FEATURES & FUNCTIONALITY MANUAL · WITH LIVE SCREENSHOTS

Trial Commander Features Manual

Every major capability of the system, shown on real screens — what each feature does, where it lives, and a concrete example of using it. For new users and administrators alike.

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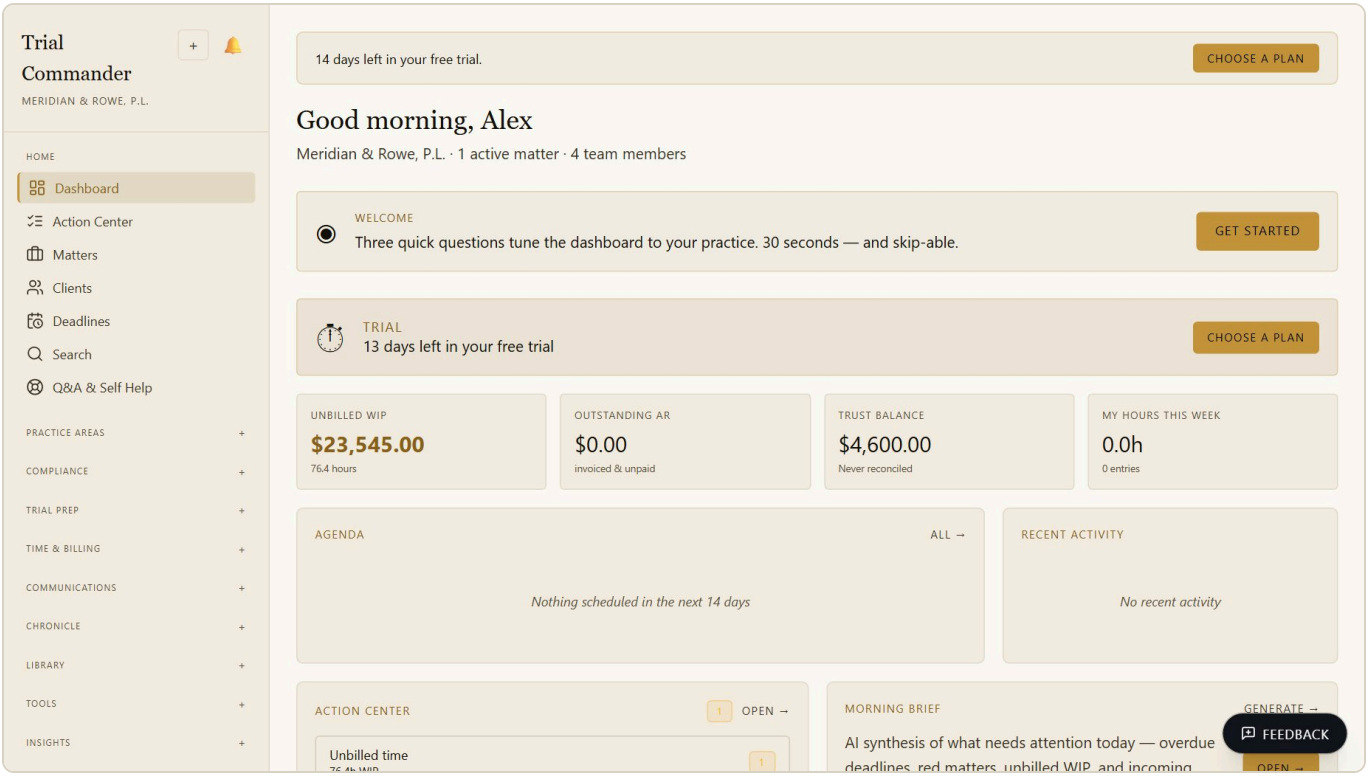
01 · The Dashboard

Home base. One screen answers "what needs me today?" — and everything on it is a door, not a picture.



THE DASHBOARD: THE FIRST-RUN CARDS AT THE TOP, THEN THE MONEY TILES

- **Welcome** sits first for a brand-new user, above Getting started, until it is answered or skipped. Its **Get started** opens three optional questions — how long you have practised, what you used before, what you would like to learn first — with **Save & open dashboard** or **Skip — I'll explore on my own**. The answers are kept on your profile; either button retires the Welcome card for good.
- **Getting started** sits at the top for a new user: a progress bar, *{n} of {m} done*, and *one* next step with a sentence saying why it matters and a **Take me there** → button that goes straight to the page it happens on. **See all** opens the full checklist; **Dismiss** hides the card for you alone, and it disappears on its own once everything is done.
- **Money tiles** — Unbilled WIP, Outstanding AR, Trust Balance (only with *View trust account*), My Hours — each clicks through to its detail.
- **Action Center** (under **Home** in the sidebar) is the one list of what is waiting on a person, across the matters you can open. Each section appears only when it has something in it: **Docket deadline proposals**, **Due now** (deadlines, depositions and trial dates that are overdue or due today, on your own calendar day), **Conflict checks still to finish**, **Overdue invoices**, **Unbilled time**, **New leads to prioritize**, **Medical records to chase**, **New documents from clients**, **Awaiting signature**, **Recent client messages** and **Review these — Trial Commander corrected how it applies four rules (27–28 September 2026)** (below, under a matter's Deadlines page). A docket proposal is a date read from a court docket linked to the matter: **Accept as deadline** puts it on the calendar and **Dismiss** drops the suggestion. Nothing becomes a deadline until someone accepts it. A long section says *Showing first n of m*, and with nothing waiting the page reads *You're all caught up*.

- **Morning Brief** generates an AI synthesis of the day across all matters. **Practice Mirror** reflects your week back from your time entries.

