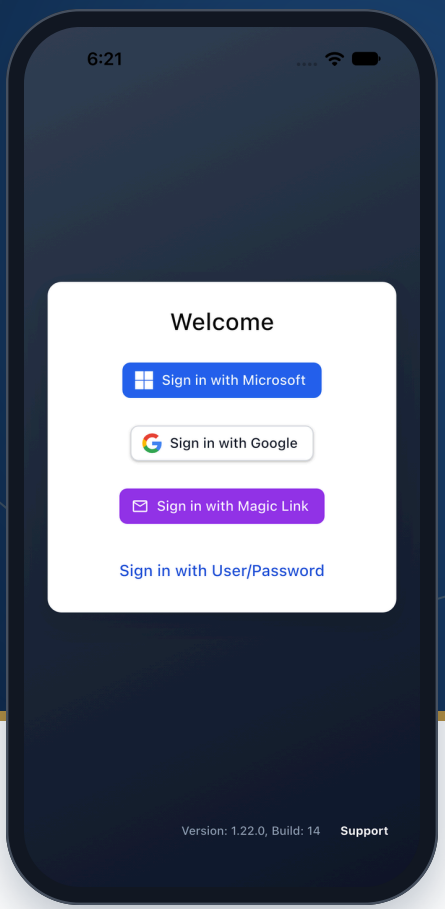
DIRECT® LEGAL SUPPORT

SDXPRO MOBILE APP

Quick Start Guide

Get the app set up and work your first **Direct Legal Support** job in four steps.



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Download the app

SDXPro is free for iPhone and Android. Scan a code with your phone's camera or tap a badge.

iPhone

Download on the App Store

Android

GET IT ON Google Play

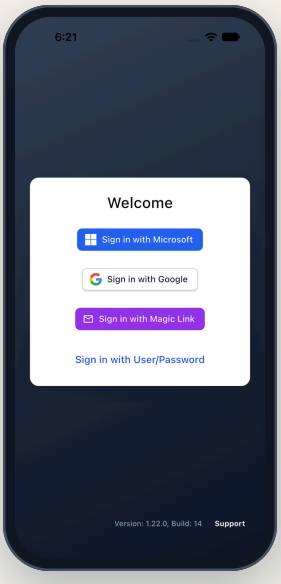
NEED HELP?
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(800) 675-5376 support@directlegal.com

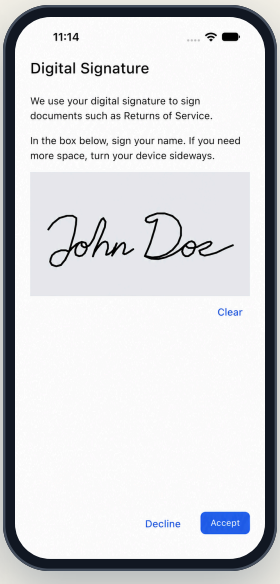
01 Sign in and set up the app

> Sign in with the email address **Direct Legal Support** has for you. That's how the app finds your jobs.

- **Sign in.** On the Welcome screen, pick one way to sign in:
  - **Microsoft** or **Google**, if your email is one of those accounts.
  - **Magic Link**: enter your email, then open the link the app emails you. No password needed.
  - **User/Password**, if you already have an account. New? Tap **Create Account**, enter your email, create a password, then tap **Confirm Email Address** in the email you get.
- **Finish first-time setup.** Read the terms and tap **Accept** if you agree. Enter your name and 10-digit mobile number, then tap **Continue**.
- **Save your signature.** Sign with your finger and tap **Accept**. Tap **Clear** to start over. When you're done, the app opens **Home**.
- **Trouble signing in?** Call us at (800) 675-5376 or email support@directlegal.com.



SCREEN 1
Pick how you sign in.



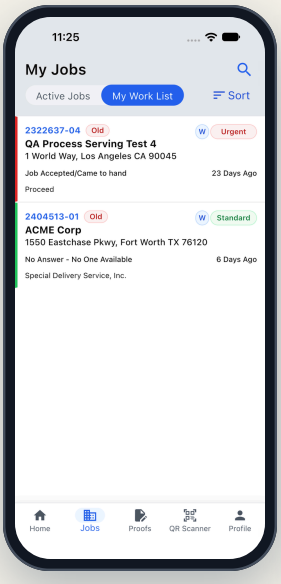
SCREEN 2
Sign your name, then tap Accept.

