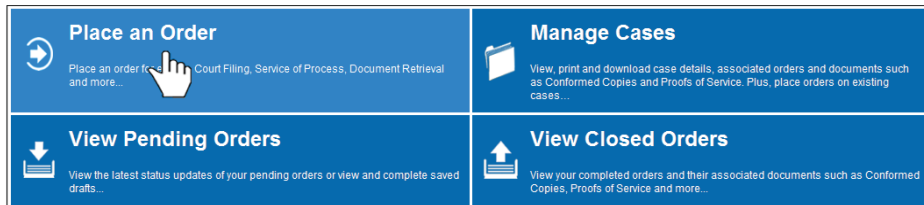


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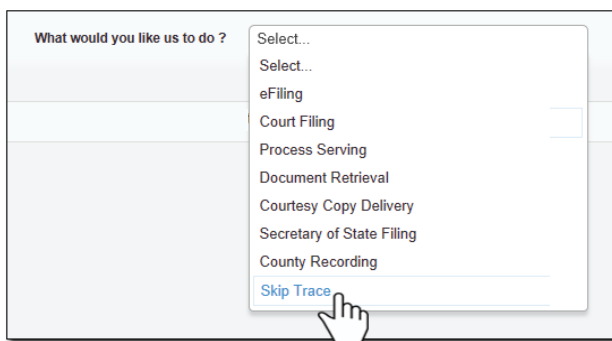
On the provided login page, type in your email, password and click on the "Login" button.

Please note: We recommend using any modern browser for the best experience

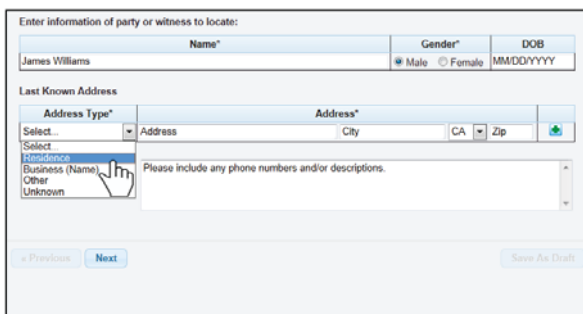
1 Once you are logged into the customer portal, click on **"Place an Order."**



2 In the **"What would you like us to do?"** field, select **"Skip Trace."**



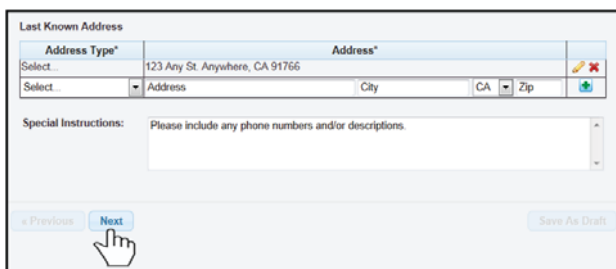
3 Type the name and indicate the gender of the person you want to locate.



The screenshot shows a form titled 'Enter information of party or witness to locate:'. It has three main sections: 'Name' with a text input containing 'James Williams', 'Gender' with radio buttons for 'Male' (selected) and 'Female', and 'DOB' with a text input containing 'MMDDYYYY'. Below this is the 'Last Known Address' section, which includes an 'Address Type' dropdown, an 'Address' text input, a 'City' text input, a 'CA' state dropdown, and a 'Zip' text input. There is also a 'Special Instructions' text area with a placeholder 'Please include any phone numbers and/or descriptions.' and buttons for 'Previous', 'Next', and 'Save As Draft'.

4 Provide the last known address and any additional information in the **"Special Instructions"** field box e.g. Social Security number, Driver's License number, maiden name, etc.

Click on **"Next."**



The screenshot shows the 'Last Known Address' section of the form. The 'Address Type' dropdown is set to 'Residence'. The 'Address' text input contains '123 Any St. Anywhere, CA 91766'. The 'City' text input is empty. The 'CA' state dropdown is selected. The 'Zip' text input is empty. The 'Special Instructions' text area is empty. The 'Next' button is highlighted with a hand cursor.