> EXAMPLE
> Monday, 8:40 AM: coffee, dashboard, Generate on Morning Brief. It flags a proposal-for-settlement clock at day 25 and two unanswered portal messages. That is the day's plan, made in ninety seconds.

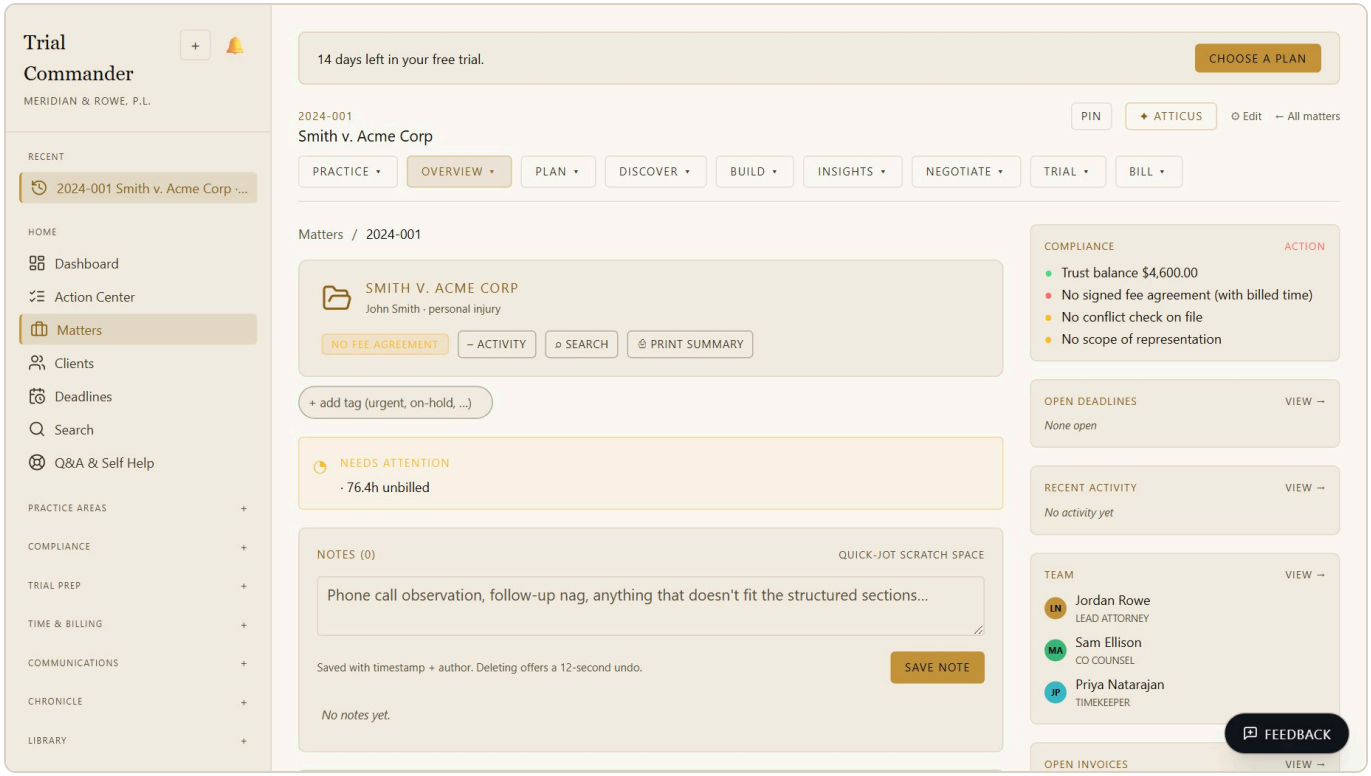
The sidebar

The sidebar is the same on every page. At its head, beside the firm's name, **+** opens *New* — Time entry, Task, Deadline, Hearing, Note, Contact, Matter, New inquiry, Phone call, Document from template and, for those who bill, Invoice, with the rest under *More*; opened on a matter it creates for that matter — and the bell holds your notifications. Beneath them, **Search or jump to...** opens the ⌘K palette (section 13). Then **Pinned**, the matters and pages you pinned, and **Recent**, the last seven matters you opened in this browser.

- **The sections**: **Home** — Dashboard, Action Center, New Client Intake, My Tasks, Matters, Contacts, Calendar, Deadlines, SOL Watch, Search and Q&A & Self Help, with Morning Brief, Consultations, Firm Intranet, Firm Directory, Firm Forms and Getting Started under Home's **More** — then **Practice Areas**, **Compliance**, **Trial Prep**, **Time & Billing**, **Communications**, **Chronicle**, **Library**, **Tools**, **Insights** and **Admin**.
- **Each section shows its everyday pages; the rest are under *More*.** The last row of a section, **More (n)**, opens the less-used pages in it — reference shelves, firm-wide reports, configuration. It starts closed, stays the way you leave it in this browser, and is always open when the page you are on is inside it. Nothing was removed: every page is where it was, at the same address, and **Search or jump to...** (⌘K) still finds it by name.
- **Home stays open; the rest fold like an accordion.** The section holding the page you are on is always open, you can open one more by hand, and moving to another page folds the others away again.
- **What you see follows your role, your permissions and the firm's plan.** An entry your access does not reach is not shown at all. One the plan does not include stays, marked **Upgrade to unlock**, unless a firm admin has turned on *Simplified interface (firm-wide)* at Settings → Display, which hides those too and adds **See everything Trial Commander does** → at the foot. Entries marked **FL** are Florida tools.
- **On a phone** or a narrow window the sidebar is a drawer: ☰ opens it, and choosing a page closes it.

