



KORBITEC Inc.

SUPPORT: FAQs

1. Question

How do I Create, Edit or Select a file?

Answer

Locate the following toolbar  and click on:

 to **Create** a new file.


 to **Edit** the currently loaded file.

 to **Select** a file.

2. Question

How can I quickly locate a court document that I need without having to search through all of the templates?

Answer

On the Templates toolbar, you will see a magnifying glass  which is the Find feature. Click on it and type in the court document name or court form number that you require, then click on Find Next until you locate the desired document.

3. Question

How do I switch between the Civil Litigation and Small Claims applications?

Answer



On the Applications toolbar, select the arrow then choose either the Civil Litigation application or the Small Claims Court application.

4. Question

What do I enter for the file number?


Answer

The file number is your internal file number (not the court file number).

5. Question

What do I enter for the matter name?

Answer

 The matter name is how you would identify your file (e.g. Jones vs. Smith).

6. Question

I have entered a file into Small Claims Court. It should have been entered into Civil Litigation. Can I transfer the file information to Civil Litigation?

Answer


ACL2 has two applications, Small Claims Court and Civil Litigation. Unfortunately, you cannot transfer files from one application to the other. You will have to re-enter your file information into the correct application and have your administrator delete the incorrect file. There is no charge if you have not run a court document.

***NOTE:** If you have run a court document, please send an e-mail to report@Korbitec.ca and explain your situation so that we can credit your account.*

7. Question

I have entered in all of my file information, but when I generate a court document the Solicitors For and my backpage short title are blank. What do I do now?


Answer

Once you have finished entering all of your party information, you must go into  [Create or Edit Title, Backpage and Re line](#). Once selected, the software will generate the Title, Backpage, Solicitors for and Re line .

8. Question

I have entered the role of the party incorrectly. How can I change this?


Answer

Edit your current file and chose your party from the "List of parties to appear on COURT documents" and click on  [Change Role](#). You can then change the role of the party.

9. Question

I have entered a party as Self Represented, but they have now retained counsel. How do I change the party representation?

Answer

Edit your current file and under the List of Law firms and Self Represented Parties, select the party whose representation you would like to change. Select  Edit.

You will then see the option to  Change Party Representation at the top of the page. When you select this button, you will be prompted to choose the representation for the party.


Choose Represented by Counsel, then select the law firm and click OK. Select OK a second time, which will bring you back to the party information dialog.

You must then close this page in order for the law firm details page to appear. You can then enter the information for the lawyer representing the party.

10. Question

I have run a document and have discovered that there is a spelling mistake in a party's name. How do I edit this information?

Answer




Edit your current file and choose your party, select  Edit and make the necessary changes to that party's name.

NOTE: You will also have to re-generate the Solicitors For, your Title of Proceedings, backpage short title and Re-lines, if necessary, in order for the spelling change to be reflected throughout ACL.

11. Question

Can I edit my Title of Proceedings?

Answer

Yes. Edit your current file and select  Create or Edit Title, Backpage and Re line, and click on  MANUALLY Edit Title of Proceedings. This will bring the Title of Proceedings into a Word Document where you can then manually edit the Title of Proceedings. Once finished, save and exit out of Word. When you go back into ACL2, you must select  Refresh preview to have the changes reflected in your Title of Proceedings.


NOTE: do not correct spelling mistakes here.

12. Question

Can I edit the Re: Line? Also, can I add a separate Re: Line for letters to my clients?

Answer

To edit the Re: Line, edit your current file and select

 [Create or Edit Title, Backpage and Re line](#). The Re: Line appears at the bottom of the page. Click into the Re: line box and edit as necessary.

To add a different Re: Line for your clients and/or contacts, under the first Re: line, choose [Add another RE Line \(for clients and other contacts\)?](#). Once you select this feature, you can then edit the client/contact Re: line. The first Re: Line is the Re: Line used in letters to lawyers, courts and court reporters. The second Re: Line is used in letters sent to your client and/or contacts (e.g, witnesses, experts or insurance companies).

13. Question

How do I change my proceeding type and will I be charged another file license fee?

Answer

Edit your current file, change your proceeding type and add parties or edit your party roles as necessary.

No, you will not be charged another license fee if you change the proceeding type.

14. Question

If I change my proceeding type, what happens to my original file?

Answer

ACL2 will retain the original proceeding on your existing file and create a new file with your new proceeding type. To work with either file, go to Select File and choose the file you wish to work on.

15. Question

I am trying to run a court document, and I receive an error message stating "*Licensed firm details have not been completed*". How can I fix this?

Answer

Go to Administration → 3. Default Settings → 3. Set Law Firm → Select your law firm → press OK.

16. Question

How can I add or remove lawyers and/or assistants?

Answer

The ACL Administrator should go to Administration → 3. Default Settings → 1. Firm Settings → enter your Administrator password; under **LAWYERS, LAW CLERKS AND ASSISTANTS** add or delete lawyers/clerks or assistants.

17. Question

I have just received an address change from a law firm that I have inputted into ACL2. How can I change their address?

Answer

Go to Administration → 2. Maintenance → 1. Law Firm Manager. Locate the law firm that you wish to edit, select Edit Firm, make the required changes and then select OK. This will change the law firm information for every matter this firm is attached to.

18. Question

Our firm name has changed and I have lost my customizations for ACL. What do I do?

Answer:

Any customizations created for your firm are connected to your firm name. If you change your firm name in ACL, two things will happen. ACL will be unable to locate the customizations and default settings. If you have changed or wish to change your firm name in ACL, please contact us at 905-286-1888 or 1-800-340-3435 ext. 100 or by e-mail: aclsupport@korbitec.ca.

19. Question

How do I reset my administrator password?

Answer

Contact us at 905-286-1888 or 1-800-340-3435 ext. 100 or by e-mail: aclsupport@korbitec.ca.

20. Question

What is the Custom Content Manager?

Answer

The Custom Content Manager is a tool which will allow you to store and retrieve, in a logical and user-friendly manner, all of your firm's precedent clauses (any content – outside of the court form itself - that is used repeatedly in litigation documents). For more information contact: aclsupport@korbitec.ca.