

# JusticeServer

Connect. Counsel. Serve.

## JusticeServer How-to Guide

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## How do I navigate to the JusticeServer website?

The JusticeServer website is <https://justiceserver.force.com/portal>. Simply type this address into your internet browser and you'll be directed to the JusticeServer homepage.

## How do I sign in?

If you've already registered for JusticeServer, and have an E-mail username and Password, navigate to the JusticeServer website (<https://justiceserver.force.com/portal>), enter your E-mail and Password, hit **Enter** on your keyboard or click **Login**.



The screenshot shows the JusticeServer homepage. The logo "JusticeServer" is at the top left with the tagline "Connect. Counsel. Serve." below it. To the right of the logo is a login form with two input fields: "E-mail" containing "jdoe@grbf.com" and "Password" containing "\*\*\*\*\*". Below the password field is a "Login" button, a link for "Forgot Your Password?", and a link for "New User?". A navigation menu below the logo contains "Home", "Register", "About Us", "Contact", and "Help". At the bottom of the page, it says "Welcome to JusticeServer™".

## How do I register?

Any lawyer, paralegal, or law student interested in assisting with pro bono cases is welcome to register for JusticeServer. To register:

1. Navigate to the JusticeServer website (<https://justiceserver.force.com/portal>)
2. Select either **New User?** from the upper right corner under the sign in section, or choose the **Register** tab. All fields with a red bar indicate a required field.



The screenshot shows the JusticeServer registration page. The logo "JusticeServer" is at the top left with the tagline "Connect. Counsel. Serve." below it. To the right of the logo is a registration form with two input fields: "E-mail" and "Password". Below the password field are links for "Login", "Forgot Your Password?", and "New User?". A navigation menu below the logo contains "Home", "Register", "About Us", "Contact", and "Help". At the bottom of the page, it says "New User Registration - Step 1" and "Next Step" with a progress indicator "1 | 2 | 3".

3. Enter your Login Information: the **E-mail** address you want to use for JusticeServer communication and your desired **Password**.  
**Note:** Your password must be at least 8 characters long and contain a mixture of letters and numbers.
4. Enter your Demographic information. This includes your First and Last Name, Unique ID, Contact information, and Contact Type. Click **Next Step** at either the top or bottom of the screen.

**Note:** Your Unique ID is pre-populated with the first 40 characters of your email address. Feel free to leave this field alone. The Unique ID must be unique for all users; if you receive an error, please adjust the value.

The screenshot shows the JusticeServer website's registration process. At the top, the JusticeServer logo is displayed with the tagline "Connect. Counsel. Serve." Below the logo is a navigation menu with links for Home, Register, About Us, Contact, and Help. To the right of the navigation menu are input fields for E-mail and Password, along with links for Login, Forgot Your Password?, and New User?. The main content area is titled "New User Registration - Step 1" and features a "Next Step" button. A red vertical bar on the left indicates required fields. The form is divided into two sections: "Login Information" and "Demographics". The "Login Information" section includes fields for E-mail, Password, and Confirm Password. The "Demographics" section includes fields for First Name, Last Name, Unique ID, Phone, Street, City, State/Province, Zip/Postal Code, Country, and Contact Type (a dropdown menu). A "Next Step" button is located at the bottom of the form. The footer of the page contains the copyright notice "© 2012 JusticeServer™".

5. Enter your Case Access. This includes which agencies you'd like to see and accept cases from (LAJC, GRBF, and CVLAS), the Pro Bono Practice Area(s) in which you want to accept pro bono cases, and the Jurisdictions from which you'd like to accept cases. Click **Next Step** at either the top or bottom of the screen.

**Note:** Click the plus icon (⊕) to expand the category.

6. The next page, Experience, depends on your "Contact Type".

- If you are a Lawyer, enter your Employer, Years of Experience, VA State Bar Number, and any language you can communicate in other than English.
- If you are a Student, enter your School, anticipated Graduation Date, and any language you can communicate in other than English.
- If you are a Paralegal, enter your Organization, Years of Experience, and any language you can communicate in other than English.

7. Confirm the Certification Statement and MOU.

8. Click **Register** at the top or bottom of the screen to complete your registration. Please note, you are not able to view or accept cases until at least one of the three agencies has approved your registration.

## How do I reset my password?

If you forgot your password or just want to make a change, you can easily reset or change your password from the JusticeServer website

(<https://justiceserver.force.com/portal>):

1. Click **Forgot Your Password?** Under the Login section in the upper right corner of the JusticeServer website.
2. Enter the E-mail address you used to register for JusticeServer. Click **Submit**.