02 · Matters & the practice modes

The matter page is the case file — everything about one representation in one place, reached through up to nine menus across the top.



A MATTER PAGE: THE MENUS ACROSS THE TOP, AND THE OVERVIEW BENEATH THEM

MENU	WHAT IS ON IT
Practice	The practice area's own tools — its clocks, calculators, trackers and forms (Presuit Clocks, PIP Clocks, Removal Clocks, Federal Clocks, Parenting Plan and the rest). It comes first, and only when the matter's area has any; on a Personal Injury matter it is grouped into Case Strength, Medical, Recovery & Money, Trucking and Court.
Overview	Overview, Strategy, Key Facts, Client Messages, Text (SMS) — client texting is coming soon, so the tab is marked *Soon* until it is switched on — Doc Requests, Appointments
Plan	Tasks, Deadlines, Hearings, Timeline, Pre-Trial, SOL Bank
Discover	Discovery Mode, Discovery, Depositions, Crucible, Discovery Review, Preservation, Privilege Log AI
Build	Documents, Drafting Studio, Agent Playbooks, Witnesses, Experts, Exhibits, Motions — plus Client Intake on Immigration and Family Law matters, Bankruptcy Application on Bankruptcy ones, and Instructions, Jury and Demonstratives on the areas that try cases
Insights	Case Genome, Counterfactuals, Devil's Advocate, Storytelling Coach, Client Temperature, Opposing Counsel Twin, Procedural Cinema
Negotiate	Settlement Mode, Mediation, Proposals for Settlement, Settlement Estimator, Contingency Compliance
Trial	Trial Mode, Trial Command, Trial Transcripts, Daily Trial Reports, Closing Argument, Post-Trial, Review Mode
Bill	Time, Billing, Trust, Fee Agreement, Chronicle coverage

- **The menus open on a click, a tap or the keyboard**, and stay open until you choose a page, press the menu again, press **Esc**, or click elsewhere. From the keyboard, **Tab** to a menu and press **Enter** or **Space** (or ↓ to open it and step into the list). On a screen 1,024 pixels wide or more, resting the mouse

on a menu still opens it; on a phone or a narrow window the open menu spans the page, and a long one scrolls.

- **The Trial menu**, and Build's Instructions, Jury and Demonstratives, show on the areas that try cases — Personal Injury, Medical Malpractice, Product Liability, Business Litigation, Employment, Construction, Criminal Defense, Family Law, Real Property, Appellate, General Litigation, First-Party Property Insurance, Workers' Compensation and Other. Elsewhere they are left off the menus, not taken away: every page is still reachable by its address and from ⌘K (Ctrl+K), and the page you are standing on always keeps its place in its menu.
- **Some pages have no menu entry** and open from the overview's 🛠 **Manage Matter — Actions** card: under **Pages & tools**, the Evidence Locker, Bates Productions, Deadline Cascade, Origination & Fee-Split and Audit History (with Demonstratives and Witness Reliability AI on the areas that try cases); under **AI tools**, Run Hot-Doc Analysis and Settlement Estimate among others.

The overview, top to bottom

The matter's name heads the page with the badges worth seeing first — *Closed*, *No fee agreement* or *Unsigned agreement*, and the governing state on a firm that practises in more than one — and four buttons: **Pin**, ✦ **Atticus AI** (the AI assistant, scoped to this matter), ⚙ **Edit** and ← **All matters**. Beside the badges, – **Activity** opens the matter's single activity feed, ⌕ **Search** searches every section of this one matter, and 🖶 **Print summary** makes the one-page case-at-a-glance PDF you take to court.

ON THE PAGE	WHAT IT TELLS YOU
Tags, banners, Notes	The matter's triage tags; the banners that want action (below); and the matter's notes.
On-device AI off	The hosted service has no local model, so this card says the matter's AI runs in the cloud under the AI disclosure, and has no switch. On a self-hosted install with a local model, an attorney or firm administrator turns it on here and chooses its scope: **All AI features stay on this computer** (every cloud AI feature refuses the matter and says so) or **Chronicle and search only** (Chronicle drafts locally and the matter stays out of Search; everything else uses cloud AI). The card states what the chosen scope does; the Administrator's Manual, Part VI, lists it feature by feature.
Four tiles	**Unbilled WIP** (opens Time), **Outstanding AR** (Billing), **Trust Balance** (Trust; shown only to someone with *View trust account*) and **Fee Agreement** — Signed, Unsigned or None (Fee Agreement).
Case Information	Matter number, case number, court, judge, engagement date, trial date, fee arrangement, **Opened By** (a dash where it is not known) and the scope of representation, with **Edit**.
Parties, Related Contacts, the judge	Every party with its role and counsel; the other people linked to the matter; and, when a judge is named, the **Judge** card (section 26).
Practice Area Resources — *area*	Shown where the area has reference material: the area's notes, a **Rules & Statutes** list and a **Templates** list. Both lists are for reading, not buttons — the card points to the **Forms** tab for court forms and to the firm's **Templates** for the rest (section 07). **Change area** opens Edit Matter. The area's working tools are on the **Practice** menu and under **Specialty** on the Manage Matter card (below).
Knowledge & Research	Loads a moment after the rest of the page, with the latest six of each for this matter: **Briefs / motions** from the Brief / Motion Bank (**+ Add**), **Hot-doc analyses** (**+ Run**) and **Drafting Studio** drafts (**+ Draft**), headed with how many drafts are filing-ready. Someone without the Brief / Motion Bank's switch is told it is switched off for them, rather than shown an empty column.
Communications (*n* recent)	The latest logged e-mails, calls and letters, the matter's own forwarding address, and **Log** — below.
Documents, Generated Documents, Close-out	A drop zone for the matter's files (section 07), what has been made from the firm's templates, and the close-out checklist.
🛠 Manage Matter — Actions	Everything else you can do on the matter, grouped: AI tools, Capture, Send, the practice area's Specialty tools, and Pages & tools.

