


Document Management Guide



PracticeMaster Document Management Guide

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Purpose of Guide

PracticeMaster includes enhanced Document Management features that help your firm track all types of documents. Documents can be saved in PracticeMaster and linked to the client or contact they pertain to directly from the following programs:

- Microsoft Word, Excel, PowerPoint, and Outlook
- Adobe Acrobat and Reader
- Corel WordPerfect.

You can also import documents individually or in groups directly from Windows Explorer with just a few clicks.

Managing documents in PracticeMaster is easy, and helps you locate the exact document you need, when you need it. You can also create versions of documents, which enhances your ability to track changes during the editing and review process.

Additional guides for separate software features are also available.

All guides are available on our Web site at:

Tabs3.com/support/docs.html

Knowledge Base

You may be referred to additional detailed information located in our Knowledge Base on the Internet at:

support.tabs3.com

Introduction

This Document Management Guide is a great resource for new document management users who want to start using the feature, as well as experienced users looking to get the most out of document management. It includes instructions on setting up and using the various Document Management features, as well as procedures for day-to-day activities that will improve your document workflow.

PracticeMaster document management is easily configured to automatically name and store linked documents in a centralized location. This ensures that your firm not only has a standardized naming convention for all documents, but a single location for those documents as well. Document management can play a major role in your everyday workflow by streamlining the process of storing new documents, as well as making it easy to locate those documents at a later time.

Common Terminology

The following is a list of terms and features used in Document Management:

Document Type	Document Types are used in PracticeMaster to classify documents into related groups for organizational purposes. Each Document Type is assigned an abbreviation. You can add as many Document Types as needed. Examples of Document Types include Letters (LTTR), Motion (MOTN), Contracts (CNTRCT), Briefs, etc.
Document vs. file	For consistency's sake, PracticeMaster documentation refers to any file associated with a document management record as a "document" rather than a "file". This can include actual text documents, images, videos, presentations, recorded audio etc.
Document Management record	A document management record is a record in the PracticeMaster Document Management file that is used to link a document to any client or contact. Document management records are stored in the Document Management file.
Document Name	PracticeMaster can be configured to automatically assign a file name to a document that is linked to a document management record. The document name is created using fields from the document management record, which tailors the file name to match information in the document record. Firms can configure their own file naming conventions to suit their needs.
Document Store	The Document Store is the centralized location where documents linked to PracticeMaster are stored. This location is used to store all automatically managed documents. By default, the Document Store is a folder named "documents" located in the Current Working Directory. Every PracticeMaster user who will be working with documents must have read and write privileges to this location. Relative or UNC paths are recommended.

Managed Documents

A managed document is any document associated with a document management record for which PracticeMaster automatically assigns the document folder and file names.

Check out

A document can be checked out from PracticeMaster, which creates a copy of the document in the location specified for editing, and marks the linked file in the document management record as read-only. This ensures that only the user who checked the document out will be able to edit it.

Check in

The check in process is used on a document that has already been checked out. A check in replaces the file with any changes made to the checked out document. This also removes the read-only status on the file, so other users can edit the file or check out the document.

Document Version

A document version is a copy of a document associated with a document management record in PracticeMaster. Document versions reflect the state of the document at the time the version is created. Document versions are optional and used to track changes to a document during the editing and review process.

Current Document

The current document is the document linked to a document management record. Document management records can be linked to numerous prior versions of a document, but the current document is considered the working document. When a document is protected or checked out using the Check Out Document process, the current document is marked read-only to prevent anyone from editing the document except the user who checked it out.

Protected Document

A protected document is any document associated with a document management record that must be checked out before editing.

Overdue Document

A document is considered overdue in PracticeMaster after it has been checked out to a user for a specified number of days. An overdue document is a helpful reminder that one user has the document checked out, and other users cannot edit the document.

Document Management Overview

The following overview of features is provided to give a better understanding of how all of the specific parts of PracticeMaster document management work together to help your firm. Each feature in document management will be covered in detail later in this guide.

- **Configure an automatic naming convention for your firm's Document Management file.**
 - Documents linked to document management records can be stored in a centralized location called the Document Store.
 - When saving a new document management record, the name and location of the document can automatically be assigned.
- **The Document Type field can be used to classify and organize your document management records. Document Types include Letters, Briefs, Motions, etc.**
- **Use the PracticeMaster toolbar to automatically save documents to PracticeMaster from Microsoft Word, Excel, and PowerPoint, Adobe Acrobat, Adobe Reader, and Corel WordPerfect.**
- **E-mail attachments in journal records can be saved as document management records.**
- **Existing documents can be quickly imported into PracticeMaster individually or in groups using the *Send to PracticeMaster* option in Windows Explorer.**
- **Documents in PracticeMaster can be checked out to provide exclusive access. Checking out a document prevents other users from editing the document that you are working on.**
 - If you are using the automatic naming convention, you can optionally require users to check out documents prior to editing them.
 - Configure how long documents can be checked out before they are considered "overdue".
 - Users' overdue documents can optionally be displayed when they log into PracticeMaster, providing a helpful reminder that other users cannot edit those documents until they have been checked in.
 - A list of checked out documents and overdue documents can be viewed.
- **Multiple versions of a document can be created, providing a comprehensive method of tracking edits to a document.**
 - These older versions can be viewed on the **Versions** tab of the Document Management file. Prior versions can be compared and you can even revert to an older version of a document if you need to undo changes.
- **Document management records can be converted to fees, with default values configured in the Convert to Fee Settings window.**
- **Use the Verify Documents program to check all documents and document management records for correct file information.**

- When using the automatic naming convention, the Verify Documents program also checks all document names and locations to confirm documents are named correctly and are in the correct location. This powerful tool will rename documents automatically if you decide to revise your automatic document naming convention.

Document Management Examples

Ron is a lawyer at a firm that uses PracticeMaster Document Management to automatically name documents. Ron has been working in Microsoft Word on an unsaved letter to send to a client. Ron clicks the **PM Save** button on the PracticeMaster toolbar in Word which opens a new document management record. After filling out the new document management record, Ron saves the record for client 121.01. Because the firm is using the automatic document naming, the document is automatically named and stored by PracticeMaster.

Ron is finished with the letter and wants to e-mail it to his client. Ron opens the Matter Manager (**File | Matter Manager**) and opens the record for Marcus Phillips, client 121.01. Ron sees in the All Activity window the letter that he saved. Additionally, Ron sees an upcoming meeting with the client. Ron right-clicks the letter he completed, points to **Action** and clicks **Send E-mail**. An e-mail opens in Microsoft Outlook addressed to the client with the letter attached. Ron composes the e-mail message and adds a reminder about the upcoming meeting with the client. After sending the e-mail, Ron returns to the PracticeMaster Matter Manager and converts the document record to a fee. By using PracticeMaster Document Management, Ron is able to streamline the process of composing a letter, saving it to PracticeMaster, sending the letter to the client, and creating a fee for the letter – all by using just a few clicks.

As another example, Wendy is a lawyer at a firm that uses PracticeMaster Document Management. Wendy is going on vacation for a week and will be away from the office. Wendy wants to work on a document while she is away and does not want anyone else to edit the document while she is working on it. Wendy uses the Document Management file to check out the document to a USB storage device, which she uses to make her edits while she is away. While the document is checked out, other users still have read-only access to the document, preventing changes while Wendy is editing it.

When Wendy returns from vacation, she checks in the edited document from the USB storage device. During the check in process, she selects to create a new version of the document. A copy of the original document is created, thus preserving the original. In addition, another version is created to track the changes Wendy made. PracticeMaster allows you to prevent other users from editing a document you are working on, as well as track changes to documents through the use of document versions.

Setting up Document Management

Configuring Document Management in PracticeMaster is done via the **Documents** tab of the Customization window (**Utilities | Customization**). Documents that link to document management records can be managed automatically or manually.

- When automatically managing documents, the document name and location can automatically be determined by PracticeMaster based on configured naming options.
- When manually managing documents, the document name and location will be determined by the user creating the document management record.

Additional options can be configured on the **Documents** tab, such as requiring users to check out managed documents before editing and defining how long documents can be checked out before they are considered overdue. An example of the **Documents** tab of Customization is shown in Figure 1.

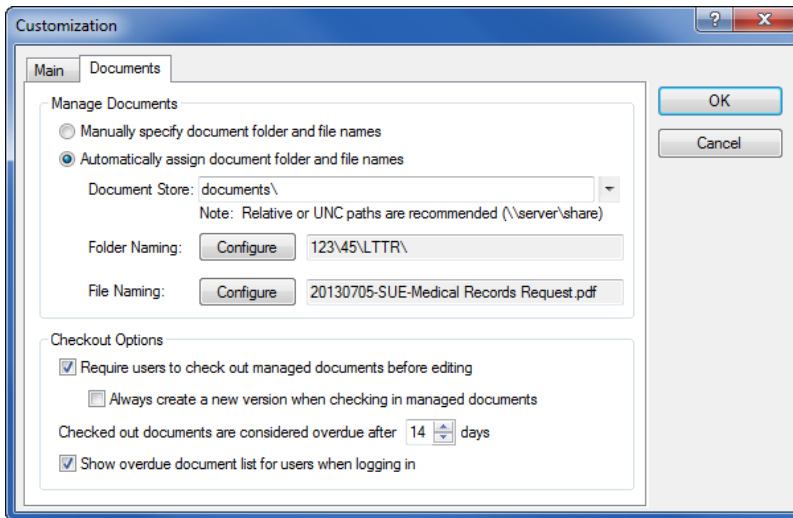


Figure 1, **Documents** tab

Automatic vs. Manual Folder and File Naming

The following table outlines the major differences between using automatic folder and file naming conventions versus manual naming conventions:

Differences Between Automatic and Manual Folder and File Naming Conventions			
	Automatic	Manual	Mixed
Configuration	Select the Automatically assign document folder and file names option on the Documents tab of Customization (Utilities Customization).	Select the Manually specify document folder and file names option on the Documents tab of Customization (Utilities Customization).	Select the Automatically assign document folder and file names option on the Documents tab of Customization (Utilities Customization). For each document management record that you want to manually store outside of the Document Store, clear the Automatically Manage Document check box in the document management record (<i>Figure 2</i>).
Document Location	Documents are stored in a centralized location on the server that all users have access to, called the Document Store. Documents are organized into folders inside the Document Store. These folders are determined by the Configure Document Naming Options window in Customization as well as information in the linked document management record.	The document location is not determined by PracticeMaster, so there is no centralized location for document storage. Documents can be located on the server or a local drive, thus creating the possibility that some documents cannot be accessed by all users.	All document management records with the Automatically Manage Document check box selected will be stored in the Document Store (<i>Figure 2</i>). By clearing this check box on a document management record, this document can be manually stored in any location. This provides the opportunity for users to keep certain documents secure by storing them in a different location (such as a local hard drive). It also provides users with the ability to gradually switch over to automatic naming conventions.
Document Name	Documents are named using a standard naming convention, which is determined by the options specified in Customization, as well as information in the linked document management record.	The document name is not determined by PracticeMaster, so users can use their own naming convention as desired.	All document management records with the Automatically Manage Document check box selected will be named using the configured naming convention (<i>Figure 2</i>). By clearing this check box on document management records, those documents can retain their manually configured file name.

Mixing Automatic and Manual Naming Conventions

You can have a mix of both automatic and manual folder and file naming conventions. To do this, the **Automatically assign document folder and file names** option in Customization must be selected. Then, when creating a new document management record, clear the **Automatically Manage Document** check box (Figure 2).

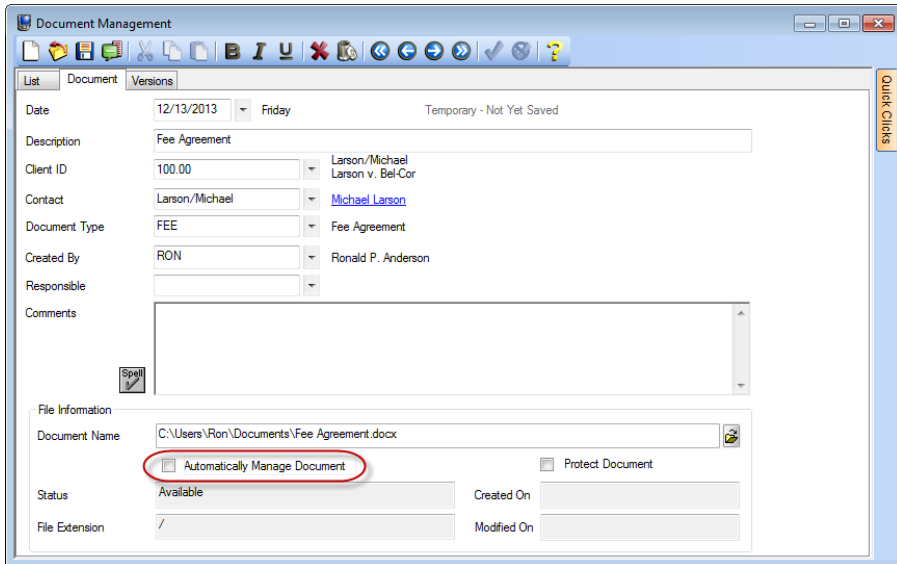


Figure 2, Automatically Manage Document check box

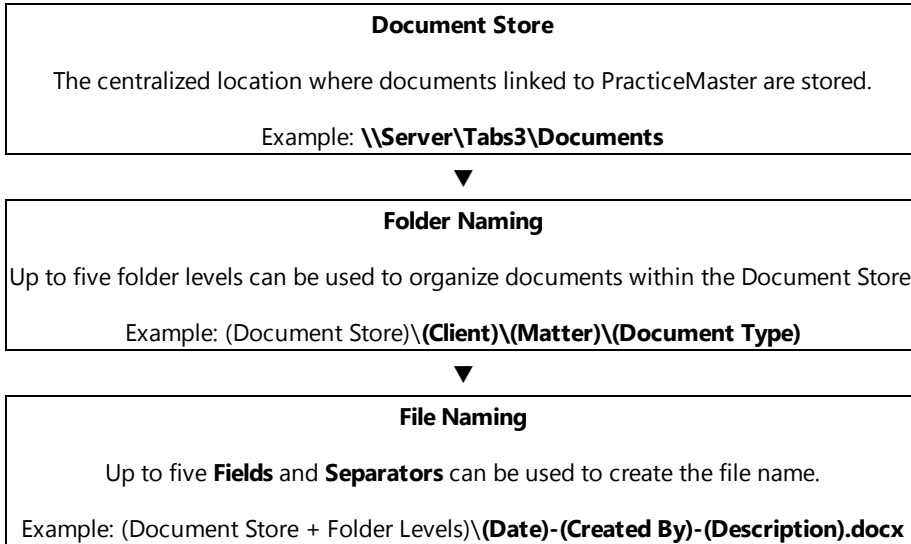
By clearing the **Automatically Manage Document** option, the document linked to this document management record retains its name and location. While the majority of document management records may be automatically named and stored via PracticeMaster, manually managing specific documents provides flexibility by giving users the ability to keep documents on a local drive or other secure locations.