The screenshot shows the JusticeServer website interface. At the top left is the logo "JusticeServer" with the tagline "Connect. Counsel. Serve." Below the logo is a navigation menu with links for "Home", "Register", "About Us", "Contact", and "Help". On the right side, there are input fields for "E-mail" and "Password", and buttons for "Login", "Forgot Your Password?", and "New User?". The "Forgot Your Password?" button is highlighted with a red box. Below the navigation menu, there is a section titled "Did you forget your password? Please enter your e-mail below." with an "E-mail" input field and a "Submit" button. At the bottom of the page, there is a copyright notice: "© 2012 JusticeServer™".

3. You will receive an email with the Subject "Your new JusticeServer Portal password" to the email address entered. Simply click return to the portal and use the temporary password provided to reset your password.

## How do I know when I've been approved to take cases?

After you've registered with JusticeServer, the agencies you've requested to view cases from (LAJC, CVLAS, and GRBF) review your registration. Once you are approved under the first agency, you will receive an email stating you can now review and accept cases.

You can also see your approval status for each agency by logging into JusticeServer and selecting the **Profile** tab. The first tab indicates your Case Access status.

The screenshot displays the JusticeServer interface. At the top left is the logo "JusticeServer" with the tagline "Connect. Counsel. Serve." and a "Welcome Jane Doe" message with a "Logout" link. A navigation bar contains tabs for "Home", "Cases", "Profile", "About Us", "Resources", "Contact", and "Help". The "Profile" tab is active, showing a "My Profile" section with "Save" and "Cancel" buttons. Below this are four sub-tabs: "Case Access", "Jurisdiction/Practice", "Demographics", and "Experience". The "Case Access" sub-tab is selected, showing a table with three rows. The first row is "Approved for LAJC" with a "Yes" status, and the second row is "Approved for CVLAS" with a "Yes" status. The third row is "Approved for GRBF" with a "Yes" status. To the right of these rows are three checkboxes, each with a checkmark, labeled "Applying for LAJC Case Access", "Applying for CVLAS Case Access", and "Applying for GRBF Case Access". "Save" and "Cancel" buttons are located at the bottom of the table.

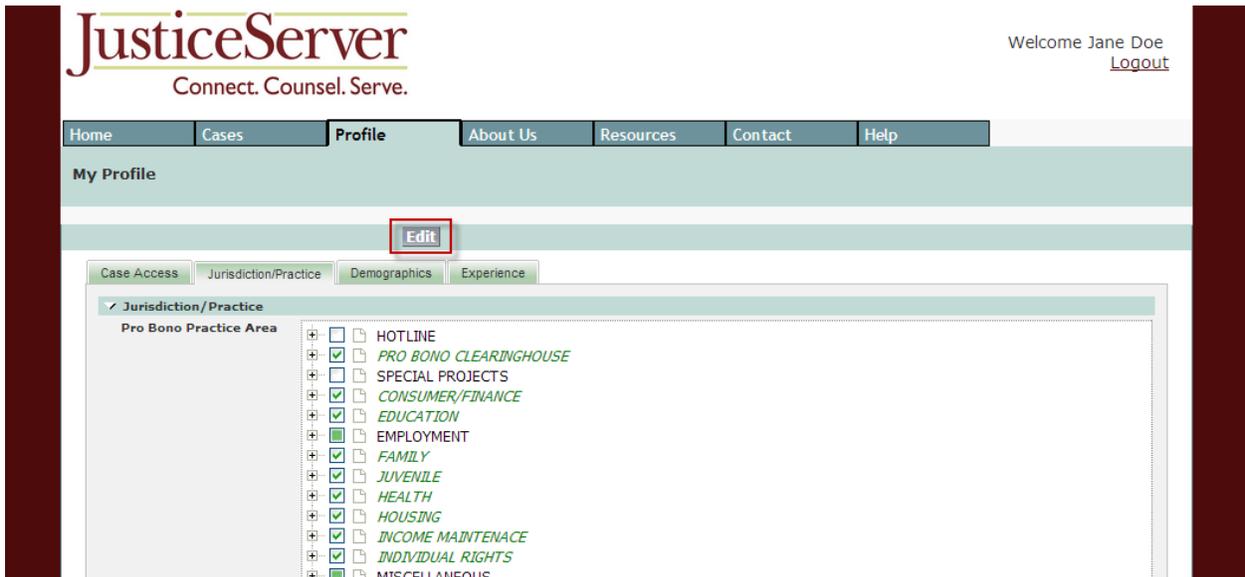
Case Access	Jurisdiction/Practice	Demographics	Experience
✓ Case Access			
Approved for LAJC	Yes		Applying for LAJC Case Access <input checked="" type="checkbox"/>
Approved for CVLAS	Yes		Applying for CVLAS Case Access <input checked="" type="checkbox"/>
Approved for GRBF	Yes		Applying for GRBF Case Access <input checked="" type="checkbox"/>

## How do I edit my profile?

You can edit any profile information provided when you registered. For example, you may want to expand your areas of case Jurisdiction, or refine the types of pro bono cases in your case queue. To edit your profile:

1. Login to JusticeServer.
2. Select the **Profile** tab.
3. Select the Profile information you want to edit. For example, if you want to edit your Jurisdiction or Practice areas, select the Jurisdiction/Practice tab.