- The **Compliance** panel in the right-hand rail tracks the audit-proofing items live — conflict check, fee agreement, engagement date, trust status. The rail sorts itself by urgency, so the panel rises to the top when it needs action.
- The rail also carries the matter's **Team** — who is on this case, in what role. For anyone limited to assigned matters, that list is their access. There is no separate Team card on the overview.
- Dates, and whether something is *overdue*, are judged on your own calendar day in your own time zone (Settings → Profile), not the server's.

The banners at the top of the overview

A banner appears only while its condition holds, and each carries the button to the fix.

BANNER	WHEN IT SHOWS	BUTTON
Needs immediate attention (red) or Needs attention (amber)	The matter's health is red or amber, with the reasons listed — the same rules as the health dot on the matters list (below): an overdue deadline, an overdue invoice or more than 60 days without activity for red; a CRITICAL or HIGH deadline within 7 days, 8 or more unbilled hours, or more than 30 days quiet for amber. A deadline due today is not overdue, and the day is your own, in your own time zone.	**Deadlines** → when a deadline is overdue; **Billing** → when an invoice is
Litigation hold in effect.	A hold has been placed on the matter, with its date and reason (section 07).	**Open evidence locker**
No signed engagement letter on file — time entries blocked.	Only where the firm requires a signed engagement letter before billable time (section 11) and this matter has none.	**Open fee agreement**
No signed conflict check on file for this matter.	No conflict check is linked to the matter.	**Run conflict check**
No SOL entry on file for this matter.	A litigation matter with nothing in its SOL Bank (section 04).	**Set SOL**
Service of process	A defendant's service deadline, tracked in Process Service, is within 30 days or has passed.	**Open service**
Construction lien	A lien tracked in § 713 Liens has its claim-of-lien date within 30 days, or its foreclosure date within 60, or one has passed.	**Open lien**

The Communications card, and the matter's own address

Communications (*n* recent) lists the latest logged e-mails, calls, letters and meetings — each with its date, an arrow for its direction (↓ in, ↑ out, ↻ inside the firm), its channel and subject, and a **Conv** badge once it has been turned into time or **Bill** while it is billable. **Log** opens the form for anything that arrived another way (section 06).

Every matter has its own address, shown under **Forward emails to this matter** — `matter-…@inbound.trialcommander.com`. Forward a message there and it attaches to the matter as an incoming e-mail, *usually within a minute*; the same message delivered twice is saved once. **Only the message is filed.** Its attachments are listed by name and size and are *not* saved to the matter's Documents — upload them, or bring them in through the Outlook add-in or, where the firm has it, Email on the matter (section 20).

The Manage Matter card

At the foot of the overview, **🛠 Manage Matter — Actions** gathers, as tiles, what the menus across the top do not. The page a tile opens still checks your access and the firm's plan for itself.

GROUP	TILES
AI tools	Drafting Studio, Generate from Template, Add to Brief Bank (for those who can open the bank), Run Hot-Doc Analysis, Privilege Log AI, Settlement Estimate
Capture	Log Call, Log Communication, Record Voice Memo
Send	Send for Signature, Send Client Update, Preview Client Portal
Specialty	Only where the practice area has any: Comparative Fault Calc on the tort areas, PIP Claims on personal injury, Wrongful Death on personal injury, medical malpractice and product liability, HOA / Condo Dispute on real property, Foreclosure Clocks on foreclosure, § 713 Liens and Ch. 558 Notice on construction, § 57.105 Letter and Process Service on the civil-litigation areas, and USCIS Forms or BK Forms & Schedules on immigration and bankruptcy matters
Pages & tools	Evidence Locker, Bates Productions, Deadline Cascade, Origination & Fee-Split and Audit History — plus Demonstratives and Witness Reliability AI on the areas that try cases. Audit History shows for everyone but opens only for a firm admin.

Tags, the activity feed, and searching one matter

- **Tags.** Under the matter's name, type a label into *+ add tag (urgent, on-hold, ...)* and press Enter; **×** beside a tag removes it. Tags are lower-cased, spaces become hyphens, only letters, digits and hyphens are kept, a tag runs to 32 characters at most, and a matter carries no more than twelve. Clicking a tag opens the matters list filtered by it, and the list's **Tags:** bar offers the twelve tags most used on the matters loaded, with *clear*. Tags can also be typed, comma-separated, in **Tags (comma-separated)** on New Matter (inside *Add case details now — court, parties, service dates*) and on Edit Matter, or added to many matters at once from the list (below). Adding or removing a tag needs **Edit matter details**.
- **Activity.** – **Activity** beside the badges, or the heading of the right rail's **Recent activity** panel, opens the **Activity feed**: one timeline of the matter — time entries, calls, communications, voice memos, documents, trust entries, invoices, deadlines, notes and audit events — newest first and grouped by day. **Window:** offers 30d, 90d, 1 yr (the default) and 5 yr; **Type:** offers a chip for each kind present — Time, Call, Comm, Memo, Doc, Trust, Invoice, Deadline, Note, Audit — with its count, and *clear*. The feed holds the newest 300 entries in the window, and an entry that points somewhere opens it.
- **Search this matter.** ⌕ **Search** finds a word or phrase anywhere in this one matter: type at least two characters and press Enter. It looks through the caption (name, case number, judge, parties, opposing counsel, scope), the matter's own records — witnesses, experts, exhibits, depositions, key facts, the timeline, deadlines, motions, jury instructions and the jury, the elements, preservation, the pre-trial and post-trial lists, the trial log, the theory of the case and the strategy notes — and its communications, voice-memo transcripts, generated documents and the Brief Bank entries linked to it. Matching is plain text and ignores capitals. Hits come under **Results (*n*)**, grouped by where they were found, with the words highlighted, and each opens its page; they stop at the newest 25 communications, 15 voice memos, 10 generated documents and 10 Brief Bank entries. Brief Bank hits show only for someone who holds the Brief / Motion Bank switch. **Search** in the sidebar (section 22) is the other tool: it covers every matter you can open, reads inside documents and filed e-mail, and matches by meaning once Trial Commander has connected its search-by-meaning service.