Using a mix of automatic and manual naming conventions is also useful when implementing document management, or when converting from a prior version. Creating or converting document management records to be automatically managed can be a lengthy process, depending on how many document management records are in PracticeMaster. By turning on the **Automatically assign document folder and file names** option in Customization, you can gradually implement the automatic naming conventions and establish a comfort level before you start to convert your older documents to the new naming convention.

Setting up Automatic Naming

Before using automatic folder and file names, a few items must be configured in the PracticeMaster Customization window. The following flowchart helps outline the three major components of automatic naming:

- **Document Store**
- **Folder names**
- **File names**



If you are not sure how you want to name your documents, consider using the default values for the automatic naming convention. These values can be changed once you are more familiar with how Document Management in PracticeMaster fits into your overall workflow.

► **To configure automatic naming**

1. In PracticeMaster, from the **Utilities** menu select **Customization**.
2. In the Customization window, select the **Documents** tab. The **Documents** tab is shown in Figure 3.

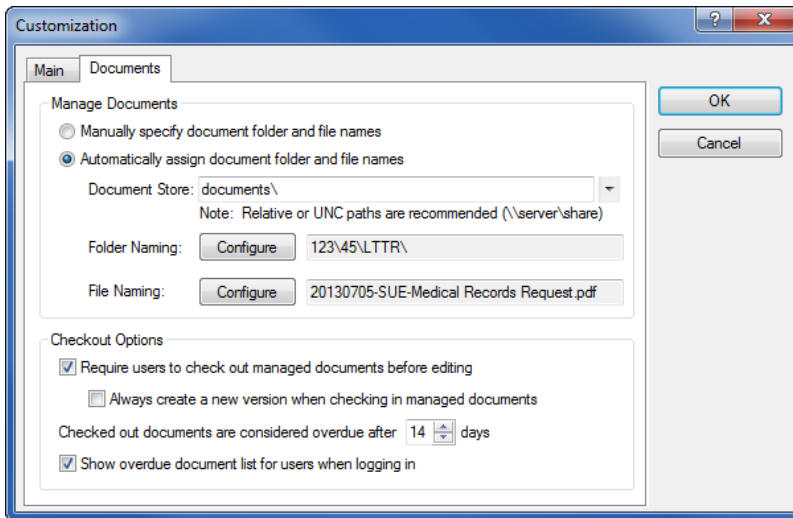


Figure 3, **Documents** tab

3. Select the **Automatically assign document folder and file names** option. This will make the Document Store, Folder Naming, and File Naming options available.
4. The default Document Store is a folder within the Current Working Directory called "documents".
 - a. If this is the centralized location where you would like to store documents linked to PracticeMaster, leave the Document Store as is.
 - b. If you would like to specify a different location, click to open the Browse for Folder window. Select the desired location and click **OK** to return to the **Documents** tab.

Note: Every PracticeMaster user who will be working with documents **must** have read and write privileges to this location. Access rights are determined by the server or network configuration and **not** by PracticeMaster.

5. In the Folder Naming field, click **Configure**. The **Folder Name** tab of the Configure Document Naming Options window will be displayed as shown in Figure 4.

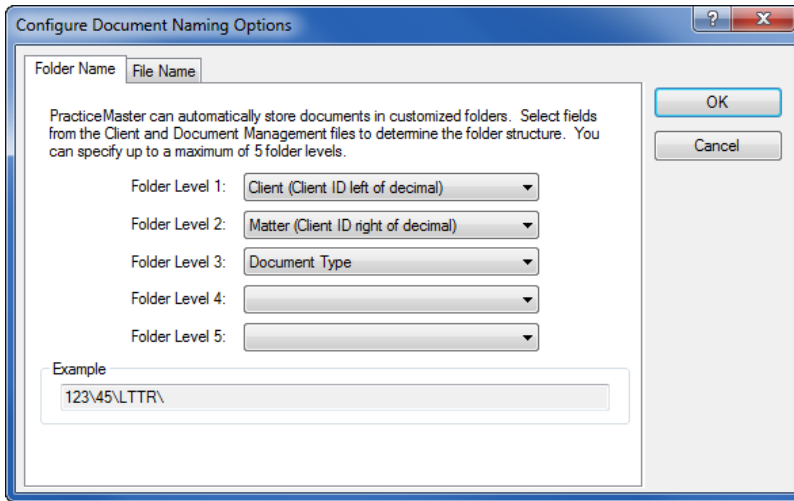



Figure 4, **Folder Name** tab

6. The **Folder Name** tab is used to designate up to five folder levels for organizing documents within the Document Store. At least one folder level must be defined. To change a folder level:
 - a. Click  to view a list of available folder levels. The available folder levels are:
 - From the Client file:
 - Area of Practice
 - Category
 - Client Name
 - Matter Contact
 - Name Search
 - Work Description
 - From the Document Management File:
 - Client (Client ID left of decimal)
 - Client ID
 - Contact
 - Created By
 - Document Type
 - Matter (Client ID right of decimal)
 - Responsible
 - To Whom Directed
 - b. Select the desired folder level from the list. Folder level examples are covered later in this guide.
 - c. Repeat steps a-b for each folder level that you want to change.

Note: Folder levels 2-5 can be specified as blank folders. Blank folders will not be used in the folder structure.

7. Click **File Name** to switch to the File Name tab. The **File Name** tab is shown in Figure 5.

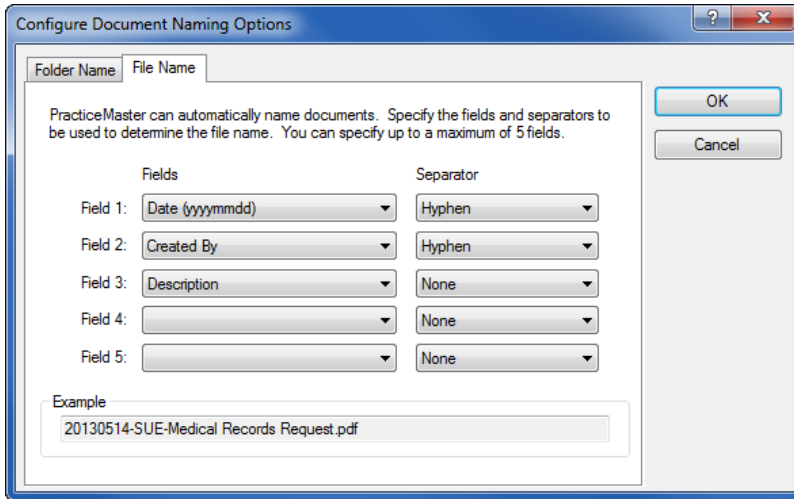


Figure 5, **File Name** tab

8. The **File Name** tab is used to designate up to five fields from the document management record that will be used to create the linked document's file name. Optional separators can be used to divide the fields within the file name. At least one field must be defined. To change a field:

a. Under **Fields**, click to view a list of available fields. The available fields are:

- From the Client file:
 - Area of Practice
 - Category
 - Client Name
 - Matter Contact
 - Name Search
 - Work Description
- From the Document Management File:
 - Client (Client ID left of decimal)
 - Client ID
 - Contact
 - Created By
 - Date (yyyymmdd)
 - Description
 - Document Type
 - Matter (Client ID right of decimal)

- Responsible
 - To Whom Directed
- b. Select the desired field from the list.
- c. Under **Separator**, click to view a list of available separators. The available separators are:

Separator Type	Example
None	SUELTR
Space	SUE LTTR
Underscore	SUE_LTTR
Hyphen	SUE-LTTR
Hyphen with spaces	SUE - LTTR
Period	SUE.LTTR

- d. Select the desired separator from the list. Field and Separator examples are covered later in this guide on page 18.
- e. Repeat steps a-d for each field and separator that you want to change.

Note: Fields 2-5 can be specified as blank fields. Blank fields will not be used in the file naming convention.

9. Click **OK**.
10. On the **Documents** tab of Customization, click **OK**.

Note: If this is the first time you have adjusted options in the **Documents** tab of Customization, your settings will be saved. On subsequent changes to the **Documents** tab while using the automatic naming convention, you will be prompted to run the Verify Documents program. The Verify Documents program is used to test document management records for valid file information and correct document file paths and correct any errors. This program is discussed in more detail later in this guide.

Important Note: When configuring the fields used for folder and file names, keep in mind that the maximum length of the **Document Name** field in the Document Management file is 259 characters. If a client's values for the configured fields exceed 259 characters (including drive letter, slashes, etc.), PracticeMaster will be unable to automatically name the file. If this occurs, a "Could not create document name" error message will be displayed.

Document Store

When using the automatic naming convention for managed documents, you must configure a location as the Document Store. The Document Store is the centralized location where managed documents linked to PracticeMaster document management records are stored. This location is used to store all managed documents when PracticeMaster is configured to **Automatically assign document folder and file names**.

There are four types of paths you can use to specify the location of the Document Store. Listed below are the four types you can use, from least recommended to ideal.

Local (Not Recommended)

Example: C:\documents

A local path simply places the document store on a local drive of the workstation where the path was specified. While this would work for a single-user configuration of PracticeMaster, it will not work in a multi-user environment, as each workstation would attempt to locate the Document Store on its own C: drive.

Mapped Drive (Good)

Example: Q:\documents

A mapped drive is a local drive letter that has been associated with a shared directory on another computer. This configuration will work in a multi-user environment, but requires additional configuration to ensure that all PracticeMaster users can access the Document Store:

- The shared directory must include read and write privileges for all Document Management users.
- All of the workstations must be mapped to the same exact shared directory using the same drive letter.

UNC (Better)

Example: \\fileserver\shared_files\documents

A UNC (Universal Naming Convention) path includes the location of the Document Store within the path. This eliminates the need to configure each workstation with a mapped drive. However, as with a mapped drive, you must ensure that the Document Store directory includes read and write privileges for all Document Management users. For more information on UNC paths, see Knowledge Base Article [R10012](#), Using Universal Naming Convention (UNC) Paths.

Relative (Best)

Example: documents\

Relative paths specify the location of the Document Store relative to the Tabs3 and PracticeMaster Current Working Directory. This has the following advantages:

- The Document Store exists within the Current Working Directory, making it accessible to all PracticeMaster workstations without additional configuration.
- Any *external* backup process that backs up the entire Current Working Directory will also include the Document Store.
- Using a Relative or UNC path allows Tabs3 Connect users to download managed documents while they are away from the office. Tabs3 Connect cannot access documents or files that use a mapped drive as the location.
- If you are moving to a new server, the Document Store is moved at the same time as the Tabs3 and PracticeMaster software.

Note: Regardless of the type of path you use, the Document Store is not included in the backups created by the built-in Back Up Data Files or HotBackup programs included with PracticeMaster.

Examples of Document Store Locations and Automatic Naming Conventions

PracticeMaster offers an extensive amount of flexibility in configuring the Document Store location, folder levels, and the document file name. By effectively naming your documents, you can reduce the amount of time it takes to find a specific document when needed. The following examples demonstrate possible configurations for the Document Store location, folder names, and the file name.

Document Store Examples

The default Document Store is a folder located inside the PracticeMaster Current Working Directory. It is shown as a relative path of "documents\".

The Document Store location can easily change at any point, but we recommend keeping the default location because this is a location that all users will have access to. Furthermore, if the PracticeMaster Current Working Directory and its subfolders are being backed up by your third-party backup solution, your documents will be backed up as well.

The following is an example of the default Document Store location.

- documents\

The default Document Store is a relative path located inside the PracticeMaster Current Working Directory. The full file location follows:

- \\ServerName\Tabs3\documents\

For example, if you use the default "documents\", and your firm's server is named FS1 and PracticeMaster is installed in the Tabs3 folder, your documents will be created in \\FS1\Tabs3\documents.

Folder Name Examples

The following examples are just a few of the thousands of folder name combinations possible.

documents\415\00\MOTN

In this example, three folder levels are defined as follows:

- *Folder Level 1:* Client (Client ID left of decimal)
- *Folder Level 2:* Matter (Client ID right of decimal)
- *Folder Level 3:* Document Type

documents\FAMILY\415\00\SUSAN

In this example, four folder levels are defined as follows:

- *Folder Level 1:* Area of Practice
- *Folder Level 2:* Client (Client ID left of decimal)
- *Folder Level 3:* Matter (Client ID right of decimal)
- *Folder Level 4:* Responsible

documents\415\Divorce\MOTN

In this example, three folder levels are defined as follows:

- *Folder Level 1:* Client (Client ID left of decimal)
- *Folder Level 2:* Work Description
- *Folder Level 3:* Document Type

Additional examples can be seen in PracticeMaster Help by searching for "Folder Name Examples".

File Name Examples

The following examples are just a few of the thousands of file name combinations possible.

20131028-SUE-Medical Records Request.pdf

In this example, three fields and two separators are defined as follows:

- *Field 1: Date (yyyymmdd)* (**Separator:** Hyphen)
- *Field 2: Created By* (**Separator:** Hyphen)
- *Field 3: Description* (**Separator:** None)

Klein vs. Simmons Construction_Medical Records Request.docx

In this example, two fields and one separator are defined as follows:

- *Field 1: Work Description* (**Separator:** Underscore)
- *Field 2: Description* (**Separator:** None)

SUE-20131028-Doe_Jane - Medical Records Request.doc

In this example, four fields and three separators are defined as follows:

- *Field 1: Created By* **Separator:** Hyphen
- *Field 2: Date (yyyymmdd)* **Separator:** Hyphen
- *Field 3: Contact* **Separator:** Hyphen with spaces
- *Field 4: Description* **Separator:** None

Additional examples can be seen in PracticeMaster Help by searching for "File Name Examples".