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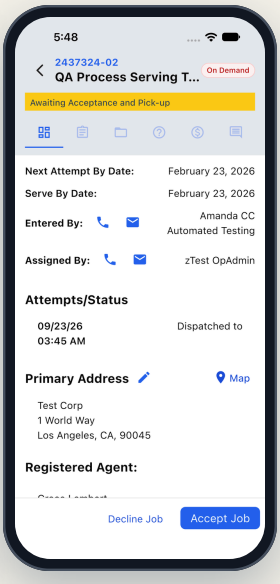
(800) 675-5376 support@directlegal.com

02 Build your worklist and accept a job

- **Find your jobs.** Tap **Jobs**, then **Active Jobs**. Tap the magnifying glass to search by order number.
- **Plan your day.** Swipe a job to the left to add it to **My Work List**. Open My Work List to see the jobs you picked and tap **Sort** to put them in order. Adding a job to your list does not accept it.
- **Check the job.** Open it and look over the address, deadlines, documents, and instructions.
- **Accept it if asked.** If you see **Awaiting Acceptance and Pick-up**, tap **Accept Job**, check the **Came To Hand** date and time, and tap **Confirm**. Can't take it? Tap **Decline Job**, enter a reason, and tap **Confirm**.
- **Start your visit.** Once the job is accepted, tap **Attempt** to begin.



SCREEN 1
Your work list.



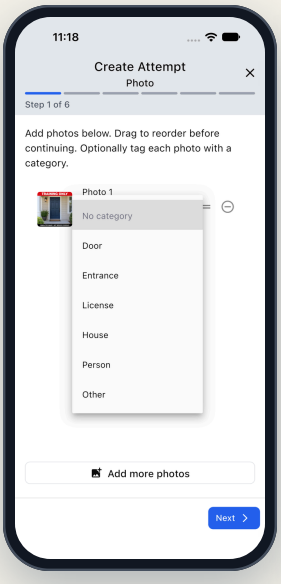
SCREEN 2
Accept or decline a new job.

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03 Record and submit an attempt

- **Add photos.** Use **Camera** or **Photo Library** to add photos from the visit. You can pick a category for each photo. On California jobs, tag one photo as **Door**, or explain why on the next screen. Then tap **Next**.
- **Answer any exceptions.** On California jobs, the **AB 747 Exceptions** screen asks about a missing door photo or missing GPS. Add the photo, or type the real reason in each box shown.
- **Describe the visit.** Choose the correct **Status**, check the **Date and Time**, and confirm the **Location**. The date and time come from your photos, so check them carefully.
- **Record who you spoke with.** Choose the relationship and fill in the details. For **Served**, enter the person's name and relationship, plus a title for an **Authorized Person**. Keep your comment to the facts; customers can see it. Every attempt that isn't a serve needs a comment.
- **Submit and check.** Tap **Complete Attempt** once. Then open the job's **Attempts** tab and look for it under **Submitted**. If it shows **Pending** or **Failed**, open it to retry or edit.
- **Need to stop?** Tap **X**, then **Save Draft**. Pick it up later from **Home > Drafts**. Drafts stay on your phone and are not sent.



SCREEN 1
Tag the door photo as Door.



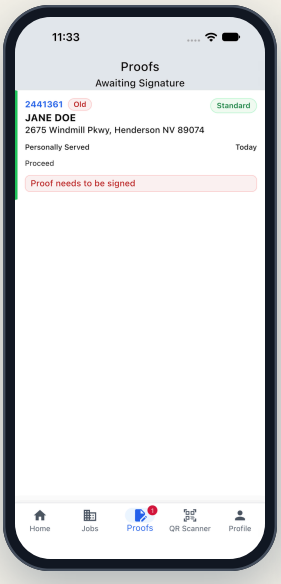
SCREEN 2
Check it, then tap Complete Attempt.

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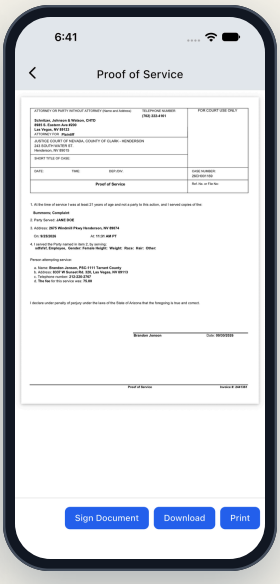
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04 Review and sign proofs

- **Open your proofs.** Tap **Proofs** at the bottom of the screen and pick a job under **Awaiting Signature**. You can also go to **Home > Proofs That Need Signing**.
- **Read every page.** Check the order, the person served, the service details, the dates, and the address. If anything needs fixing, call us before you sign.
- **Sign when it's right.** Tap **Sign Document** only after you've read it. Your signature goes on right away; there is no preview.
- **Make sure it went through.** Wait for the screen to refresh and check that the proof is no longer waiting for your signature. Tap **Download** or **Print** if you want a copy.



SCREEN 1
Open a proof waiting for your signature.



SCREEN 2
Read it first, then tap Sign Document.

Before you finish for the day, check **Home > Drafts** for attempts you haven't sent and **Proofs** for anything still waiting for your signature.

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