USERGUIDE

5 Enter in the Case Number and select the State, County and Jurisdiction of your case.

Click on **“Next.”**

6 When the Add Party box appears, click on the **“Add Party”** button. Provide the name of the party involved, their role, and if they are your client.



*If you select **“Yes”** to indicate that this is your client, a **“Billing Code”** may be required to proceed. The **“Billing Code”** is your firm’s internal, billing, or client matter number code on a particular case.*

7 A court document must be uploaded to prove that there is a case.
A legitimate reason must exist as to why a skiptrace on an individual is being conducted.

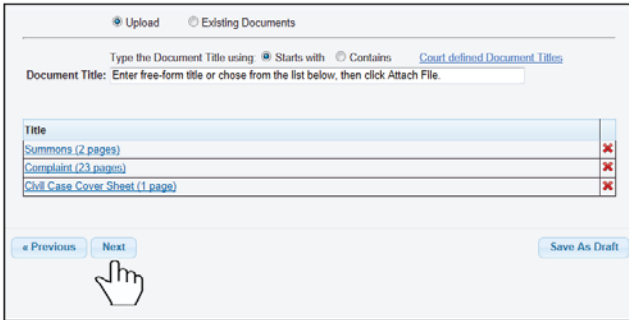
To upload your documents, type in the name of the Document Title in the field box.

You may search for your Document Title by entering in Keywords. Click on the **“Attach File”** button and double click on the document to be uploaded.

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Each document is recommended to be uploaded individually. Please repeat the process as many times as you need until all your documents are uploaded, e.g., Summons, Complaint, Cover Sheet, Proof of Service, etc. (You may also enter your own document title by typing in the title and hitting “Enter.”)

Click “**Next.**”



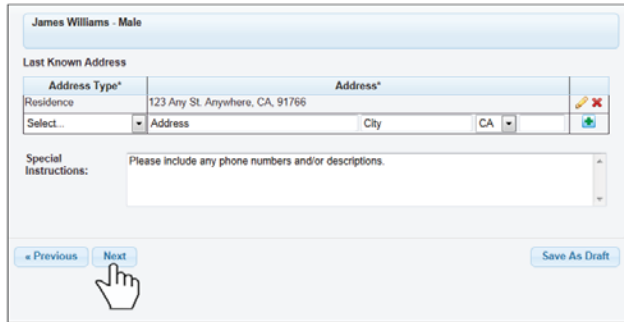
The screenshot shows a web interface for uploading documents. At the top, there are two radio buttons: "Upload" (selected) and "Existing Documents". Below this, there are instructions: "Type the Document Title using: Starts with (selected), Contains, Court defined Document Titles". A text input field is labeled "Document Title: Enter free-form title or chose from the list below, then click Attach File." Below the input field is a table with three rows, each representing a document type with a page count and a delete icon (X):

Title	
Summons (2 pages)	X
Complaint (23 pages)	X
Child Case Cover Sheet (1 page)	X

At the bottom of the form, there are three buttons: "Previous", "Next" (with a hand cursor pointing to it), and "Save As Draft".

9 Verify that the last known address information is correct.

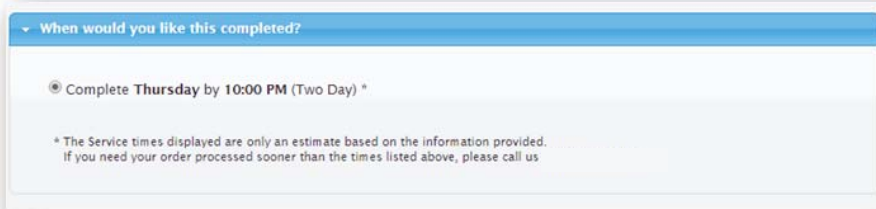
Click “**Next.**”



The screenshot shows a web interface for verifying address information. At the top, the name "James Williams - Male" is displayed. Below this, the section "Last Known Address" contains a table with two columns: "Address Type*" and "Address*". The first row is for "Residence" with the address "123 Any St. Anywhere, CA, 91766". Below the table, there are dropdown menus for "Select...", "Address", "City", and "CA". To the right of the "Address" dropdown is a "Special Instructions:" text area with the placeholder text "Please include any phone numbers and/or descriptions." At the bottom of the form, there are three buttons: "Previous", "Next" (with a hand cursor pointing to it), and "Save As Draft".