Secure Document Considerations

PracticeMaster can be configured to keep your documents secure. There are a few things worth noting regarding securing your documents.

- Linked documents can be secured in PracticeMaster by configuring clients as secure clients. Any user with access to a secure client can access that client's document management records and documents. Users without rights to the secure client cannot access the secure client's documents via PracticeMaster. However, and this is an important caveat, if you are using the automatic naming convention, it is possible for any user to access a secure client's linked documents directly from the Document Store using Windows Explorer (provided the user has rights to these folders).
- When using the automatic naming convention, consider using the following strategy to properly secure documents:
 1. Mark the client associated with the document(s) as a secure client. This is done in the **Address** tab of the PracticeMaster Client file (or the **Client Setup** tab of the Tabs3 Client file).
 2. If the document is not already in the desired location, move the document to the location where you want it stored. To ensure that only you have access to a specific document, keep the document on your local drive, or in a folder that only you have access to.
 3. When creating a new document management record, use the location from step 2 and clear the Automatically Manage Document check box to keep the document in that location.



Note: Access rights for opening documents are determined by the server or network configuration and not by PracticeMaster. To allow a few select users to access a secure document, store the document in a network location that allows only those specific users to access the documents stored inside.

For more information on securing your PracticeMaster information, see Knowledge Base Article [**R11459**](#), Ethical Walls in Tabs3 and PracticeMaster Software.

Configuring Document Types

A document type is a field used in the Document Management file to classify documents into related groups for organizational purposes. For example, all business letters can be organized under the document type LTTR (Letters). PracticeMaster is shipped with a predefined set of default document types, and new document types can be added at any time.

► **To add a Document Type**

1. From the **Documents** menu in PracticeMaster, select **Document Type**.
2. Click the  button.
 - a. In the New Lookup Record window, specify a key value in the **New Key** field.
 - b. Click **OK**.
 - c. In the Document Type window, enter the description.
3. Click the  button.

Working with the Doc Management File

The Document Management file can be accessed for all clients using one of the following methods:

- From the **Task Folders**, select the **Documents** tab and click **Document Management**.
- From the **Documents** menu, select **Document Management**.

Note: You can also access document management records associated with a particular client or contact from the **Document** tab of the Client and Contact files as well as from the Matter Manager.

Like all Editor Windows, the document management file will open to the **List** tab. Double-click a record to open it, or select a record and click the **Document** tab. An example of the **Document** tab of the Document Management file is shown in Figure 6.

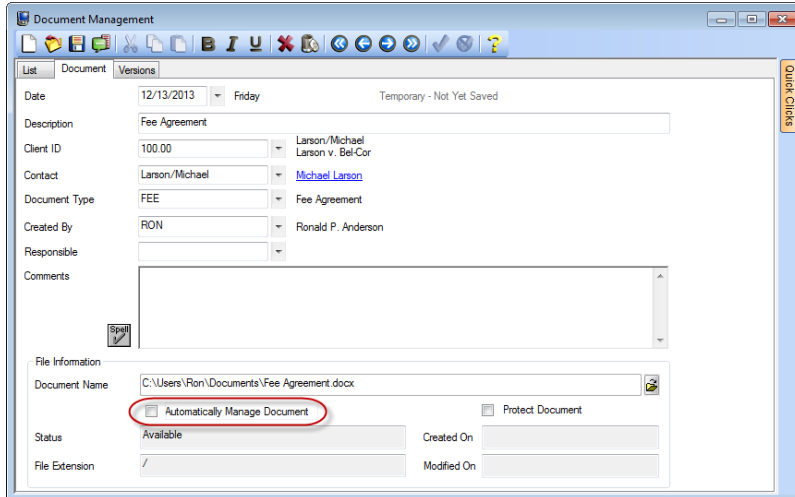


Figure 6, **Document** tab


The **Document** tab stores relevant information regarding the document linked to PracticeMaster. Detailed information for each field in the Document Management file can be found in the Help file by pressing F1.

Note: No fields in the Document Management file are required by default. However, some fields may be part of the automatic naming convention that your firm specified in Customization. If you are using the automatic naming convention, enter information in all fields that are used to configure the folder location and file name for your managed documents. For example, if the Document Type is used in your firm's file naming convention, be sure to specify the Document Type for new records. If a field used in the automatic naming convention is blank, the field name will be used instead. To prevent this from occurring, consider configuring the fields used for automatic naming in File Maintenance as required fields.


Creating a New Document Management Record

A new document management record can be created directly from the Document Management file.

► To create a new document management record

- Click the  button on the toolbar
- Click **File | New** or
- Press Ctrl + N.

Any of these actions will open a new, blank document management record. Enter information in each field that your firm uses to describe the document. To select a file to associate with this record,

click the  button to the right of the Document Name field to open a file selection window (*Note: if the **Document Name** field is already populated, it must be cleared prior to clicking the button*).

Other Methods for Creating a New Document Management Record

You can use the PracticeMaster toolbar in software such as Microsoft Word to create new document management records, as discussed in the following section. You can also use the Windows Explorer **Send To PracticeMaster** option (*page 28*) or the Journal file (*page 33*) to create new document management records.

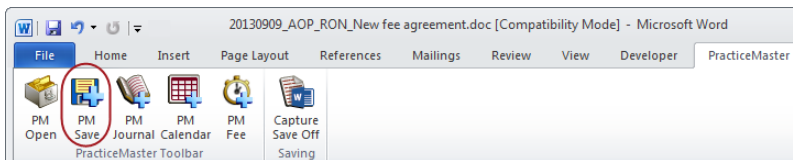


Figure 7, PracticeMaster Toolbar (Microsoft Word)

Adding Document Management Records Using the PracticeMaster Toolbar

New document management records can be added by using the PM Save option of the PracticeMaster toolbar when the appropriate toolbar plug-in is installed in the following programs:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Adobe® Acrobat
- Adobe® Reader
- Corel™ WordPerfect

The PracticeMaster toolbar can be used in each of these programs to open the Document Management file (**PM Open**) or save the document as a document management record (**PM Save**). You can also create a journal record (**PM Journal**), calendar record (**PM Calendar**), or fee record (**PM Fee**). Additionally, you can enable the **Capture Save** option for Word, Excel, and PowerPoint. This option causes the program's **Save** and **Save As** functions to trigger a PM Save command instead of using the program's native **Save** and **Save As** functions.

For clarity, the PracticeMaster toolbar in Microsoft Word will be used in all of the examples. If you do not see the PracticeMaster toolbar in one of the programs listed above, it must be installed. Procedures to install the toolbar follow.

► To install the PracticeMaster toolbar

1. In PracticeMaster, click **Maintenance | Integration | Toolbar Plug-ins**.
2. Click the appropriate tab for the program where you would like to install the PracticeMaster toolbar. For this example, we will be installing the toolbar in Microsoft Word. Click the **Word** tab.

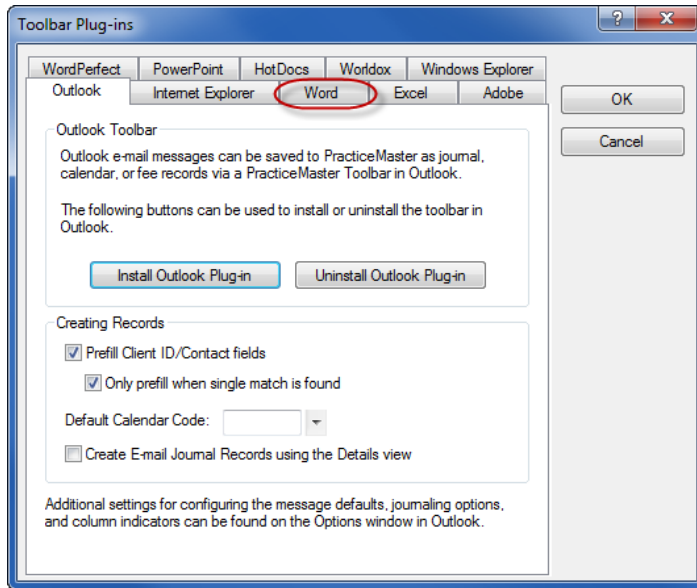


Figure 8, Toolbar Plug-ins window, **Word** tab

3. Click **Install Word Plug-in** and then click **OK**.
4. Optionally select the **Automatically save to PracticeMaster when saving document** check box to enable the **Capture Save** option by default. This option causes the program's **Save** and **Save As** functions to trigger a **PM Save** command instead of using the program's native **Save** and **Save As** functions.
5. Restart Microsoft Word. The next time you open Word, the PracticeMaster toolbar will be available.

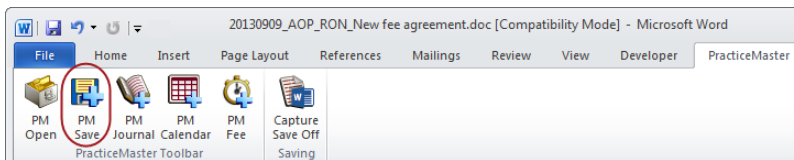


Figure 9, PracticeMaster Toolbar (Microsoft Word)

Using the **PM Save** button in Microsoft Word will have different results, depending on whether the Word document has been saved in PracticeMaster already:

- If the document has not been saved in PracticeMaster before and has not been saved in Word, a new PracticeMaster document management record is created.
- If the document has not been saved in PracticeMaster before but has been saved in Word, you will have the option of updating an existing Document Management Record or creating a new record.

- If the document has already been saved to PracticeMaster, you will have the option of updating the document management record or creating a new record.

Note: More information on using the **PM Save** and **Capture Save** functions can be found in **Appendix D: PM Save and Capture Save Technical Information** on page 68

Adding Buttons to the Quick Access Toolbar

You can add any button from the PracticeMaster Toolbar to the Quick Access Toolbar of Word, Excel, PowerPoint, and Excel using the following steps.

1. Select the PracticeMaster toolbar from the ribbon.
2. Right-click the button you want to add and select **Add to Quick Access Toolbar**.

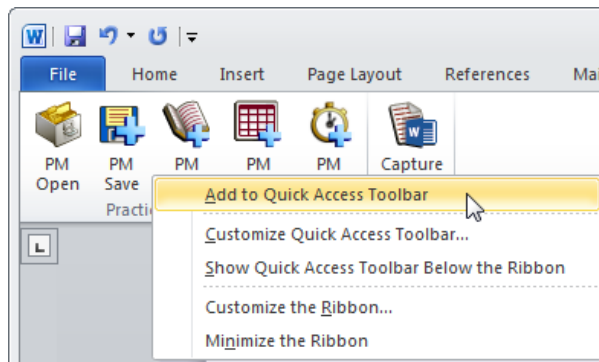


Figure 10, Adding a button to the Quick Access Toolbar

3. The button will now be available in the Quick Access Toolbar.

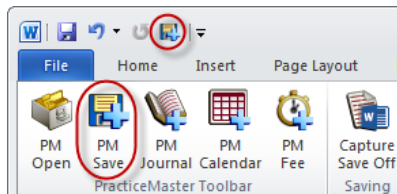



Figure 11, Microsoft Word Quick Bar

Creating a New Record Using PM Save

If the open document in Microsoft Word has not been saved in PracticeMaster, clicking **PM Save** will provide an option to create a new document management record, or update an existing record. When starting a new document management record in PracticeMaster, the following fields are filled in:

- **Date:** The current date is used.
- **Description:** If the document had been previously saved, the document name is used. Otherwise, the field is left blank.
- **Created By:** The user currently logged in to PracticeMaster is used.
- **Document Name:** The name of the open document is used for the Document Name. When using the automatic naming convention, this document name will change once you save the document management record.

Enter information into the remaining fields and click . If you are using the automatic naming convention and the document had been previously saved in Word, a copy of the document will be named and saved to the Document Store. Otherwise, the document will be saved directly in the Document Store.

Tip: If you are using the automatic naming convention, enter information in all fields that are used to configure the folder location and file name for your managed documents. Consider configuring these fields as required in File Maintenance.

Importing Documents Using “Send To PracticeMaster”

Getting all of your documents into PracticeMaster can be a huge job. PracticeMaster has a powerful plug-in for Windows Explorer to assist with this process. Once installed, this plug-in adds a **Send to PracticeMaster** option to the right-click menu in Windows Explorer.

The **Send To PracticeMaster** right-click menu option in Windows Explorer is a powerful tool for easily importing your firm’s current documents into PracticeMaster, or bringing a new attorney’s existing documents into PracticeMaster. This option is also a simple way to import a single document into PracticeMaster, particularly documents created in programs for which the PracticeMaster toolbar is not available.

Using the **Send To PracticeMaster** menu option, you can import documents into PracticeMaster individually or in groups. The import process creates a document management record for each document and gives you the option of importing all selected files automatically with default values, or editing each document management record as it is being created.

Note: The **Send To PracticeMaster** option only applies to selected files in the current window. Any folders (and the files contained within them) that are included in the selection will not be imported. To import an entire folder of documents, open the folder and select all files before using **Send To PracticeMaster**.

This utility can be used as often as needed at any time, thereby giving you the flexibility to transition your documents into PracticeMaster at a pace you are comfortable with.

Installing the Windows Explorer Plug-In

Prior to using the **Send To PracticeMaster** right-click menu option in Windows Explorer, the Windows Explorer extension must be installed.

► To install the Send To PracticeMaster Windows Explorer extension

1. In PracticeMaster, click **Maintenance | Integration | Toolbar Plug-ins**.
2. In the Toolbar Plug-ins window, select the **Windows Explorer** tab Figure 12.