Strategy, key facts and the timeline

- **Overview** → **Strategy** opens **Case Strategy**: one **Strategy & Theory Notes** box — the empty box suggests headings for the theory, the theme, the key arguments, the weaknesses and the settlement posture — and **Save Strategy**. The page shows *Saved · just now* for a minute after a save and *Last saved …* after that. It is marked *Privileged Attorney Work Product*, and the client portal never shows it. The Storytelling Coach and Devil's Advocate (section 12) can read it.
- **Overview** → **Key Facts**: **Add Key Fact** takes the **Fact** (required), **Source / Evidence**, **Significance** and a *Disputed by opposing party* tick, then **Add Fact**. A disputed fact carries an amber *Disputed* badge. A fact cannot be edited in place: **Delete** it and add it again.
- **Plan** → **Timeline** opens **Case Timeline**, headed with how many events there are and how many are disputed. **Add Timeline Event** takes the **Date** and the **Event** (both required), **Source / Evidence**, **Significance** and the *Disputed by opposing party* tick, then **Add Event**. Events list in date order, each with **Delete**. Docket entries pasted in on the matter's FL Portal Sync page come across with **Pull *n* new** → **matter Timeline** (section 04).
- Saving, adding and deleting on all three need **Edit matter details**. **Trial Prep** → **Timeline** in the sidebar lists the events of every open matter you can open (section 26).

The matters list

Matters in the sidebar opens on four figures — **Active Matters**, **Unbilled WIP** (hours), **Outstanding AR** and **Trust Balance** — counted over every matter the filters match that you may open, not only the rows on screen. The sample matter stays in the list, badged *Sample*, and is left out of the figures.

- **Active** (the default), **Closed**, **All** and **Archived**. A matter archived under the firm's file-retention rules appears only under Archived.
- The list loads at most 100 matters and says so: *This page stops at 100 matters — if what you want is not here, narrow it with the filters above.* It opens expanded and can be collapsed (your browser remembers which), and the box above the rows — *Type a matter name, number, client or case number…* — narrows the rows already loaded, instantly.
- **The health dot** on each row: **red** for an overdue deadline, an overdue invoice, or no activity for more than 60 days; **amber** for a CRITICAL or HIGH deadline within 7 days, 8 or more unbilled hours, or quiet for more than 30 days; **gray** for a closed matter, or one opened in the last week with nothing on it yet; **green** otherwise. The quiet rules wait until a matter is more than 14 days old, and *overdue* is judged on your own calendar day. Rest the pointer on a dot for its reasons.
- **Health:** *At risk (n)* and *Needs attention (n)* filter to the red and amber rows — counted over the rows loaded, not the whole firm.
- Someone limited to assigned matters who has none yet sees *No matters shared with you yet*, telling them to ask a firm admin or the matter's attorney to add them to the team.

The matters list: saved views, columns and bulk actions

The list itself is now configurable and repeatable.

CONTROL	WHAT IT DOES
Sort & columns	Nine optional columns — Matter number, Client, Practice area, Stage, Lead attorney, Next deadline, Unbilled time, AR, Last activity — over the matter's name and health dot, which always show. Seven sorts, from *Recently updated* to *Trial date*. **Stage** is inferred from the matter's own dated record (the same answer Procedural Cinema gives) and is a hoverable badge rather than a stored field, which is why it is deliberately absent from the CSV.
Save / manage views	Name the filters, sort and columns on screen and the view becomes a tab on the **Views:** strip beside *All active*. **Pin as a tab** is per person; attorneys and firm admins can also **Share with the firm**, and each colleague then pins it or not for themselves. A view is a link — it shows the person opening it *their* matters, never yours, because access is decided by the page and not by the view. Up to thirty each.
Select all visible + row checkboxes	A *{n} selected* badge, then **Assign** someone in a named role, **Tag** / **Untag**, **Close** with a reason, or **Export CSV** — up to a hundred rows at a time. Every verb runs the same per-matter action the matter page runs, so the attorney-only lead-attorney seat, the tag ceiling and the audit row all apply in bulk.

