at the bottom right of the form. To the right of the form is a "You can also..." box with three buttons: "Get Your Document", "Email Your Document", and "Go Back To Questions".

**Step 1.** Click "Get Your Document."

**Step 2.** You should see the screen below. Click "Get Your Document" again.



**Step 3.** The file will open a box allowing you to select where you want to save the document.

**Step 4.** Save the document on your computer.

**Step 5.** Open the document from your computer in Microsoft Word. Review, edit, and print the document.

**Note:** "Save your answers" just saves the individual answers, not the completed document. You can use those answers again, but you will have to go through the interview again.