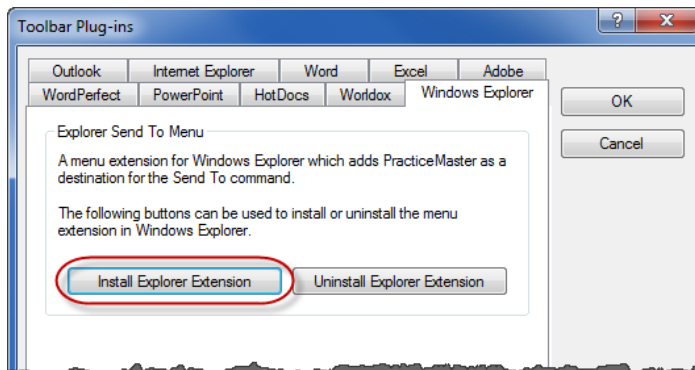


Figure 12, **Windows Explorer** tab

3. Click **Install Explorer Extension**.
4. Click **OK**.
5. Restart Windows to complete the installation.

Sending a Single Document to PracticeMaster

The **Send To PracticeMaster** Windows Explorer option can be used to import a single a document into PracticeMaster as a document management record. Once the Windows Explorer extension is installed, the document can be imported.

► To import a single document into PracticeMaster

1. Locate the file you want to import in Windows Explorer.
2. Right-click the file and select **Send To PracticeMaster** to automatically open a new document management record.

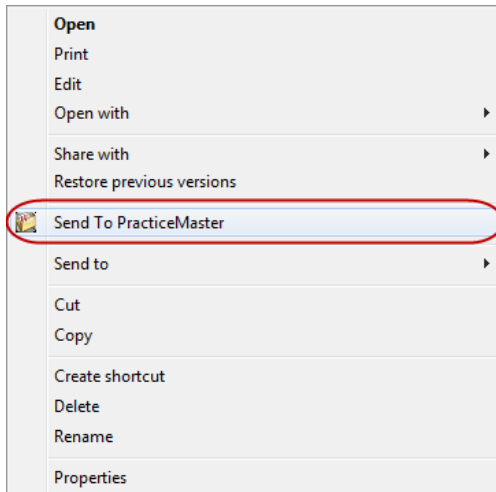



Figure 13, Send To PracticeMaster

3. Fill in the document management record in PracticeMaster.
4. Click  to save the record.

Sending Multiple Documents to PracticeMaster

The **Send To PracticeMaster** Windows Explorer command can also be used to import multiple documents into PracticeMaster as document management records. An entire folder of documents can be imported at one time, but the folder must be open with all documents selected in order to use **Send To PracticeMaster**.

► To import multiple documents into PracticeMaster saving each record individually

1. Locate and select the files you want to import in Windows Explorer.
2. Right-click one of the selected files and select **Send To PracticeMaster**. This opens the **Import Multiple PracticeMaster Documents** window, which is shown in Figure 14.

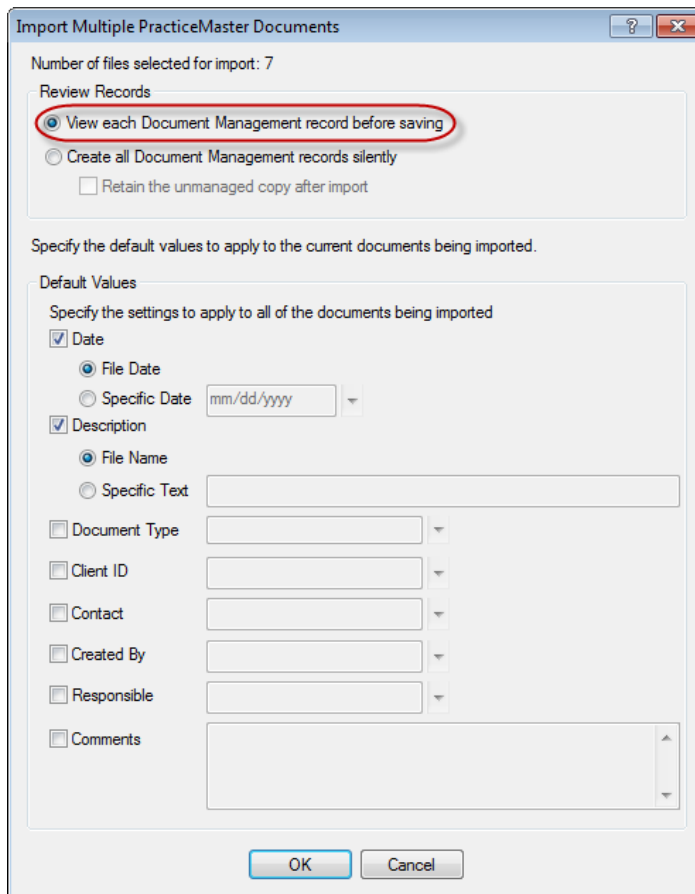



Figure 14, Import Multiple PracticeMaster Documents window

3. Select the Review Records option you want to use.
 - If you prefer to review each document management record before it is created, select **View each Document Management record before saving**.
 - If you prefer to create the document management records without reviewing them, select **Create all Document Management records silently**. Additionally, if you want to delete the original documents, as each record is created, clear the **Retain the unmanaged copy after import** check box.
4. Select the check box next to each field for which you want to enter default values and then specify the values you want to use. For example, the example shown in step 2 is using default values for the **Date** and **Description** fields.
5. Click **OK**
 - If you chose not to review the documents, the import will occur automatically.
 - Otherwise, the first new document management record will be displayed.
 - i. Fill in the document management record.
 - ii. Click  to save the record.
 - iii. The next document management record will be displayed. Repeat steps 5-6 for each new document management record.

Creating Records from the Journal File

E-mail records in the Journal file often include attachments from the original e-mail. These attachments can be saved as new document management records, or can be used to update existing document management records by using the **Create Document Record** option in the **Take Action** group of the Quick Clicks pane or in the **Action** menu. If you are using the automatic naming convention, the **Create Document Record** is a smart way to move a copy of e-mail attachments to the Document Store.

► To save an attachment as a new document management record when journaling from Outlook

1. From Outlook, click the **Journal** button on the PracticeMaster toolbar.
2. From the Create PracticeMaster Journal Record window, fill in the **Client ID** and **Contact** fields as needed.

Figure 15, Create PracticeMaster Journal Record window

Note: If the Journal File window is displayed instead of the Create PracticeMaster Journal Record window, the Outlook Plug-in is configured with the **Create E-mail Journal Records using the Details view** option enabled. After saving the journal record, use the procedures in the **To save an attachment from an existing journal record as a new document management record** section for information on creating document management records from a Journal record.

3. Select the **Create Document Management** record for each attachment check box and click **OK**.
4. If you selected a journal record with multiple attachments, the Select Attachments window will be displayed. Verify that the documents you want to create records for are selected and click **OK**.

Note: A document management record can be linked to a single document. If multiple documents are selected, a document management record will be created for each one.

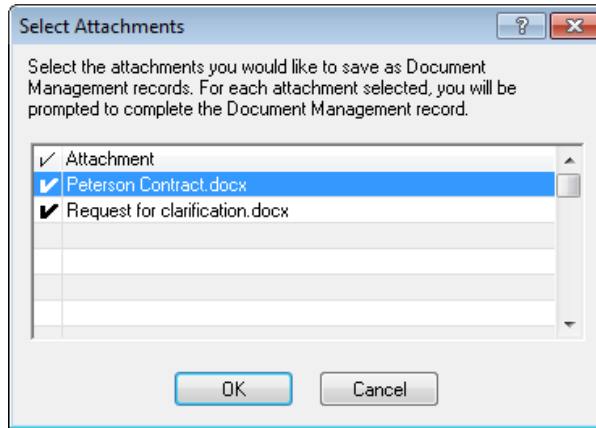


Figure 16, Select Attachments window

5. The PracticeMaster Save Document window will be displayed as shown in Figure 17.

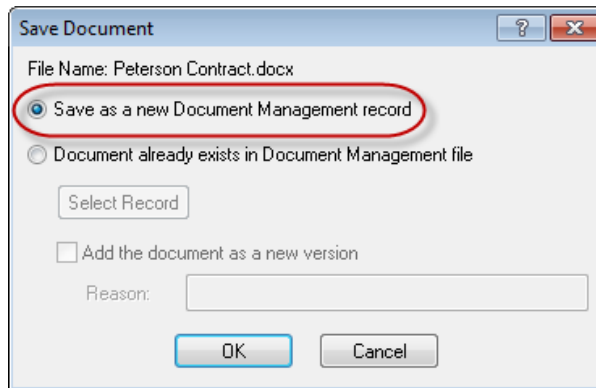



Figure 17, Save Document window

6. Select the **Save as a new Document Management record** option if it is not already selected.
7. Click **OK**.
 - If you are using the manual naming convention, the Save As window will be displayed, allowing you to select the location where you would like to store the document. Select the desired location and click **Save**.
8. The document management record window will be displayed. Fill in all necessary fields.
9. Click  to save the new record.

► **To save an attachment from an existing journal record as a new record**

1. From the Journal file **List** tab, select or double-click the E-mail record with the attachment for which you want to create a new document management record.
2. Do one of the following:
 - In the Quick Clicks pane, under the Take Action group, click **Create Document Record**.
 - Alternatively, you can right-click the attachment from within the Journal record and select **Create Document Record**.
 - You can also right-click anywhere in the Journal record that is not a field and select **Action | Create Document Record**.
3. If you selected a journal record with multiple attachments, the Select Attachments window will be displayed. Verify that the documents you want to create records for are selected and click **OK**.

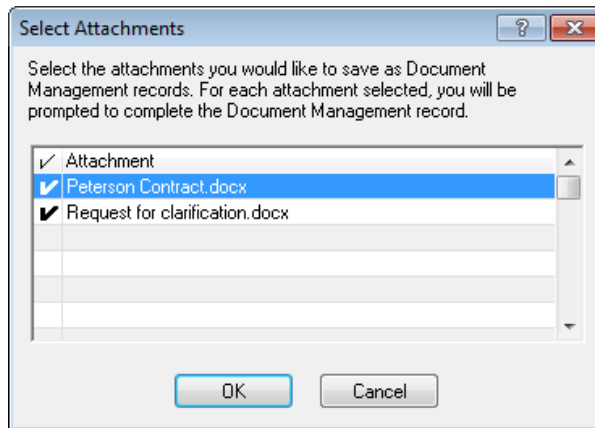


Figure 18, Select Attachments window

4. The PracticeMaster Save Document window will be displayed.

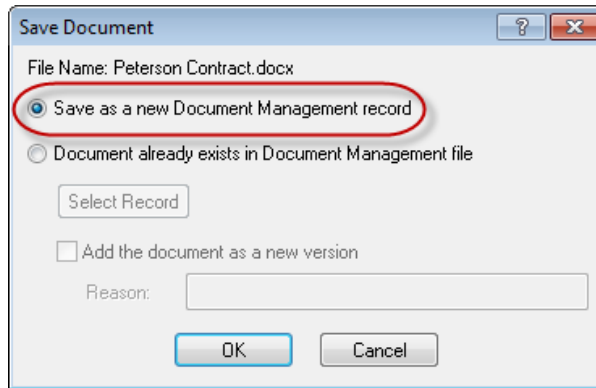



Figure 19, Save Document window

5. Select the **Save as a new Document Management record** option if it is not already selected.
6. Click **OK**.
 - If you are using the manual naming convention, the Save As window will be displayed, allowing you to select the location that you would like to store the document. Select the desired location and click **Save**.
7. The document management record window is displayed. Fill in all necessary fields.
8. Click  to save the new record.

The attachment in the e-mail journal record has been used to create a new document management record. If your firm is using the automatic naming convention, the attachment has been copied to the PracticeMaster Document Store. The attachment is still located in the e-mail journal record.

The **Create Document Record** option can also be used to update an existing document management record by saving an attachment over the current document in PracticeMaster. This is useful for documents that have been e-mailed out, revised, and sent back.

For example, user Ron e-mails a contract to Bill to make edits. Bill makes the edits to the contract and then e-mails the edited contract back to Ron. Ron journals the e-mail as a journal record, and then uses the **Create Document Record** option to update the document management record for the contract.

► **To update a document management record with an attachment**

1. From the Journal file **List** tab, double-click the e-mail record with the attachment that you want to use to create a new document management record.
2. Do one of the following:
 - a. In the Quick Clicks pane, under the **Take Action** group, click **Create Document Record**.
 - b. Alternatively, you can right-click the attachment and select **Create Document Record**.
3. The PracticeMaster Save Document window will be displayed as shown in Figure 20.

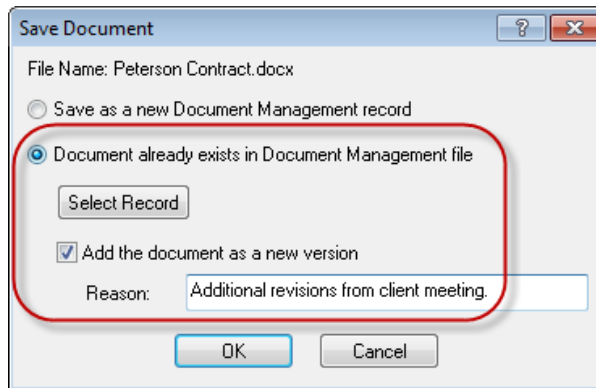


Figure 20, Save Document window

4. Select the **Document already exists in Document Management** file option.
5. Click **Select Record** to view the **List** tab of the Document Management file. The list is automatically filtered to show only document management records for the Client ID selected in the e-mail record.
6. Select the document management record that you want to update and click **OK** to return to the Save Attachment window.
7. Select the **Add the document as a new version** option if you want to retain the original document. (Note: Additional information on using versions is included later in this guide on page 48.)
8. Under the **Reason** field, type the reason the new version is being created. In Figure 20, "Additional revisions from client meeting." was typed into the **Reason** field.
9. Click **OK**.

The document management record has been updated. The current document was replaced by the selected attachment from the e-mail journal record.

Switching Between Linked Document Management Records and E-mail Journal Records

Document management records that originated from an e-mail journal record, or have been updated by an e-mail journal record, remain linked to that journal record. You can switch back and forth between the document management record and the linked e-mail journal record, allowing you to quickly access additional information on the document.

► To load the associated document management record

1. From the Journal file **List** tab, double-click the e-mail record with the linked document management record.
2. Click **Load Document Record** from the **Take Action** group of the Quick Clicks pane, or from the Action menu.

If there are multiple attachments in the e-mail journal record, the Select Attachments window will be displayed, allowing you to select which attachment(s) you want to load the associated document management record for.

The **Load Document Record** option allows you to quickly switch from a e-mail journal record to its linked document management record.

