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# Fullers Family Law Portal – User Guide

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As part of our commitment to first class service at Fullers Family Law, we provide you with access to a secure client portal.

## What will the portal do?

The portal allows us to share documents with you that we require you to complete. Once our Legal Support Team has uploaded the document(s), you will receive an email informing you that there is a document that requires your attention within your portal.

The portal also provides greater data security than e-mails which can be intercepted or go astray.

## How do I access the portal?

The portal can be found via our website by clicking on the button labelled “My Case: Login” and at <https://fullersfamilylaw.alblegal.live/login>

To access the portal each time you will need your username and password.

Your username will be the e-mail address you provided to us when you instructed. A random password will be generated by our system and e-mailed to you once access is granted. Your password must be kept safe and not shared with anybody else, we suggest that you change your password to something more memorable using the “Forgotten Password” link on the login screen.

## Can I change my username and password?

Yes – If you require your username changing (i.e if you have changed your e-mail address) you will need to update our Legal Support Team at your earliest convenience.

If you want to change your password, click the link labelled “Forgotten Password?” and follow the steps on screen.

When selecting a new password, you should follow the advice on websites such as the National Cyber Security Centre’s (NCSC) [cyber aware](#) website.

The NCSC currently recommends the use of three random words (that can mean something to you and will therefore be easier to remember).

Avoid the [most common passwords](#) that criminals can easily guess (like ‘password’). You should also avoid creating passwords from significant dates (like your birthday, or a loved one’s), or from your favourite sports team, or by using family and pet names. Most of these details can be found within your social media profile.

Do not select a password that you use for other websites.

## How can I keep my access to the portal secure?

You must inform us as soon as any of your contact details (telephone or e-mail) change.

Do not share your username and password with anyone else or allow anyone else to have access to your phone who could compromise security.

If you reset your password, follow advice on choosing a suitable one (see above).

If you think that anyone else might have access to your password or your phone or that the security of your portal has been compromised in any way whatsoever then tell us immediately.

If you do not follow these simple measures, then you are placing your own important data at risk and we cannot take responsibility for any resultant loss.

## What do I do if I can't remember my password or username?

Your username will be the e-mail address that you provided to us when you instructed us to act for you. If you have lost your password, you will be able to follow the "Forgotten Password" link on the login screen.

## What will I see when I access the portal?

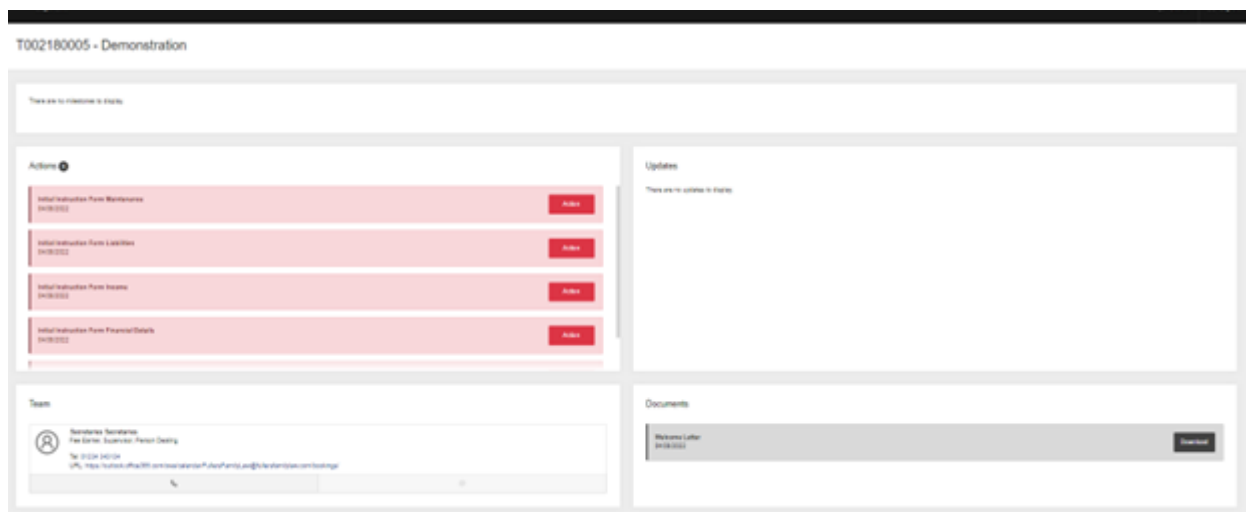
Once you have logged in you will see a list of cases that you have open with us. You can then select the case you wish to view.

Case Search Show Closed Matters

Matter Summary	Reference	Description	Open Date	Last Updated	Last Completed Update	Last Completed Milestone
<a href="#">View</a>	T102-10000	Demonstration	04/03/2022	04/03/2022	N/A	N/A
<a href="#">View</a>	T102-10004	Task 20.03.2022	20/03/2022	20/07/2022	N/A	N/A
<a href="#">View</a>	T102-10001	Testing	14/10/2021	20/04/2022	Memorandum of Understanding	Confirmation of Instructions
<a href="#">View</a>	T102-10000	Task 12.12.2021	12/12/2021	12/12/2021	N/A	N/A
<a href="#">View</a>	T102-10002	Task matter inception	08/12/2021	08/12/2021	Pension Forms B15 & B20	N/A

Once you have selected the relevant case, the screen will display the following:

- Documents that require completing
- Documents that we have shared with you to download
- Contact information of your solicitor and their Supervisor



## How do I complete a document via the portal?

When we have shared a document for you to complete, you will be notified by email that there is a document that requires your attention.

When you login to the portal you will see a section labelled Actions. Here you will see a red box with details of the document and a red action button. Clicking the action button will open the document and you will be able to complete the necessary boxes.

You can save the document at any point and return to it when you need to, or if you have completed the document you can then submit it to us using the submit button at the bottom of the screen. We suggest that you regularly save the document so as to avoid the potential loss of work.

## Terms and Conditions of portal use

By using the portal, you confirm that you have read and understood the contents of this document and agree that:

- you will not disclose your username or password to others and will keep any one-time authorisation code that you receive confidential.
- you will immediately inform Fullers Family Law of any change of contact details or any event that may compromise the security of your access to the portal.