BULK CLOSE IS STRICTER THAN CLOSING ONE MATTER

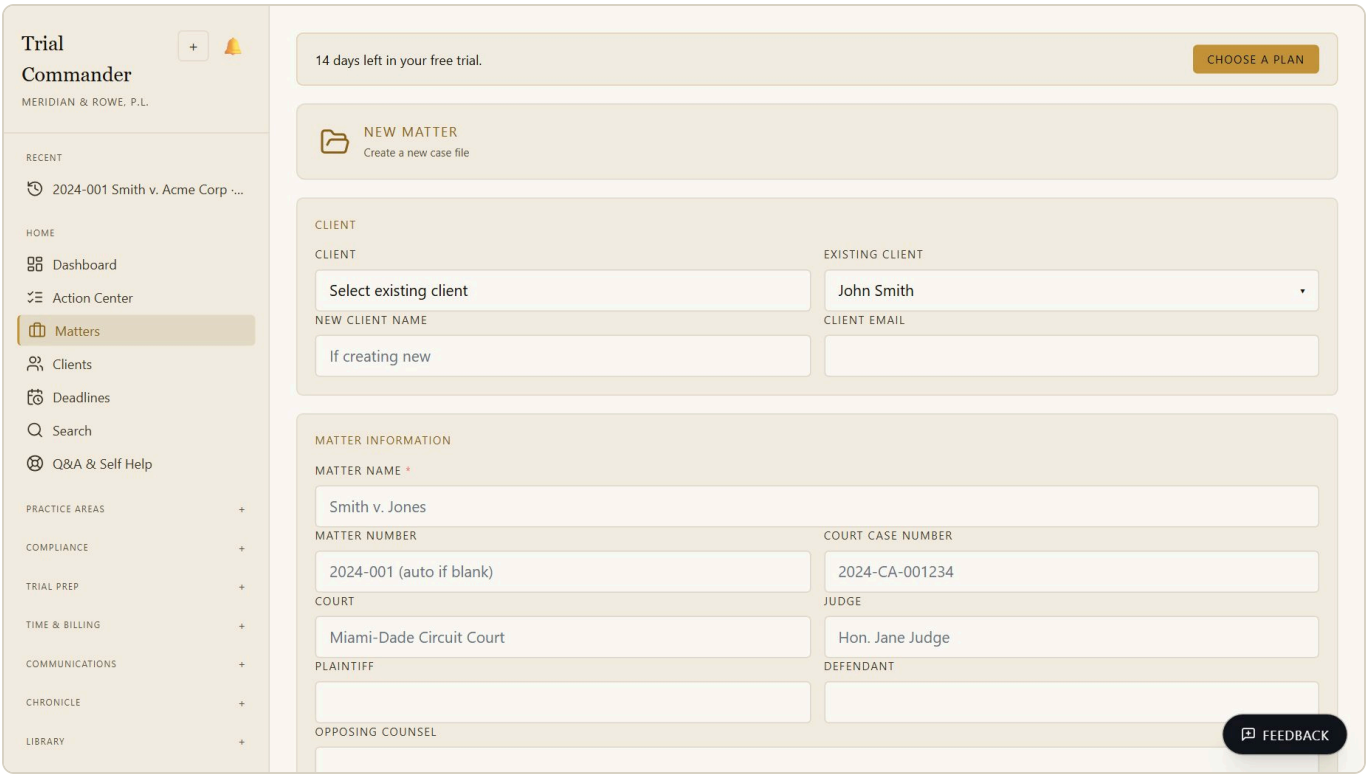
Each row is decided on its own merits and a refusal never rolls back the rest — the message names the matters refused and why. Funds left in trust and unpaid invoices are advisory lines on a matter's own close-out card, because somebody is looking at that file; in bulk they are refusals, with the amount, and the fix is to open that matter and close it there.

Searches saved in a browser before views existed still render, under **This browser:**, and nothing new is written there. Re-saving one as a view gains it sharing, pinning and portability.

03 · Opening a matter

BEFORE THE CONSULTATION — THE CONFLICT CHECK COMES FIRST

Run it from **Compliance → Conflict Checks → New Conflict Check** — or **+ New → More → Conflict check**, a contact's **Run conflict check**, the lead's **Run the conflict check →**, or question 7 of New Client Intake (section 25) — before anyone consults with the prospective client. Running one needs **Create new matters**, which attorneys and firm admins hold and a firm admin can grant. It searches matter names, plaintiffs, defendants, opposing counsel and case numbers; contacts by name, e-mail and phone; document file names and notes (not the text inside documents); every party row and its counsel; contacts linked to a matter; and repeat opposing counsel. Each hit says where it came from: *Matter hit*, *Client hit*, *Opposing counsel — repeat encounter*, *Document hit*, *Party in a firm matter* or *Contact linked to a firm matter*. Someone who cannot sign a check saves it and everyone who can is told; it waits under **Awaiting attorney** on the Conflict Checks page, which lists every check newest-first or A → Z. A signed check becomes a potential-client contact in one click, and the lead, the contact and the matter stay one record. Scheduling a consultation on a lead whose check is unsigned goes through with a warning, recorded on the lead.



THE NEW-MATTER FORM: CLIENT (EXISTING OR CREATED INLINE), MATTER INFORMATION, PRACTICE AREA, AND FEE ARRANGEMENT

- Create the client inline or pick an existing one — or, better, press **Start the matter** on the cleared conflict check, which opens this form with the check already attached.