► To load the associated e-mail journal record

1. From the Document Management file **List** tab, double-click the document management record with the linked e-mail journal record.
2. In the Quick Clicks pane, under the **Take Action** group, click **Load E-mail Record**.

The **Load E-mail Record** option allows you to quickly switch from a document management record to its linked e-mail journal record.

Updating an Existing Record

If the open document in Microsoft Word has been previously saved in PracticeMaster, clicking **PM Save** will display the Save Document Management Record window as shown in Figure 21.

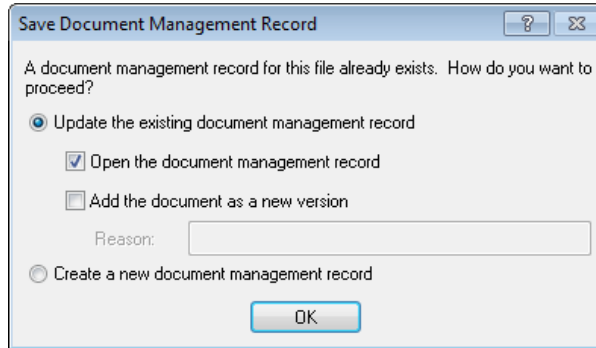


Figure 21, Save Document Management Record window

The Save Document Management Record window gives you the option of saving the modified document and updating the document management record, or creating a new document management record.

Select **Update the existing document management record** to update the document management record. If you would like to see the applicable document management record, select the **Open the document management record** option. To create a new version of the updated document, select the **Add the document as a new version** option.

More information on versioning is covered in the Document Versions section later in this guide (page 48).

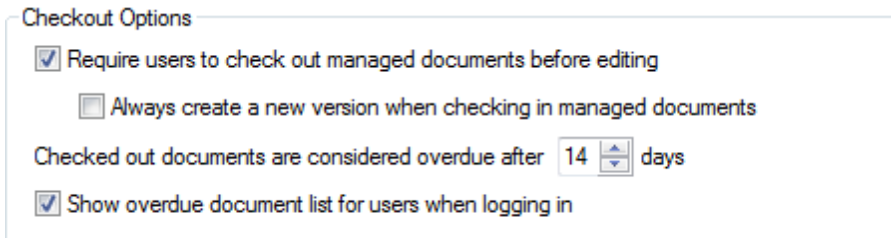
Checking Out and Checking In Documents

PracticeMaster can assist you in ensuring that only one user edits a document at a time. To prevent other users from editing a document, use the Check Out Document process. Edits can be made to the document, and then the document can be checked in using the Check In Document process.

As an easy way of understanding the Check Out and Check In Document processes, imagine your local library has only one copy of a book. Several people might want to read the book at the same time, but if one person checks out the book, no one else can have access to it. This concept is similar to checking out a document in PracticeMaster; only one user can edit a document that is checked out.

Checkout Options

Additional document management options are available in the **Documents** tab of Customization. These system-wide settings are used to require users to check out managed documents prior to editing them, to require that users create a new version of a managed document when checking it in, and to customize when and how users will be notified that they have overdue documents checked out.



The screenshot shows a configuration panel titled "Checkout Options" with the following settings:

- Require users to check out managed documents before editing
 - Always create a new version when checking in managed documents
- Checked out documents are considered overdue after days
- Show overdue document list for users when logging in

Figure 22, Checkout Options

- Select the **Require users to check out managed documents before editing** option if you want to make it necessary for users to check out a managed document prior to editing it. This option ensures that only one user can make edits to a document at a time. Clear this option if you want users to have the ability to edit managed documents without checking the document out first.
- Select the **Always create a new version when checking in managed documents** check box if you want to make it necessary for users to create a new version when they check in managed documents. This option ensures that all changes made to documents are tracked. Clear this option if you want the creation of a new version when checking in managed documents to be optional.

Note: This option is only available if the **Require users to check out managed documents before editing** option is selected.

- The **Checked out documents are considered overdue after XX days** field controls how long a document can be checked out before it is considered overdue. We recommend leaving the number of days unchanged at the default of 14 days. This option can be adjusted at a later time if users are keeping documents checked out for longer than you would like.
- Select the **Show overdue document list for users when logging in** option to give all users a reminder of what documents they have checked out that are considered overdue. Selecting this option will display the Document Checkout List when a user logs in to PracticeMaster, if that user has a document checked out that is considered overdue.

Note: The Document Checkout List can be accessed at any time by clicking **Documents | Document Checkout List**.

- An additional checkout option is available on the document management record **Document** tab: **Protect Document**. The **Protect Document** option allows you to configure individual document management records to both require users to check out the document prior to editing, as well as always create a new version when checking in that document.

The screenshot shows a 'File Information' form with the following fields:

- Document Name:** documents\200\10\General Legal Counsel\FEE\20130909_AOP_ROM_New fee agreement.doc
- Automatically Manage Document:**
- Protect Document:** (This checkbox is circled in red in the image)
- Status:** Available
- Created On:** 09/09/2013 11:07 AM
- File Extension:** doc/Microsoft Word 97 - 2003 Document
- Modified On:** 09/09/2013 11:14 AM

Figure 23, **Protect Document** check box

Check Out Document

The Check Out Document process creates a copy of the document for editing to the location specified during check out. Additionally, this process marks the selected record's linked document as read-only. Since read-only files can be viewed but not edited, the copy of the document is the only file that can be edited.

► To check out an individual document from the Document Management file

You can use one of the following methods once a document management record has been opened:

- In the Quick Clicks pane under the **Take Action** group, use the **Check Out Document** option.
- From the **Edit** menu, point to **Action**, and select **Check Out Document**.
- In the document management record, right-click in empty space, point to **Action**, and select **Check Out Document**.

You can also check out multiple documents from the the **List** tab of the Document Management file using the same methods with multiple records selected.

Check Out Document Example

The following example demonstrates the step-by-step process of checking out a document in PracticeMaster:

1. From the PracticeMaster menu, select **Documents**, and then select **Document Management**.
2. Select the document management record that is linked to the document you want to check out.
3. In the Quick Clicks pane under the **Take Action** group, select **Check Out Document**. The Check Out Document window will be displayed, as shown in Figure 24.

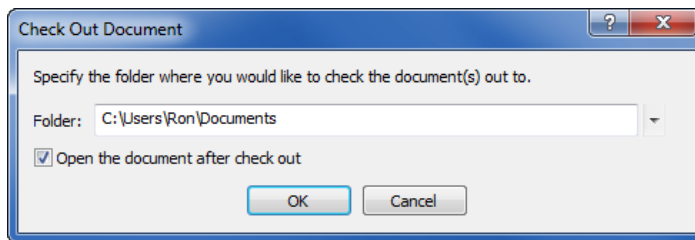



Figure 24, Check Out Document Window

4. In the Check Out Document window, click the **Folder**  to view the Browse For Folder window and specify the location where you want to create a copy of the document.
5. After choosing the location, click **OK** to return to the Check Out Document window.
6. If the **Open the document after check out** option is cleared, select it. This option will automatically open the document in its default application after the checkout process is complete.
7. Click **OK** to check out the document.

The document has now been checked out. A copy of the document can be found in the specified **Folder** location. This process marks the selected record's linked document as read-only, so edits can only be made to the copy.

Check In Document

After edits have been made to a checked out document, you can check in the document to update the selected record's linked document. The check-in process also removes the read-only status, making the document available for future edits by others.

Checking in a document replaces the linked document with the checked out copy of the document. PracticeMaster allows you to check in a document as a new version, which allows you to maintain earlier versions of the file for future reference.

► To check in a document

1. From the Document Management file **List** tab, select the document management record that is linked to the document you want to check in.
2. In the Quick Clicks pane under the **Take Action** group, click **Check In Document**. The Check In Document window will be displayed, as shown in Figure 25.
 - a. The **Check in modified document** option will be selected by default. Additionally, the Document location will default to the location the document was checked out to.
 - b. Select the **Check in document as a new version** option if it was not automatically selected.
 - c. Enter a **Reason** that summarizes the changes made to the document while it was checked out.
 - d. Click **OK**.
 - e. You will be asked if you want to delete the copy.
3. Optionally, select **Yes** to delete the copy of the document. This copy can be deleted because the changes have already been saved over the selected record's linked document.

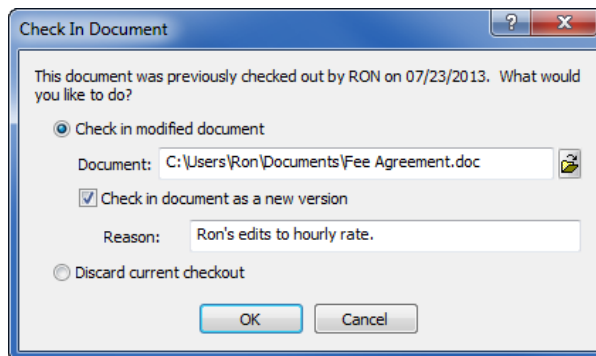


Figure 25, Check In Document window

The document has now been checked in. The selected record's linked document has been updated with any changes to the checked out copy, and the document's read-only status has been removed.

While checking the document in, PracticeMaster creates a copy of the document as a new version due to the option selected in step 2b. This version can be accessed via the **Versions** tab of the Document Management file.

Discard Current Checkout

A checked out document can be discarded if you do not want to retain any edits made to the copy. The discard also removes the read-only status, allowing other users to edit the document. Discarding a checkout is typically used when a document is checked out by mistake, or when another user has higher priority edits to make to the document.

► To discard a checkout

1. From the Document Management file **List** tab, select the document management record for which you would like to discard the checkout.
2. In the Quick Clicks pane under the **Take Action** group, click **Check In Document**. The Check In Document window will be displayed, as shown in Figure 26.
3. Select **Discard current checkout**.

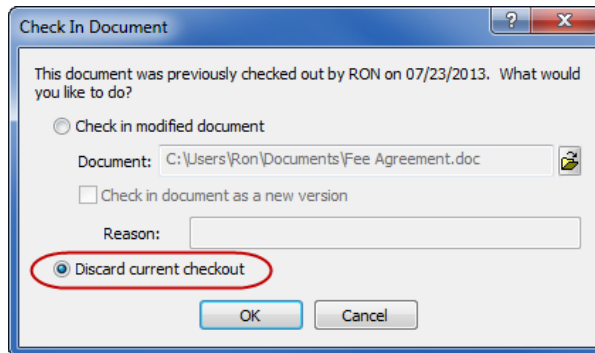


Figure 26, **Discard current checkout** option

4. Click **OK**.

The document checkout has now been discarded, removing any edits made to the copy of the document. The document has also been returned to an available status.

Using Send to Folder

A read-only copy of the current document can be created by using the **Send to Folder** option. The **Send to Folder** option can be used at any point, even if the document is currently checked out.

Tip: You can use the **Send E-mail** option to e-mail a document to an e-mail recipient.

► To use the Send to Folder option

1. Open the Document Management file and select the document management record with the linked document that you want a read-only copy of.
2. In the Quick Clicks pane under the **Take Action** group, click **Send to Folder**. The Send to Folder window will be displayed, as shown in Figure 27.

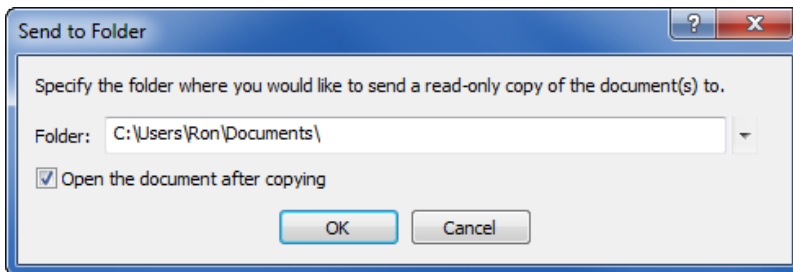


Figure 27, Send to Folder window

3. In the Send to Folder window, click to open the Browse For Folder window and specify the location where you want to create a read-only copy of the document.
4. After choosing the location, click **OK** to return to the Send to Folder window.
5. If the **Open the document after copying** option is cleared, select it. This option will automatically open the document in its default application after the copy is complete.
6. Click **OK** to create the read-only copy of the document.

Note: Because this newly created file is a copy of the original stored document, clicking **PM Save** will prompt you to create a new document management record. Any edits will **not** be applied to the original linked document in PracticeMaster. This process can be useful if you want to create a new document based on an existing document stored in PracticeMaster.

Viewing the Checkout List

To keep track of what documents you have checked out, PracticeMaster provides a Document Checkout List. An example of the Document Checkout List is shown in Figure 28.

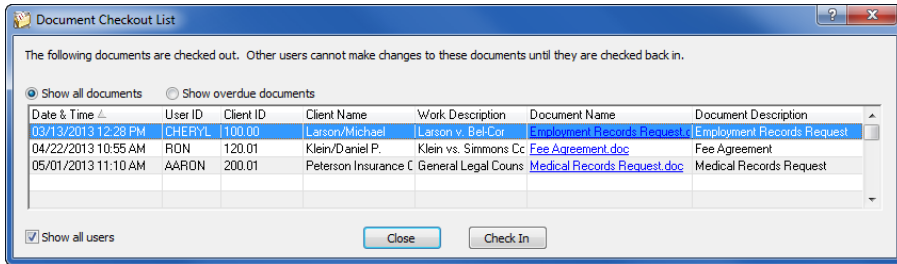


Figure 28, Document Checkout List

The Document Checkout List can be accessed via the **Documents | Document Checkout List** menu options. The Document Checkout List provides details on all documents that you currently have checked out including the date and time the document was checked out, the associated client ID, the Document Name, and more.

- Click the **Show overdue documents** option to filter the Document Checkout List to only show overdue documents. The Document Checkout List is shown with this option selected when a user logs in with overdue documents, provided the **Show overdue document list for users when logging in** option is selected in Customization (*page 40*).
- Select a document and click **Check In** to check in the document directly from the list. This provides a quick way to check in many documents in short order.
- Managers in the PracticeMaster system can use the **Show all users** option to display all documents that all users have checked out.
- Managers can use the Document Checkout List to check in documents that other users have checked out.

Viewing the Document Check-In/Out History

PracticeMaster provides a Document Check-In/Out History window that shows a historical record of when a document is checked out, checked in, or discarded.

