How to Use Mobile Field Agent

Mobile Field Agent is the Direct Legal Support mobile site for field agents. Use it to update the status of your orders from your phone while you are in the field. You can attach photos, and your GPS location is added to each update automatically.

Start here

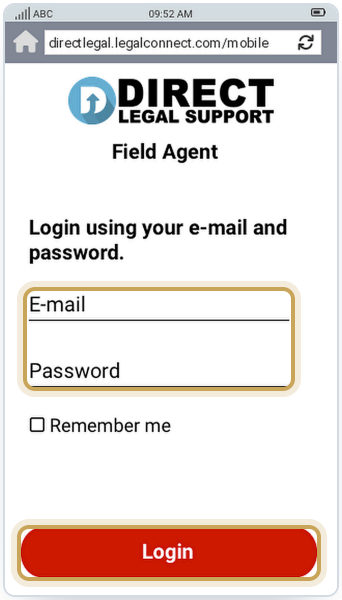
OPEN THE MOBILE SITE →

On your phone, go to **directlegal.legalconnect.com/mobile** and log in with the email address and password you already use for the Direct Legal Support portal.

What you will need

- A smartphone with a web browser
- Your portal email address and password
- Location turned on for your phone's browser, so your GPS location can be recorded
- Your phone's camera, if you are adding photos

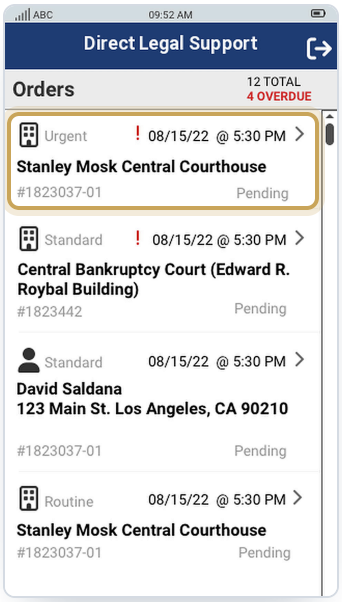
1 Log in on your phone



Open your phone's web browser and go to **directlegal.legalconnect.com/mobile**.

Enter the **E-mail** address and **Password** you already use for the Direct Legal Support portal, then tap **Login**.

2 Open an order from your list

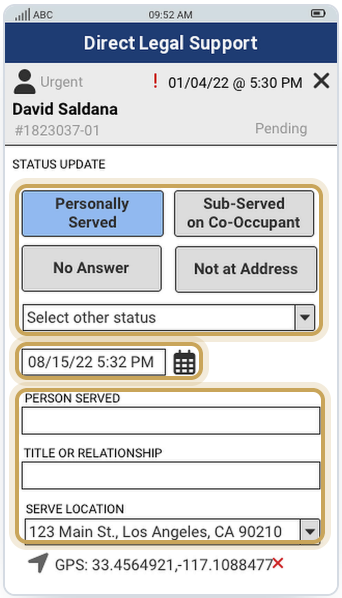


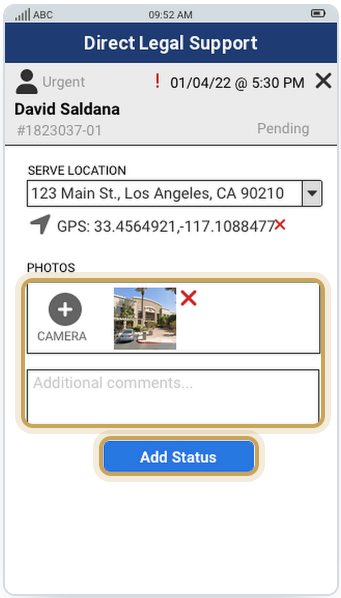
After you log in, you see a list of all your **Received**, **Pending** and **Executed** orders, for every type of order. Each order shows:

- The order number
- The status
- The order type, as an icon
- The service level
- The date and time the next update is due
- The primary location

Tap an order to open its status update page.