The system will automatically select a service level.



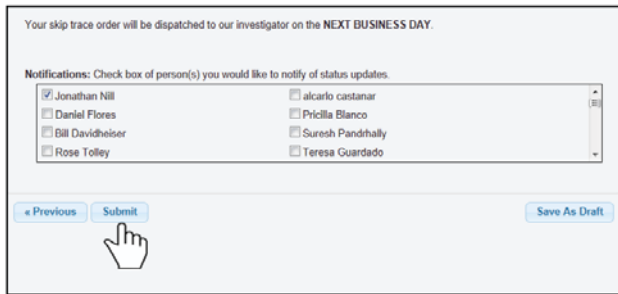
When would you like this completed?

Complete Thursday by 10:00 PM (Two Day) *

* The Service times displayed are only an estimate based on the information provided. If you need your order processed sooner than the times listed above, please call us

- 10 A notice will appear informing you of when the skip trace order will be dispatched. You may indicate who needs to be notified regarding this service.

When you are ready to place the order, click on the “**Submit**” button and you will receive a Confirmation email.



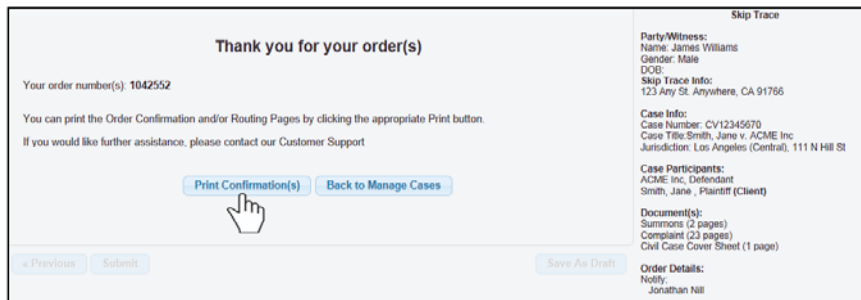
Your skip trace order will be dispatched to our investigator on the NEXT BUSINESS DAY.

Notifications: Check box of person(s) you would like to notify of status updates

<input checked="" type="checkbox"/> Jonathan Hill	<input type="checkbox"/> alcarlo castanar
<input type="checkbox"/> Daniel Flores	<input type="checkbox"/> Priscilla Blanco
<input type="checkbox"/> Bill Davidheiser	<input type="checkbox"/> Suresh Pandihally
<input type="checkbox"/> Rose Tolley	<input type="checkbox"/> Teresa Guardado

[Previous](#) [Submit](#) [Save As Draft](#)

- 11 An order number will appear to confirm that the order was placed. You may click on the “**Print Confirmation**” button to have a record of your order.



Thank you for your order(s)

Your order number(s): 1042552

You can print the Order Confirmation and/or Routing Pages by clicking the appropriate Print button.
If you would like further assistance, please contact our Customer Support

[Print Confirmation\(s\)](#) [Back to Manage Cases](#)

[Previous](#) [Submit](#) [Save As Draft](#)

Skip Trace

Party/Witness:
Name: James Williams
Gender: Male
DOB:
Skip Trace Info:
123 Any St. Anywhere, CA 91766

Case Info:
Case Number: CV12345670
Case Title: Smith, Jane v. ACME Inc
Jurisdiction: Los Angeles (Central), 111 N Hill St

Case Participants:
ACME Inc, Defendant
Smith, Jane, Plaintiff (Client)

Document(s):
Summons (2 pages)
Complaint (23 pages)
Civil Case Cover Sheet (1 page)

Order Details:
Notify:
Jonathan Hill