► To display the Check-In/Out History window

1. From the Document Management file **List** tab, select the document management record for which you would like to display the Check-In/Out History.
2. On the Quick Clicks Pane under the **Take Action** group, click **View Check-In/Out History**.

...or...

Right-click the document management record, point to **Action**, and select **View Check-In/Out History**.

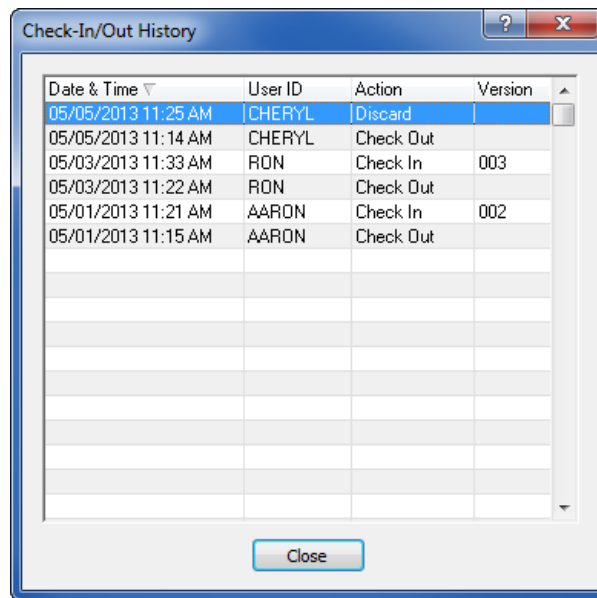


Figure 29, Check-In/Out History window

The Check-In/Out History window displays the following information:

- The date and time an action was taken on the document.
- The User ID for who performed the action.
- What action was taken: Check Out, Check In, or Discard.
- If a version was created in the process, the window displays the version number.

Note: History Tracking must be enabled to view the Check-In/Out History window.

Document Versions

PracticeMaster can track multiple versions of a document linked to a document management record. A version is a snapshot of a document at a specific point in time. When you need to make a change to a document, a version can be created to maintain a record of the changes.

Versions can be created

- During the **PM Save** process
- During the **Check In Document** process
- When saving an attachment in the Journal file
- On the **Versions** tab of the Document Management file

These versions can be seen on the **Versions** tab of the Document Management file (*Figure 30*).

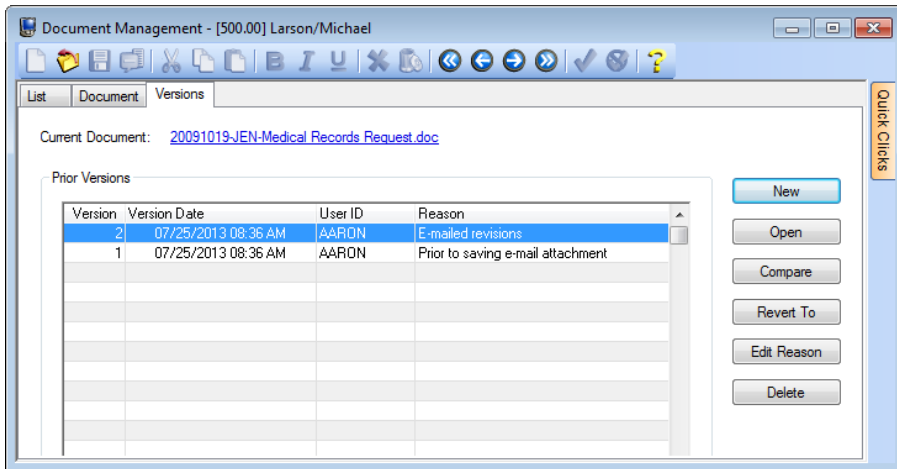


Figure 30, Document Management - **Versions** tab

Using the Versions Tab

The **Versions** tab of the Document Management file allows you to view all versions that have been created for the selected document management record. Using the **Versions** tab, you can:

- Create new versions
- Open prior versions
- Compare two prior versions or compare one prior version to the current document using Microsoft Word
- Revert the current document back to a prior version
- Edit the reason of a prior version
- Delete prior versions

► **To access the Versions tab**

1. Open the Document Management file (**Documents | Document Management**).
2. Select a record and then select the **Versions** tab.
3. The Versions tab will be displayed. An example can be seen in Figure 30.

Versioning Examples

To gain a better understanding of how versioning can be used in PracticeMaster to track changes to a document, review the following examples:

Example 1 – Creating a version during the Check In Document process

User Ron would like to make revisions to a fee agreement that is linked to a PracticeMaster document management record. Ron's firm has the **Require users to check out managed documents before editing** option selected in Customization. Therefore, to make his edits, Ron must first check out the document.

Currently, the document management record does not have any prior versions. Ron loads the document management record and clicks **Check Out Document** in the Quick Clicks Pane under the **Take Action** group. The Check Out Document window is displayed, as shown in Figure 31.

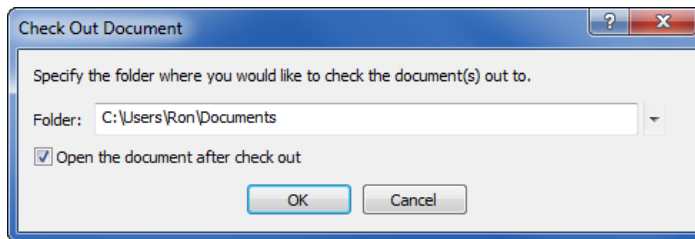


Figure 31, Check Out Document window

Ron specifies the location where he would like a copy of the document created, and selects the **Open the document after check out** option. Once he clicks **OK**, the document is checked out, and in this example, the fee agreement opens in Microsoft Word for Ron to make edits.

Ron makes edits to the fee agreement and then clicks **PM Save**. The Check In Existing Document window is displayed, as shown in Figure 32.

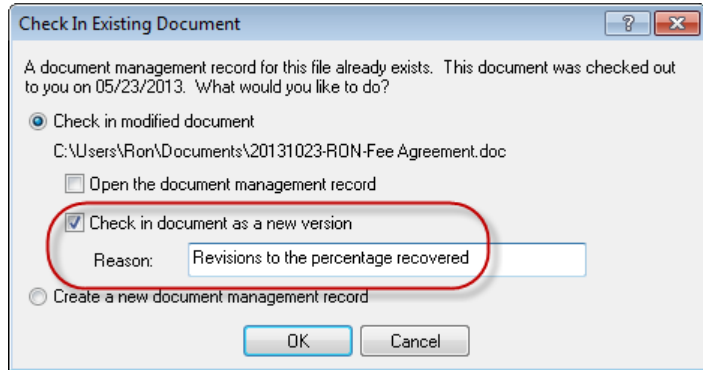


Figure 32, Check In Existing Document window

Ron chooses the **Check in modified document** option and selects the **Check in document as a new version** option. He enters “Revisions to the percentage recovered” in the **Reason** field and clicks **OK**. The document is checked in and the new version is created. When Ron switches to the **Versions** tab of the document management record, he sees the following:

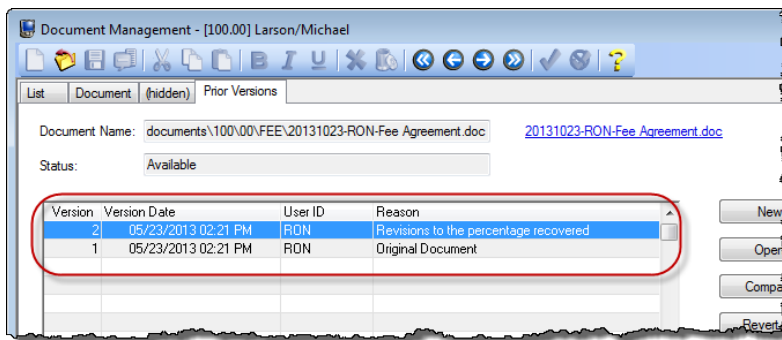


Figure 33, Prior Versions tab

In this example, no prior versions existed before Ron checked in the document. To ensure that the original document was retained, PracticeMaster automatically created two versions:

- **Version 1:** The document as it existed prior to being checked out, which is labeled “Original Document”.
- **Version 2:** The new version of the document that was checked in.

Each version can be opened by selecting the version and clicking **Open**. The current document can also be opened from the **Versions** tab by clicking the hyperlink to the right of the Document Name.

Important Note: This process of creating a version for the original document only occurs the first time you create a new version of a document using the **PM Journal**, **PM Save**, or **Check In Document** functions. Whenever a user checks in a new version of this document in the future, only one new version will be created. Therefore, if you are not configured to require new versions when checking in documents, it may be necessary to manually create a version of the current document prior to checking it out. See Example 2 for more information.

Example 2 – Creating a new version manually

User Jane would like to make revisions to a fee agreement that is linked to a PracticeMaster document management record. Previously, Jane had saved an original version of the document and another version that included changes requested by her client. However, since the last saved version, she has made several edits to the document. Since Jane would like to preserve the current document as a version before she makes additional changes, she decides to manually create a new version.

Jane opens the document management record, switches to the **Versions** tab, and clicks **New**. The New Version window is displayed, as shown in the following figure:

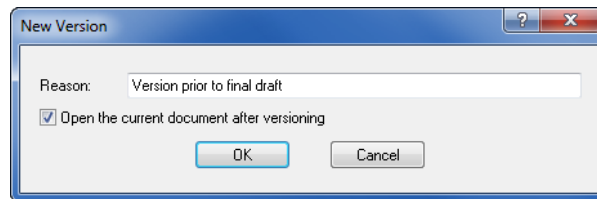


Figure 34, New Version window

Jane enters "Version prior to final draft" in the **Reason** field and selects the **Open the current document after versioning** option. When Jane clicks **OK**, the fee agreement opens in Microsoft Word for her to make edits.

Note: If PracticeMaster is currently configured to require check out before editing documents, Jane will have to check out the document prior to editing it. For more information on creating versions during the Check In Document process, see Example 1 page 49.

After making the edits, Jane clicks **PM Save**, which opens the Save Document Management Record window.

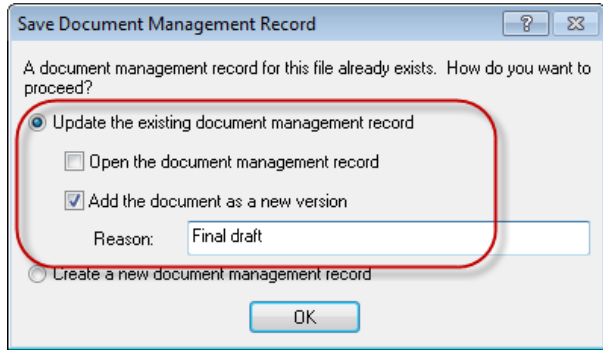


Figure 35, Adding a document as a new version

Jane selects the **Update the existing document management record** option and the **Add the document as a new version** check box. She then enters “Final draft” in the **Reason** field and clicks **OK** to create the new version.

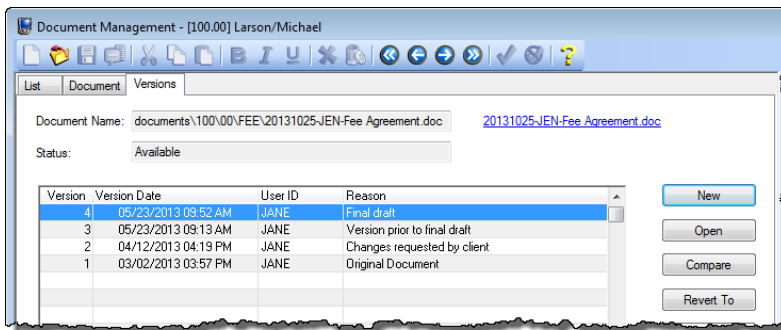


Figure 36, Versions tab

In this example, two versions of the document were created. Version 3 is the most recent document prior to the latest revisions. Version 4 is the revised fee agreement. Each version can be opened by selecting the version and clicking **Open**. The current document can also be opened from the **Versions** tab by clicking the hyperlink next to Document Name.

Example 3 – Using PM Save to create a version of an existing document from a new document

User Bob wrote a new version of an existing document on his laptop while out of the office. When he returns to the office he wants to add the new version to the existing document management record.

Bob opens the document in Microsoft Word and clicks **PM Save** on the PracticeMaster toolbar. The PracticeMaster Save Document window is displayed in Figure 37.

Note: When saving a new document as a new version of an existing document, both documents must have the same file type (e.g., Word, Excel, WordPerfect, etc.).

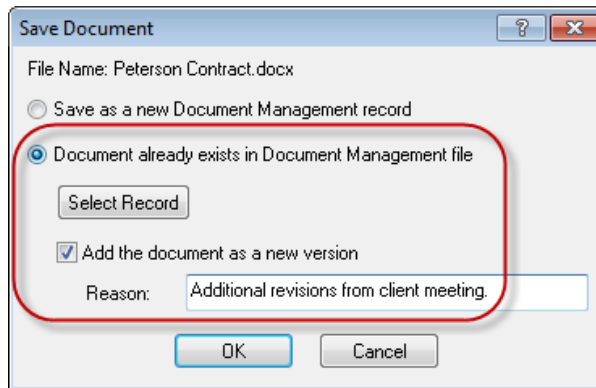


Figure 37, Save Document window

Because there is already an existing document management record, Bob selects the **Document already exists in Document Management file** option. He then clicks **Select Record** and double-clicks the appropriate document management record. Once the record has been specified, he selects the **Add the document as a new version** check box, and specifies a reason for the new version in the Reason field. Finally, he clicks **OK** to save the new version to the document management record.

Example 4 – Creating a new version via an e-mail attachment in a journal record

User Aaron has sent a linked document via e-mail to his colleague for revisions. When the revisions are e-mailed back, Aaron journals the reply and selects the **Create Document Management records for each attachment** option to save the revised document attachment to the document management record.