- Click the **Edit** button at either the top or bottom of the screen.



- After you've made all the Profile changes desired, click **Save** at either the top or bottom of the screen to confirm your changes, or **Cancel** to return to your previous settings.

## How do I search for cases?

After you have been approved by at least one agency to take cases, you will see any available cases under the **Cases** tab of JusticeServer. All available cases that match your chosen Jurisdiction and Practice Area(s) are listed.



To sort your search, select the arrows near **Jurisdiction of Case**, **Special Program**, or **Problem Code Category** (Practice Area) or **Owner's Organization** to alphabetize in ascending or descending order.

The screenshot shows the JusticeServer website interface. At the top left is the logo "JusticeServer" with the tagline "Connect. Counsel. Serve." and a user greeting "Welcome Jane Doe" with a "Logout" link. A navigation menu includes "Home", "Cases", "Profile", "About Us", "Resources", "Contact", and "Help". Below the menu, the "Cases" section is active. The "Cases of Interest" section features a table with the following columns: "Subject", "Client", "Jurisdiction of Case", "Special Program", "Problem Code", and "Owner's Organization". Each of these columns has a small sorting arrow icon. The table contains three rows of case data:

Subject	Client	Jurisdiction of Case	Special Program	Problem Code	Owner's Organization
Taxes Not EITC	Sample Client	Caroline County		24 - Taxes Not EITC	Legal Aid Justice Center
Wage Claims	Sample Client	Amherst County		22 - Wage Claims	Legal Aid Justice Center
Uncontested Divorce	Sample Client	City of Charlottesville		32 - Divorce / Sep. / Annul.	Legal Aid Justice Center

To narrow your search, select the drop-down under **Jurisdiction**, **Special Program**, or **Problem Code** (Practice Area) to filter by one of the values in the case queue list.

This screenshot is identical to the one above, but with red boxes highlighting the filter dropdown menus under the "Jurisdiction of Case", "Special Program", and "Problem Code" headers. Each dropdown menu currently displays "Filter: All".

## How do I view a Summary of a case?

The first step to taking a pro bono case is to view additional information about the case from the Cases of Interest list. To view summary information just click any row on the Cases screen. The row is highlighted in blue when you hover over the case information.

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Home Cases Profile About Us Resources Contact Help

Cases

Cases of Interest

Subject	Client	Jurisdiction of Case	Special Program	Problem Code	Owner's Organization
Taxes Not EITC	Sample Client	Caroline County		24 - Taxes Not EITC	Legal Aid Justice Center
Wage Claims	Sample Client	Amherst County		22 - Wage Claims	Legal Aid Justice Center
Uncontested Divorce	Sample Client	City of Charlottesville		32 - Divorce / Sep. / Annul.	Legal Aid Justice Center

From this summary, you can view additional demographic information about the client, the adverse party, and a short description of the case.

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[I am interested](#) | [Remove this case from my list](#) | [Return to case list](#)

**Client Information**

First Name	Sample	Last Name	Client
Salutation		Mailing Street	123 Main Street
Mailing City	Richmond	Mailing State/Province	Virginia
Mailing Zip/Postal Code	23224	Phone	(804) 444-5555
Email	<a href="mailto:sample.client@gmail.com">sample.client@gmail.com</a>	Gender	Male
Birthdate	10/2/1980		

**Case Information**

Case Number	00905840	Description	
Problem Code Category	Employment	Problem Code	22 - Wage Claims
Jurisdiction of Case	Amherst County		

**Adverse Parties**

Name	Mailing Street	Mailing City	Mailing State/Province	Gender	Birthdate
Tony Borghese	1150 Northwest	Charlottesville	VA	Male	2/11/1949

[I am interested](#) | [Remove this case from my list](#) | [Return to case list](#)

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On the Summary View, you can show interest in the case to view the Case Detail, remove the case from your Cases of Interest list, or return to the case list.