- **Existing client** is a box you type into: part of a name, an email address or a phone number finds the contact anywhere in the firm's contact book, not only the recent ones. If nobody matches, the last line reads **Create new client: *what you typed*** — choose it and the form switches to a new client with the name already filled in. Nothing is chosen for you: the form will not open the matter until a client is picked or named.
- **What is on the form. Client**; **Matter Information** — the **Matter Name**, stored exactly as typed (autocorrect and capitalisation are off), and the number (below); **Practice Area & Fee Arrangement**; the matter's OneDrive folders, where the firm has document sync; and **Assign the team**. Two sections start folded: **Add case details now — court, parties, service dates** (court, judge, the parties and their counsel, *We represent*, the *Service of Process Date*, *First Answer / Appearance Filed*, tags) and **Set rates, engagement date and scope now**. Whatever is typed in a folded section is saved with the rest.
- **The Engagement Date is set here or not at all** — the Edit page has no field for it — so open *Set rates, engagement date and scope now* when you have the date. Rates left blank fall back to the firm's default rate; only attorneys and firm admins see the rate boxes.
- **Assign the team** lists the people at the firm, each with *Not assigned*, *Lead attorney*, *Co-counsel*, *Timekeeper (paralegal / associate)* or *Observer (read-only)*. You are always added yourself, in a role that matches yours, so a non-attorney never lands in the lead-attorney seat.
- 📁 **OneDrive Folders** appears where the firm has document sync (section 10). Once OneDrive is connected, a root folder is chosen and folder provisioning is on, **Create this matter's OneDrive folder with the subfolders below** starts ticked. The subfolders follow the practice area you pick; untick any, or add your own with *Add another folder…*. A Drafts folder is always included, for live Word and Excel drafts (section 07), and anything later dropped into these folders in OneDrive files itself on the matter. Until the set-up is finished the card reads *Not set up* and says which step is missing: OneDrive not connected, no root folder chosen, or provisioning switched off. A firm admin gets **Set it up in Settings → Document Sync →**; anyone else is told that a firm administrator can set it up.
- The **practice area** you pick loads the right rules, statutes, SOL warnings, and templates onto the matter. The list is grouped — Appeals, Business & Employment, Criminal & Traffic, Debt & Bankruptcy, Estates & Probate, Family, General, Immigration, Injury, Real Property — and alphabetical inside each group. There is no separate traffic area: a ticket files under **Criminal Defense (incl. traffic)**. **Foreclosure (Defense & Prosecution)** is its own area, in the Real Property group beside **Real Property**, Construction and First-Party Property Insurance. If your firm chose a single area at sign-up (Settings → Display → *Practice areas you see*), it starts on that area; if your access is limited to one area, it starts on yours. A firm that chose several areas still starts on General Litigation, so check the area on every new matter.
- **What the list offers follows the plan.** The two paid editions — First-Party Property Insurance and Workers' Compensation — appear only when the firm holds them (section 12). On the free Starter plan a matter can be filed only under Personal Injury, First-Party Property Insurance, Family Law, Criminal Defense, General Litigation or Other, and filing there puts the area's name on the file without

unlocking its paid tools. Any other choice is refused with a sentence that says why — *"… is not one of the practice areas included in your plan. Choose another area, or upgrade to file under it."* on Starter, *"… is not switched on for your firm. Choose another area, or ask us to add it."* on a paid plan. A matter already filed under an area keeps it if the firm's access to that area later lapses.

- **Fee arrangement** (Hourly, Contingency, Flat Fee, Hybrid, Pro Bono) shapes how the Bill menu behaves; choosing Contingency asks for the contingency schedule. Where the firm has set up flat-fee packages (section 06), the matter can be opened on one.
- **From a contact's page**, **+ New Matter** opens the form with that client locked in (*Choose a different contact* → undoes it) and a note that you will return there, and brings you back to the contact when the matter is saved. Opened from Matters, it lands on the new matter.
- **A refusal keeps what you typed.** A number already in use, a conflict check the firm requires, a practice area the plan does not include — each is refused with a message, and the form stays filled in.
- **At a plan's limit** the page shows **Plan limit reached** and the reason, with **Upgrade plan** for whoever manages billing (anyone else is told to ask a firm administrator) and, when it is the open-matter limit, **Close a finished matter** →.

The number, and the parties

- **Matter numbering is the firm's choice**, set once by a firm admin at **Settings** → **Matter Numbering** (a **Scheme**, a **Starting sequence**, **Save numbering**; everyone else sees it read-only): year-and-sequence with three digits (`2026-042` — the default, and how every firm began), year-and-sequence (`2026-0042`), plain sequence (`0042`), practice-area-year-sequence (`PI-2026-0042`), or client-and-sequence (`SMITH-003`). The number assigns itself on save, two people opening matters at the same moment can never collide, and changing the scheme never renumbers a matter already open. **To type a specific number:** on the default three-digit scheme, use the **Matter Number (optional)** box on the form — left blank, one is assigned; on any other scheme the form shows *Number will be assigned: …* and the box moves under **Advanced — type a matter number instead**. A number already in use is refused rather than silently changed.
- **A matter carries every party**, each with its role — plaintiff, petitioner, defendant, respondent, third-party defendant, intervenor, garnishee, interested person, other. The conflicts sweep reads the party rows, and process service fans out per defendant, so the list is load-bearing rather than decorative.
- **Related Contacts**, on the overview, holds the people around the case who are not parties on the caption: opposing counsel, a mediator, a witness, an expert. **+ Link a contact** opens a type-to-find box over the whole contact book (nothing is chosen for you), a **Role** — Opposing party, Opposing counsel, Co-counsel, Mediator, Arbitrator, Witness, Expert, Registered agent, Family member, Guardian, Interpreter, Referral source or Other — and an optional **Note**. **Link** saves it and **Unlink** removes it. Both need **Edit matter details**, and the form appears once the firm has at least one contact. Party rows build the caption. Related contacts are what a conflict check reports as *Contact linked to a firm*

matter, they show on the contact's own page under their role, and, where the firm has Email on the matter (section 20), their addresses are what files a thread to the matter.

- The form asks for fewer fields than it once did, and the matter's right-hand rail sorts itself by urgency — the panel that needs attention is the one at the top.