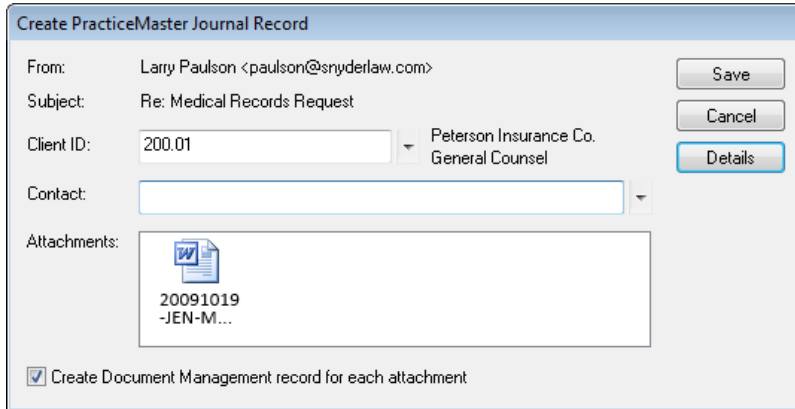


Figure 38, Create PracticeMaster Journal Record window

Once he clicks **OK** to save the journal record, the Save Document window is displayed, as shown in Figure 39.

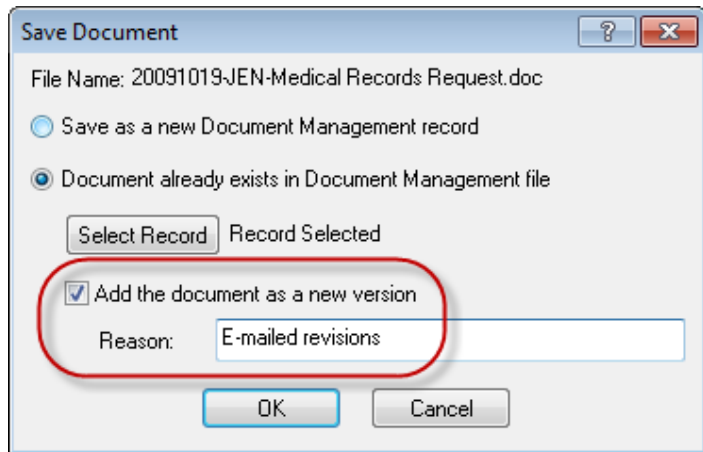


Figure 39, Add the document as a new version check box

Aaron selects the **Document already exists in Document Management file** option, clicks **Select Record** to specify the document management record, and selects the **Add attachment as new version** option. In the **Reason** field he types "E-mailed revisions". He clicks **OK** to save the attachment over the linked document and create a new version of the document.

To view a list of the versions for the linked document, Aaron opens the **Versions** tab for the document management record he just updated. The **Versions** tab is shown in Figure 40.

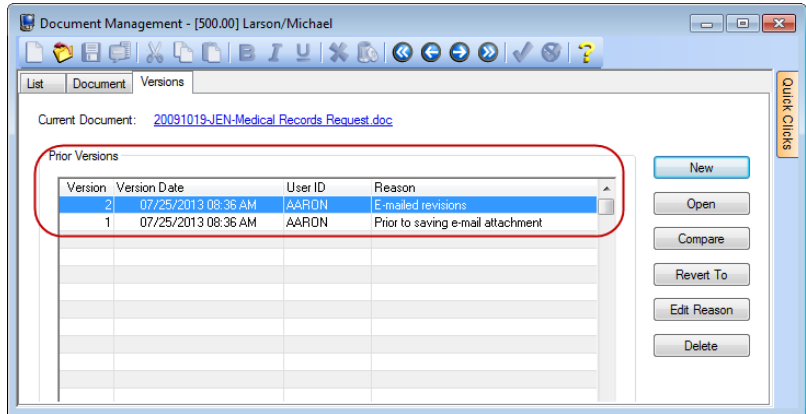


Figure 40, **Versions** tab

In this example, two versions of the document were created by the Save Attachment window. Version 1 is the original document prior to any revisions, i.e., the document that was e-mailed out. Version 2 is the revised attachment that was journaled to PracticeMaster. Each version can be opened by highlighting the version and clicking **Open**. The current document can also be opened from the **Versions** tab by clicking the hyperlink to the right of the Document Name.

The benefits of creating versions in this example

- The original document is retained as Version 1.
- Changes made to the document are tracked using Version 2. These changes can always be accessed for reference by opening Version 2, as any changes made to the current document will not affect prior versions.

Convert to Fee Settings

Document management records can be quickly converted to fees using the **Convert to Fee** option in the **Take Action** group of the Quick Clicks pane or in the **Action** menu. Converting document management records to fees improves your everyday workflow by using information that already exists in the Document Management file and copying it to a fee record. Each PracticeMaster user can configure their own Convert to Fee settings by specifying default values for converting document management records into fees.

► To configure the Convert to Fee Settings

1. In PracticeMaster, click **Maintenance | Preferences | Convert to Fee Settings**. The Convert to Fee Settings window will be displayed.
2. In the Convert to Fee Settings window, select the **Document** tab. The Document tab is shown in Figure 41.

The screenshot shows the 'Convert to Fee Settings - RON' window with the 'Document' tab selected. The window contains the following fields and options:

- Tcode:** 110 (dropdown), Document preparation/typing
- Phase/Task:** B110 (dropdown), Case Administration
- Activity:** A103 (dropdown), Draft/revise
- Default Timekeeper:**
 - Always use Timekeeper 3 (dropdown), Ronald P. Anderson
 - Timekeeper used for last fee
 - Client's Primary Timekeeper
- Default Description:**
 - Description Field
 - Tcode/Activity Code Description
 - Customized Description
- Converting One Document Record to One Fee:**
 - Time to Bill:** 0.50 (input), Hours
 - When possible, convert document records without displaying the Fee window

Figure 41, **Document** tab, Convert to Fee Settings window

3. Click to the right of **Tcode** to view the Transaction Code Lookup window. Select the transaction code you want to use when converting document management records to fees.
4. Click **OK** to return to the Convert to Fee Settings window.

5. If you are configured to use Task Based Billing, use the following steps. If you are not using Task Based Billing, skip to step 6.
 - a. Click to the right of **Phase/Task** to view the Task Code Lookup window. Select the phase code you want to use when converting document management records to fees.
 - b. Click **OK** to return to the Convert to Fee Settings window.
 - c. Click to the right of **Activity** to view the Task Code Lookup window. Select the activity code you want to use when converting document management records to fees.
 - d. Click **OK** to return to the Convert to Fee Settings window.
6. Under **Default Timekeeper**, select the default timekeeper you want to use when converting document management records to fees.

For example, PracticeMaster user Ron only converts his own documents to fees. Ron selects the **Always use Timekeeper** option. He would then type in his own timekeeper number or click to choose from the Timekeeper Lookup window. The Default Timekeeper section from this example can be seen in Figure 42.

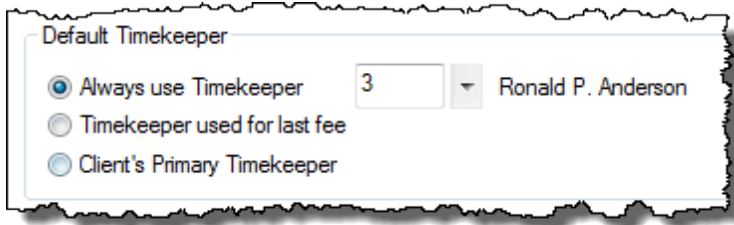


Figure 42, **Default Timekeeper** section

7. Under **Default Description**, select what description you want to use for fees converted from document management records.

For example, PracticeMaster user Ron wants to use the document management record's **Description** field as the description of the converted fee. Ron selects the **Description Field** option. The Default Description section from this example can be seen in Figure 43.

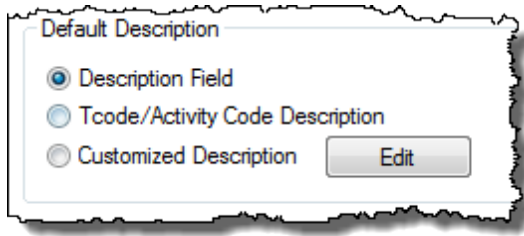


Figure 43, **Default Description** section

8. Under **Converting One Document Record to One Fee**, type a default amount of time you want to bill for every document management record converted to a fee.

If you would like to fill in the **Hours to Bill** field for each fee as it is converted, leave the **Time to Bill** field at 0.00.

9. If you would like to bypass the Fee window when converting document management records to fees, select the **When possible, convert document records without displaying the Fee window** option.


If you would like the Fee window displayed for every converted document, clear this option.

Note: For the Fee window to be bypassed, all required fields in the Fee window must be populated. These include the **Client ID** field, the **Timekeeper** field, and the **Tcode** field. A zero amount in the Fee window's **Hours to Bill** field will also prevent the Fee window from being bypassed.

10. Click **OK**.

The options defined in the Convert to Fee Settings window only apply for the currently logged in user. These default values will be used each time this user converts a document management record to a fee.

► **To use the Convert to Fee option**

1. From the Document Management file **List** tab, select the document management record that you want to convert to a fee.
2. In the Quick Clicks pane under the **Take Action** group, click **Convert to Fee**.
 - a. If all required fields in the Fee window are populated by the default values in the Convert to Fee Settings window and the **When possible, convert document records without displaying the Fee window** option is selected, the Fee window is bypassed. When the Fee window is bypassed, no further steps are needed.
 - b. If all required fields in the Fee window are not populated by the default values in the Convert to Fee Settings window or the **When possible, convert document records without displaying the Fee window** option is cleared, the Convert to Fee window is displayed. Proceed to step 3.
3. Fill in each field in the Fee window. All required fields must be populated to save the record.
4. Click  to save the fee record.

The document management record has now been converted to a fee. Multiple document management records can be converted at the same time by selecting multiple records in the Document Management file's **List** tab and using the **Convert to Fee** option.

The **Convert to Fee** option can also be used with document management records while in the Matter Manager.

Verify Documents Program

The Verify Documents program is used to validate the PracticeMaster document management records with the files in the Document Store based on current Customization settings. The program will update document file names and file locations to the current naming convention. The Verify Documents window is shown in Figure 44.

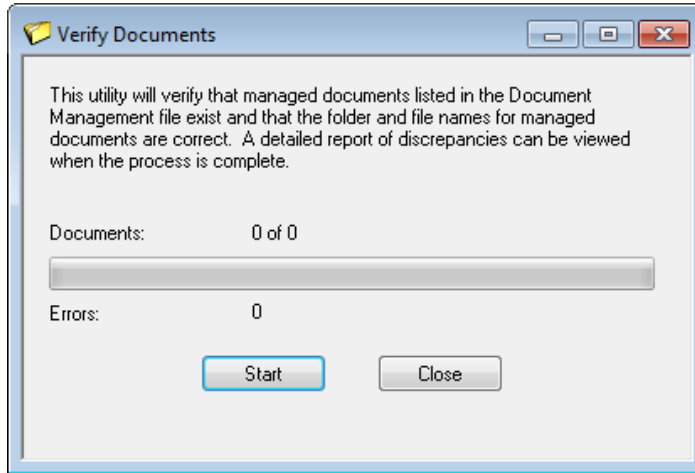


Figure 44, Verify Documents program

If you are using the automatic naming convention, the Verify Documents program also tests all document management records for a valid file name and folder location as specified in Customization. If there are invalid file names or file locations, it will automatically rename files to the correct naming convention, or move files to the correct location.

The Verify Documents program is typically used after a change has been made on the **Documents** tab in Customization, because this is the location that the automatic naming convention is configured. We recommend also running the Verify Documents program periodically to ensure that all documents have valid file names and folder paths and are accessible.

Note: The Verify Documents program also ensures that all of the documents located in the Document Store have corresponding document management records in PracticeMaster. If a document without a document management record is found, an error 60 will be reported until the document is removed or a document management record is created for it. Therefore, it is important that users avoid saving unmanaged documents within the Document Store.

Verify Documents Scenarios

There are numerous situations in which settings for document management or the automatic naming convention change, thus calling for the use of Verify Documents to correct file names and locations. Several of the most frequent scenarios are described below:

Scenario 1: Changing the automatic naming convention

When using the automatic naming convention, any change to the file naming or folder naming structure will prompt the use of Verify Documents as soon as you save Customization. For example, your automatic naming convention uses three fields to name your documents (**Date**, **Created By**, and **Description**), which automatically names documents to look like the following: "20131024-SUE-Medical Records Request.pdf".

You decide to change your automatic naming convention to use **Document Type** instead of **Created By**, which automatically names documents to look like the following: "20131024-LTTR-Medical Records Request.pdf". All documents in the Document Store are using the previous naming convention, because the file names still use the **Created By** field instead of **Document Type**. By running Verify Documents, all files with the file name that does not match the file naming rules will be renamed and moved to match the current rules.

Scenario 2: Renumbering or renaming a client while using automatic naming

This situation can occur if your firm is using the automatic naming convention and using **Client ID** or **Client Name** in either the file naming or folder naming structure. Any change to a Client ID (i.e., renumbering a client) or renaming a client will require the use of Verify Documents to correct the document name or location.

For example, let's say your automatic naming convention uses **Client** (Client ID left of decimal) and **Matter** (Client ID right of decimal) as the first two folder levels. This configuration automatically places managed documents in folders underneath the Document Store according to the Client ID assigned to the document. In this example, documents linked to Client ID 415.00 would be placed in the following location: "\\ServerName\Tabs3\Documents\415\00".

You decide to renumber this client from 415.00 to 500.00. All managed documents located in the Document Store for Client ID 500.00 are still located under the original "415" folder. By running Verify Documents, all files located under the original "415" folder will be moved to accommodate for the Client ID renumbering. These documents would be placed in the following location: "\\ServerName\Tabs3\Documents\500\00".

Scenario 3: Editing the contents of a field that is used for file or folder naming

This situation can occur if your firm is using the automatic naming convention. Any change to a field that is used for the file or folder names will not be implemented in existing documents until Verify Documents is run to correct the document name or location.

For example, let's say your automatic naming convention uses the **Description** field as part of the file name. You decide to change the **Description** of the document management record. By running Verify Documents, the file will be automatically renamed using the new **Description** value.

As another example, let's say your automatic naming convention uses the Area of Practice as a folder level. You start a new matter under a specific Area of Practice and create several documents for them. Later you realize you've assigned them to the wrong Area of Practice. If you change the matter's assigned Area of Practice, all the previously created documents will remain in the folder for the old Area of Practice until Verify Documents is run. While this does not affect PracticeMaster's ability to locate the documents, it will make manually searching the Document Store more difficult. Furthermore, if you do not run Verify Documents and continue to add new documents, you will find yourself in a situation where the old documents are located in the old Area of Practice folder and the new documents are stored under the new Area of Practice folder.