## How do I remove a case from my Cases of Interest list?

If you no longer want to see a case in your Cases of Interest list:

1. From the Cases of Interest list, open the case Summary View by clicking any link on the case row.
2. Click **Remove this case from my list**. The case is now removed from your Cases of Interest.



The screenshot shows the JusticeServer website interface. At the top left is the logo "JusticeServer" with the tagline "Connect. Counsel. Serve." At the top right, it says "Welcome Jane Doe" with a "Logout" link. Below the logo is a navigation menu with links: Home, Cases, Profile, About Us, Resources, Contact, and Help. Under the "Cases" link, there are three options: "I am interested", "Remove this case from my list" (which is highlighted with a red box), and "Return to case list". Below this is a section titled "Client Information" with a dropdown arrow. The client information is displayed in a table:

First Name	Sample	Last Name	Client
Salutation		Mailing Street	123 Main Street
Mailing City	Richmond	Mailing State/Province	Virginia

## How do I put a case on hold while I check for conflicts?

If you are interested in a case, but need to check conflicts, you should indicate interest in the case to put it on hold and remove from the Cases of Interest list. This allows you up to 24 hours to hold a pro bono case while you check for conflicts. To show interest:

1. From the Cases of Interest list, open the case Summary View by clicking any link on the case row.
2. Click **I am interested**. The case is removed from other volunteer's Cases of Interest list and is moved to a new **Cases I am Considering** list on your Cases homepage.



The screenshot shows the JusticeServer website interface, similar to the previous one. The "I am interested" button is highlighted with a red box. The rest of the interface, including the navigation menu and client information table, is identical to the previous screenshot.

3. Within 24 hours, when you have completed your conflicts review, select either
  - **I certify that I have no conflicts, show me more** to view the full case or
  - **I have conflicts** to reject the case and remove it from your case list.

## How do I accept a case?

Once you have shown interest in a case by clicking **I am interested** from the Case Summary, and viewing the remainder of the case file by clicking **I certify that I have no conflicts, show me more** after checking for conflicts, you can either accept the case or remove it from your case list. To accept the case:

1. Click **I accept** to indicate you would like to take on the specified pro bono case.



The screenshot shows the JusticeServer website interface. At the top left is the logo "JusticeServer" with the tagline "Connect. Counsel. Serve." and a user greeting "Welcome Jane Doe" with a "Logout" link. A navigation bar contains tabs for "Home", "Cases", "Profile", "About Us", "Resources", "Contact", and "Help". Below the navigation bar, there are three buttons: "I accept" (highlighted with a red box), "Remove this case from my list", and "Return to case list". A section titled "Client Information" is expanded, showing a table of client details:

First Name	Sample	Last Name	Client
Salutation		Mailing Street	123 Main Street
Mailing City	Richmond	Mailing State/Province	Virginia

2. You will see a pop-up stating “*I confirm that I am sufficiently trained to accept this case.*” Click **OK** to confirm this statement and accept the case. Your name will populate the PBI Lawyer field to indicate you are the attorney of record for the case.
3. For future access, the case is now listed under **My Cases** on the Cases tab of JusticeServer.

## How do I edit case details?

After you have accepted and become familiar with a case, you may need to edit some details of the case. To edit the case:

1. From the My Cases list, open the case Summary Detail view by clicking any link on the case row.
2. Click **Edit**.



The screenshot shows the JusticeServer website interface, similar to the previous one. The "I accept" button is no longer present, and the "Edit" button is now highlighted with a red box. The "Client Information" section is still expanded, showing the same table of client details:

First Name	Sample	Last Name	Client
Salutation		Mailing Street	123 Main Street
Mailing City	Richmond	Mailing State/Province	Virginia

- Any editable field within the Case File displays in edit mode. Make any necessary changes and click **Save**.

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Welcome Jane Doe [Logout](#)

Home Cases Profile About Us Resources Contact Help

**Save** Cancel

Client Information

First Name	Sample	Last Name	Client
Salutation	Mr.	Mailing Street	123 Main Street
Mailing City	Richmond	Mailing State/Province	Virginia

## How do I add co-counsel to a case?

Once you've accepted a case, you may want to add co-counsel. This person may be another lawyer that you regularly work with, a paralegal, or perhaps a law student. **If co-counsel is already registered with JusticeServer**, you can easily add them to the case.

- From the My Cases list, open the case Summary Detail view by clicking any link on the case row.
- Click **Edit**.
- Under Case Information, Enter the name of your desired co-counsel in the **PBI Lawyer 2** field, and click the search icon.