3 Record the status update

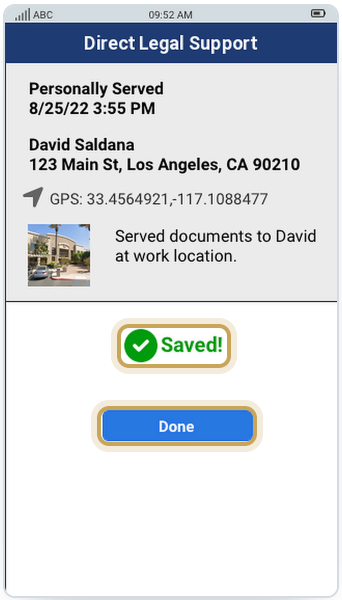




1. **Choose the status.** Tap a quick status at the top, such as **Personally Served** or **No Answer**, or tap **Select other status** for the full list.
2. **Check the date and time.** The serve date and time are filled in for you. Change them if you need to.
3. **Enter the details** that apply: **Person Served**, **Title or Relationship** and **Serve Location**.
4. **Add photos** if you have them. Tap **Camera** to add up to 5 photos, and add any comments.
5. Tap **Add Status**.

Stay at the location: Your GPS location is recorded automatically when you add the update. Add it while you are still at the location, so the GPS coordinates are accurate.

4 Check the confirmation

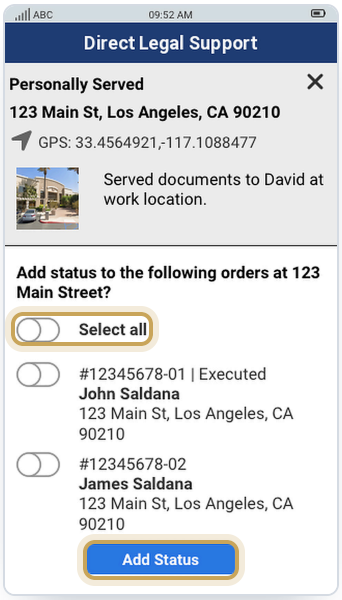


A summary of your update appears with **Saved!** Tap **Done**.

Your update goes into the Direct Legal Support portal right away. The client sees it under **Pending Orders** and **Closed Orders**, and we see it in the status updates in our operations portal.

A copy of the status update, including your GPS location and photos, is also emailed to the client.

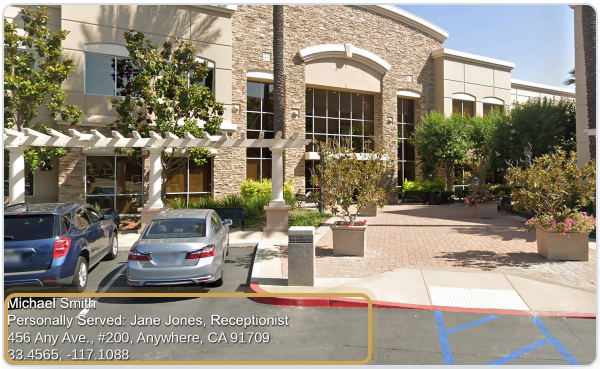
5 Update other orders at the same address



To save time, you can apply the same status update, including the GPS location and photos, to other orders at the same address.

After you submit an update, any other orders at that address are listed. Turn on **Select all**, or turn on only the orders you want, then tap **Add Status**.

What happens to your update



Serve and GPS details are added to your photos

- The serve and GPS information is added to each photo automatically.
- Your photos can be viewed in the client's portal and in Direct Legal's operations portal.
- The photos are also emailed to the client.

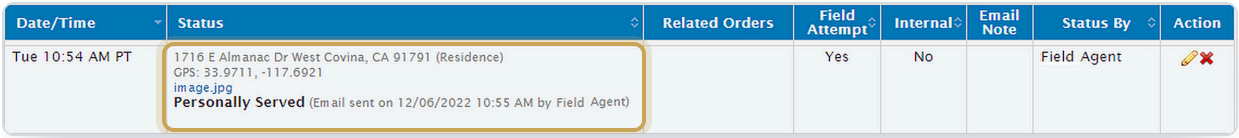
The client sees it in the portal

Your status update, GPS location and photos appear on the order detail page in the client's portal. The client can open it from search, **Pending Orders** or **Closed Orders**.



Direct Legal sees it in the operations portal

The same status update, GPS location and photos also appear on the order detail page in Direct Legal's operations portal.



Questions? We're here to help.

Call Direct Legal Support Monday to Friday, 8:30 a.m. to 5:00 p.m. Pacific, or email info@directlegal.com. Ready to update an order? Open the mobile site.

(800) 675-5376