Verify Documents Error Report

If the Verify Documents program encounters errors with managed documents in the Document Store or document management records, the Verify Documents Error Report will be displayed. The Verify Documents Error Report can be viewed, saved as a file, or printed for future reference. A list of all errors that the Verify Documents program encountered is shown on the report, as well as information regarding the specific document or document management record that each error was encountered on.

Additional information regarding the Verify Documents Error Report can be found in Knowledge Base Article [R11529](#), Verify Documents Error Report.

Other Resources

Additional information can be found in the PracticeMaster Help. Simply press F1 from anywhere within the software to load the Help information for that particular topic.

Knowledge Base Articles

Our Knowledge Base can be accessed 24 hours a day, 7 days a week. You can also access our Knowledge Base while in the software by selecting **Help | Internet Resources | Knowledge Base**.

- **R11571** - "Document Management Frequently Asked Questions" includes frequently asked questions regarding Document Management.
- **R11630** - "Document Management Quick Reference" provides a quick reference for what happens when using the **PM Save** button on the PracticeMaster toolbar in Word, Excel, PowerPoint, Adobe Acrobat and Reader, and WordPerfect as well as what happens when using the **Save** and **Save As** commands.
- **R11529** - "Verify Documents Error Report" includes additional information regarding the Verify Documents Error Report.
- **R11549** - "Troubleshooting Document Management" includes detailed troubleshooting information.
- **R11638** - "Document Management Resource List" includes a complete list Document Management resources available via **Tab3.com**.

All Knowledge Base Articles are available on our Web site at:

support.Tab3.com

Training Videos

Training videos are multimedia resources that walk you through PracticeMaster and Tab3 Billing features. Over 100 training videos are available, including the following:

- **Document Management**
- **Getting Started with Doc Management**

All training videos are available on our Web site at:

Tab3.com/trainingvideo/v17/video.html

Appendix A: Getting Started Checklist

The following checklist is provided to assist you in getting started with PracticeMaster Document Management features. Additional information for each item can be found on the page numbers provided.

- 1. Define your firm's Document Types *page 21*.
- 2. Decide if you want PracticeMaster to use the automatic naming convention (*page 9*).
 - If you want to use automatic naming, use the following checklist items:**
 - a. Decide where to configure the PracticeMaster Document Store (*page 16*).
 - b. Decide upon folder and file naming conventions (*page 19*).
 - c. Decide if you want to require users to check out managed documents before editing (*page 40*).
 - If you do require users to check out managed documents, decide if you want to require a new version upon checking in edits (*page 40*).
- 3. Install PracticeMaster toolbar plugins.
 - Install toolbar plugins for each program you want to use **PM Save** in *page 25*.
 - b. Install the Windows Explorer toolbar plugin for importing documents (*page 28*).
- 4. Use the Send to PracticeMaster import utility to import existing documents into PracticeMaster (*page 31*).
- 5. Review Appendix B – Best Practices for Document Management (*page 66*).
- 6. Train Users.

Appendix B: Best Practices

Every firm will use Document Management in the manner that best suits their interests, but we recommend the following as best practices for getting the most out of using PracticeMaster Document Management.

Administrators

- **Use the automatic naming convention** – Using the automatic naming convention means that you will benefit from consistent file names and a centralized Document Store.
- **Require users to check out documents prior to editing** – This option in Customization prevents multiple users from editing the same document. In addition, use the **Always create a new version when checking in managed documents** option. This option also ensures that all changes made to a document are tracked by the users that check out the document.
- **Import initial documents when getting started** – When you are beginning to use the Document Management feature, import a few test documents with **Send to PracticeMaster** using the **View each Document Management record before saving** option. Slowly easing into Document Management can help you verify the naming convention is configured the way you want.
- **Use “Send to PracticeMaster” to import a large number of existing documents** – Once you are comfortable with importing documents with **Send to PracticeMaster**, consider importing them in batches using the **Create all Document Management records silently** option.
- **Periodically run Verify Documents** – The Verify Documents program is used to ensure documents are accessible and follow the naming convention. We recommend using Verify Documents after changing Customization options, as well as running it periodically.
- **Back up the Document Store** – Make sure that the Document Store is included in your third-party backup solution. It is important to note that the built-in backup programs in PracticeMaster (i.e., Back Up Data Files/HotBackup) do **not** back up the Document Store.

Users

- **Create new versions for all edits to documents** – Versions can always be opened, compared, and even reverted to.
- **Use descriptive reasons for new versions** – The Reason field helps track changes without having to open the version, which makes locating a specific prior version a quick task. For example, “Modified beneficiaries to include adopted daughter” is a better description than “Modified”.

- **Enter information in all used fields** - If you are using the automatic naming convention, enter information in all fields of a new document management record that are used to configure the folder location and file name for your managed documents.
-

Appendix C: Methods for Transitioning Document Management Records to Use Automatic Naming Conventions

If your firm has a number of existing records in the Document Management file that are not using the automatic naming convention, there are two ways to transition these documents to use the automatic naming convention. Step-by-step instructions for using both methods are located in Knowledge Base Article [R11571](#), "Document Management Frequently Asked Questions".

Appendix D: PM Save and Capture Save Technical Information

When using the PracticeMaster toolbar to create or update document management records, the behavior of the **PM Save** and **Capture Save** features will vary depending on the state of the document at the time the feature is used.

There are four basic document states:

New Document	A new document that has not yet been saved using the standard Save or PM Save commands.
Unmanaged Document	An existing document that has <i>not</i> been associated with a PracticeMaster document management record.
Managed Document	A document that has been associated with a PracticeMaster document management record. Managed documents can be accessed from their associated document management record in PracticeMaster or by opening them directly from their location in Windows Explorer.
Checked-out Document	A local copy of a document that has been checked out from a document management record.

PM Save

The following sections detail the effects of clicking **PM Save** when viewing a document in each of the states listed above.

New Document

The result of clicking **PM Save** with a newly created document will vary depending on whether PracticeMaster is configured to automatically manage file and folder names or to allow the user to manually manage file and folder names.

Automatically Managed

A temporary version of the document is saved to the base folder of the Document Store, and the PracticeMaster Document Management Record window is displayed. After filling in the required information and saving the document management record, the document will be moved to the appropriate location in the Document Store.

Manually Managed

The program's standard Save As dialog is displayed, prompting you to specify a location to save the file. Once the file is saved, the PracticeMaster Document Management Record window is displayed.

Unmanaged Document

Clicking **PM Save** when accessing an existing unmanaged document will do the following:

1. Save the file in its current location using the program's standard **Save** command.
2. Display the Save Document window (*Figure 45*), prompting you to do one of the following:
 - Save the document as a new document management record.
 - Save the document to an existing document management record (with the option of saving it as a new version).

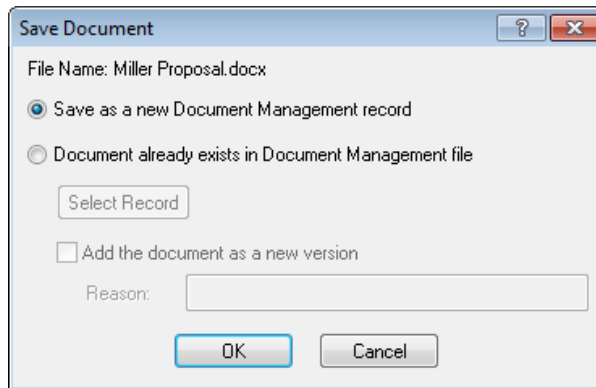


Figure 45, Save Document window

Note: If PracticeMaster is configured to automatically manage file and folder names, a copy of the document will be placed in the Document Store and associated with the document management record, and you will be given the option of retaining the original document.

Adobe Reader Note: If you are viewing a document in Adobe Reader and PracticeMaster is configured to *manually* manage file and folder names, clicking **PM Save** will display the standard Save As dialog. Once the file has been saved, the Save Document window will be displayed (*Figure 45*).

Managed Document

Clicking **PM Save** when accessing an existing managed document will do the following:

1. Save the file in its current location using the program's standard **Save** command.
2. Display the Save Document Management Record window (*Figure 46*), prompting you to do one of the following:
 - Save the document to an existing document management record (with the options of opening the record and saving the document as a new version).
 - Create a new document management record for the document.

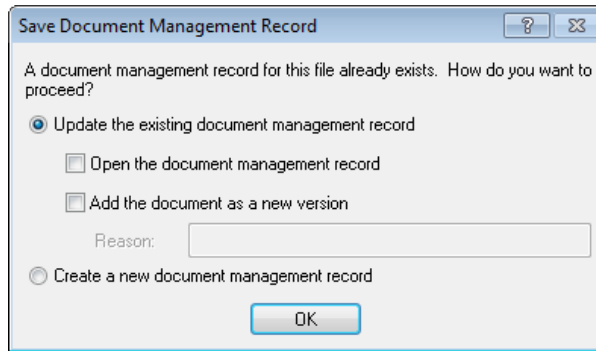


Figure 46, Save Document Management Record window

Note: If the document has been flagged as read-only by PracticeMaster, you will be prompted to save the file to a new location before the Save Document Management Record window is displayed. PracticeMaster flags documents as read-only under the following circumstances:

- When PracticeMaster is configured to require documents be checked out before editing, all documents are flagged as read-only.
- When a managed document is checked out, the document is flagged as read-only to prevent the Document Store copy from being edited.
- When the **Protected** check box is selected in the associated document management record, the document is flagged as read-only.

Documents can also be flagged as read-only via Windows Explorer.

Checked Out Document

Clicking **PM Save** when accessing the local copy of a checked out managed document will do the following:

1. Save the file in its current location using the program's standard **Save** command.
2. Display the Check In Existing Document window (*Figure 47*), prompting you to do one of the following:
 - Check in the modified document (with the options of opening the record and saving the document as a new version).
 - Create a new document management record for the document.

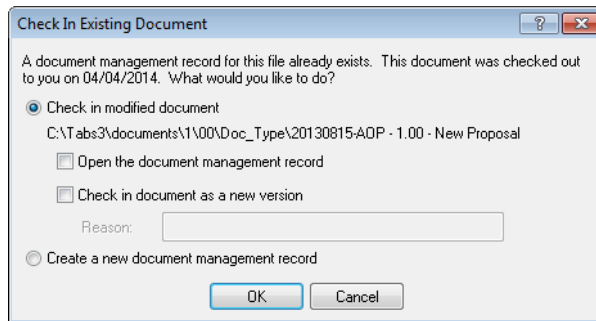


Figure 47, Check In Existing Document window

Capture Save

The **Capture Save** button is a toggle option that is included on the PracticeMaster toolbar for Microsoft Word, Excel, and PowerPoint.

When **Capture Save** is **Off**, the **Save** and **Save As** commands behave normally.

When **Capture Save** is **On**, the program's **Save** and **Save As** commands will perform an automatic **PM Save**, the results of which depend on the document's current state.

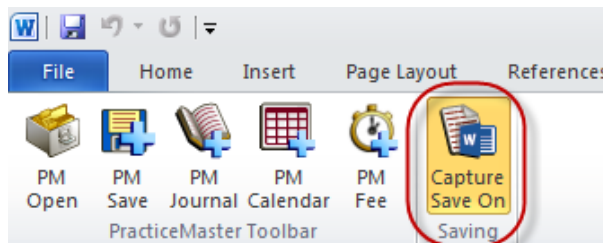


Figure 48, Capture Save option

New Document

Using the **Save** and **Save As** commands with **Capture Save** enabled will have the same effect as clicking the **PM Save** button.

Automatically Managed

A temporary version of the document is saved to the base folder of the Document Store, and the PracticeMaster Document Management Record window is displayed. After filling in the required information and saving the document management record, the document will be moved to the appropriate location in the Document Store.

Manually Managed

The program's standard Save As dialog is displayed, prompting you to specify a location to save the file. Once the file is saved, the PracticeMaster Document Management Record window is displayed.

Unmanaged Document

Using the **Save** and **Save As** commands with **Capture Save** enabled will have the same effect as clicking the **PM Save** button, and will do the following:

1. Save the file in its current location using the program's standard **Save** command.
2. Display the Save Document window (*Figure 45*), prompting you to do one of the following:
 - Save the document as a new document management record.
 - Save the document to an existing document management record (with the option of saving it as a new version).

Note: If PracticeMaster is configured to automatically manage file and folder names, you will be given the option of retaining the document in its original location.

Managed Document

Using the **Save** and **Save As** commands with **Capture Save** on will have different effects depending on whether the file is flagged as read-only in PracticeMaster.

If the document is **writable**, using the **Save** or **Save As** commands will do the following:

1. Launch PracticeMaster (if it is currently closed).
2. Update the PracticeMaster Search Indexes.
3. Open the Save As window if the **Save As** command was used.

If the document is **read-only**, then using the **Save** or **Save As** commands will display the program's standard Save As window, allowing you to save the document to a new location. At this point, the newly saved copy of the document is an unmanaged document.

Note: PracticeMaster flags documents as read-only under the following circumstances:

- When PracticeMaster is configured to require documents be checked out before editing, all documents are flagged as read-only.
- When a managed document is checked out, the document is flagged as read-only to prevent the Document Store copy from being edited.
- When the **Protected** check box is selected in the associated document management record the document is flagged as read-only.

Documents can also be flagged as read-only via Windows Explorer.

Checked Out Document

Using the **Save** and **Save As** commands with **Capture Save** on will have different effects.

- Using the **Save** command will save the file in its current location using the program's standard **Save** command. No changes are made to the document management record or PracticeMaster search index.
- Using the **Save As** command will prompt you to save the file in a new location using the program's standard **Save As** command. No changes are made to the document management record or PracticeMaster search index. The newly created copy of the document is considered an unmanaged document.

Document Management Quick Reference

Knowledge Base Article [R11360](#), Document Management Quick Reference, provides a quick reference for what happens when using the **PM Save** button on the PracticeMaster toolbar in Word, Excel, PowerPoint, Adobe Acrobat and Reader, and WordPerfect as well as what happens when using the **Save** and **Save As** commands.