Case Information

Case Number	00905840	Case Status	On Hold - Pending Acceptance
Description		Priority	Non Emergency
Advocate		PBI Lawyer	Jane Doe
PBI Lawyer 2	John Doe	PBI Lawyer 3	
Problem Code Category	Employment	Problem Code	22 - Wage Claims
Jurisdiction of Case	Amherst County	Jurisdiction of Contact Residence	City of Richmond
I am interested in assistance	<input type="checkbox"/>	Details about assistance request	

4. The search will find contacts in JusticeServer with the name you entered, as well as their address for verification purposes.

### Lookup

Search

You can use "\*" as a wildcard next to other characters to improve your search results.

[< Clear Search Results](#)

#### Search Results

Name	Contact Type	Mailing Street	Mailing City	Mailing State/Province	Mailing Zip
<a href="#">John Doe</a>		1234 Hull St.	Richmond	GA	23229

5. Select the name of your co-counsel and click **Save**. This method can be repeated for adding a second co-counsel in PBI Lawyer 3.

## How do I request assistance from a law student?

If you have accepted a case and would like assistance from a law student, you can indicate your interest within the Case Detail in JusticeServer. To request assistance:

1. From the My Cases list, open the case Summary Detail view by clicking any link on the case row.
2. Click **Edit**.
3. Under Case Information, check the box next to **I am interested in assistance** and enter additional details in the **Details about assistance** request text box.
4. Click **Save**.
5. A representative will contact you about your request for assistance. Please note that requesting assistance is not a guarantee that a law student is available to help.

## How do I close a case?

After you have completed working a case, you need to close the case within JusticeServer. To close the case:

1. From the My Cases list, open the case Summary Detail view by clicking any link on the case row.
2. If you need any notes or attachments for proof of representation, ensure you have added them in the case.
3. Click **Edit**.
4. Under the Case Information heading, ensure the Case Status is **Case Closed**.

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Home
Cases
Profile
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[Save](#) | [Cancel](#)

> Client Information

> Case Information

Case Number 00905840	Case Status <span style="border: 1px solid #ccc; padding: 2px;">Case Closed</span>
Description	Priority Non Emergency
Advocate <span style="font-size: 0.8em;">?</span>	PBI Lawyer <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">Jane Doe</span>
PBI Lawyer 2 <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">John Doe</span>	PBI Lawyer 3 <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>
Problem Code Category <span style="font-size: 0.8em;">?</span> Employment	Problem Code <span style="font-size: 0.8em;">?</span> 22 - Wage Claims
Jurisdiction of Case <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">Amherst County</span>	Jurisdiction of Contact Residence City of Richmond
I am interested in assistance <input type="checkbox"/>	Details about assistance request <span style="font-size: 0.8em;">?</span> <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>

> Results

Outcome <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>	Reason Closed <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>
Date/Time Closed	
Main Benefit <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>	
Main Benefit 2 <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>	
Main Benefit 3 <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>	
Number of Persons Helped <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>	Proof of Rep <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">--None--</span>
Recovery Amount <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">0.00</span>	Attorney's Fees Recovered <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>
Monthly Recovery Amount <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">0.00</span>	Avoided Amount <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">0.00</span>
Avoided Monthly Amount <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">0.00</span>	Costs <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;">0.00</span>
PBI Lawyer Hours <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>	PBI Lawyer Rate <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>
PBI Lawyer 2 Hours <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>	PBI Lawyer 2 Rate <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>
PBI Lawyer 3 Hours <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>	PBI Lawyer 3 Rate <span style="font-size: 0.8em;">?</span> <span style="border: 1px solid #ccc; padding: 2px;"></span>

> Eligibility

[Save](#) | [Cancel](#)

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5. Under the Results heading, update the following fields:
  - Outcome of the case,
  - Reason Closed,
  - Main Benefit (and Main Benefit 2 and 3, if applicable),
  - Number of Persons Helped,
  - Proof of Rep,
  - Recovery Amount (if applicable),
  - Attorney's Fees Recovered (if applicable),
  - Monthly Recovery Amount (if applicable),
  - Avoided Amount (if applicable),
  - Avoided Monthly Amount (if applicable),
  - Costs (if applicable),
  - PBI Lawyer Hour(s) and Rate(s)
6. Click **Save**.

## How do I logout of JusticeServer?

From any page in JusticeServer, click the **Logout** hyperlink below your name. You are then logged out of JusticeServer, and your session has ended.



## How do I find more information about JusticeServer?

The JusticeServer website (<https://justiceserver.force.com/portal>) contains an overview of JusticeServer, the collaborative partners behind JusticeServer, types of volunteer opportunities available, and many resources, both in document and video form. If you need or want any additional information, please see the Contact tab of the JusticeServer website.