> **WHO CAN OPEN MATTERS**
> Attorneys and admins by default. A firm admin can grant the ability to a specific paralegal or staff member at **Settings** → **Team Members** → **the person** → **Additional permissions** — per person, without changing anyone's role.

> **EXAMPLE**
> A new PI intake takes about a minute to enter. The conflict check was signed before the consultation; on a litigation matter the page then asks for the SOL entry (**Set SOL**, which creates a CRITICAL deadline), and the header badge says whether a fee agreement is on file — with the check, the three things a malpractice auditor would ask about first.

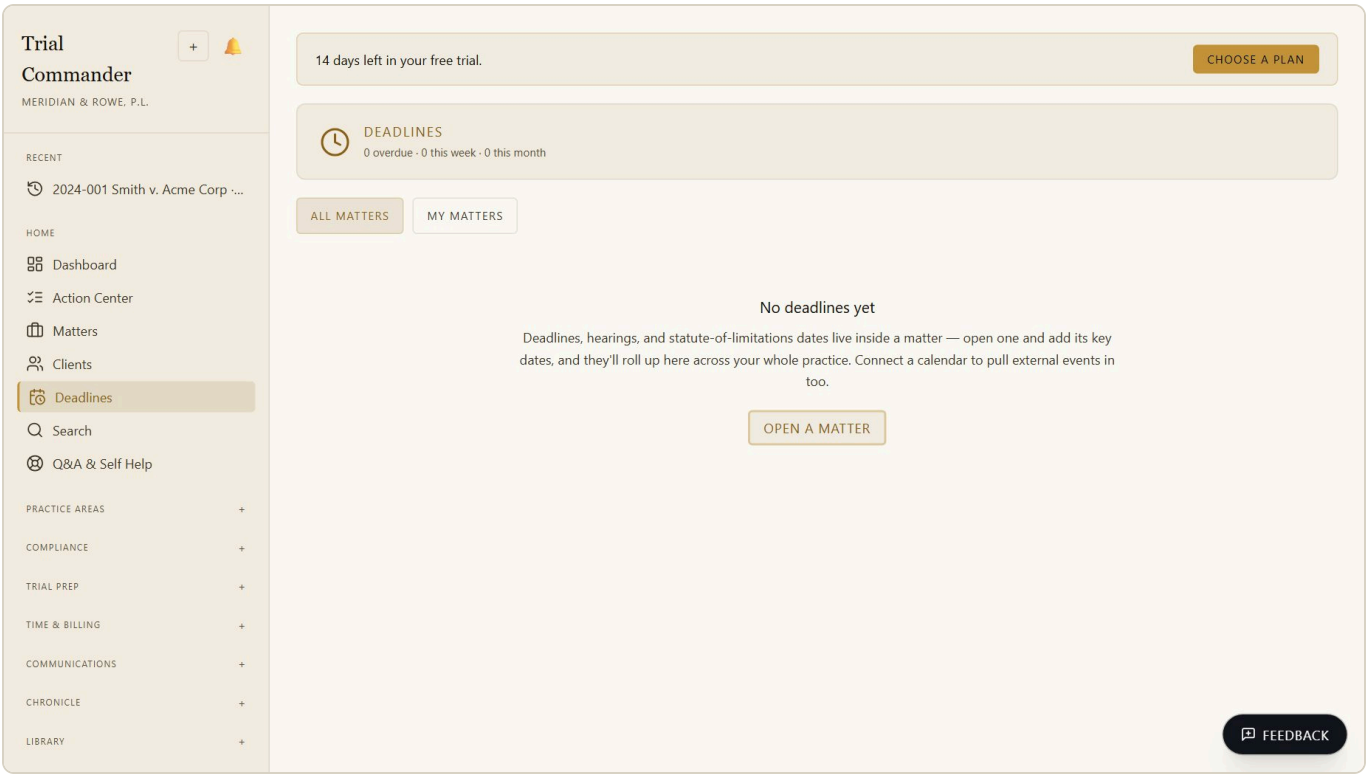
Changing a matter later: Edit Matter

⚙ **Edit** in the matter's header, or **Edit** on its Case Information card, opens **Edit Matter**. It needs **Edit matter details**.

- **Matter Information** — Matter Name, Court Case Number, Court, Judge, **Service of Process Date**, **First Answer / Appearance Filed** and **Tags (comma-separated)**. The two service dates feed the court-rule deadlines card (section 04); empty a date box to clear the date.
- **Trial Setting** — the **Trial Date**, or the trial period a court's order sets instead of a day: **Trial period — first day**, **Trial period — last day (optional)** and whether the order calls the period *Projected* or *Actual* (or *Not stated*). Enter them as the order states them; nothing is estimated. The first day is required for a period, and the last day cannot fall before it. Empty the period's boxes and set it to *Not stated* to clear the period, and empty the **Trial Date** box to clear the trial date (a trial date that is struck or continued without a new one no longer counts once it is cleared). The readiness check *Trial date or trial period recorded* reads either one and links here.
- **Forum** — the federal district, for a case in federal court (section 04).
- **Governing Law**, its own card below the form — for a matter governed in part by another state's law, such as a contract's choice-of-law clause. Pick **State whose law governs**, write the **Reason** (it completes "… law governs per …"), and press **Record governing law**; **Remove** takes it off. Only an attorney on the matter or a firm admin can record or remove it, and both are written to the audit log with the reason. While it is recorded, that state's citations in the matter's drafts are listed in **Readiness** as a note instead of holding the export, and the Drafting Studio may cite that state's law. The matter's own state still decides its procedure, deadlines, court rules and document types.

- **Practice Area & Fee Arrangement**; for attorneys and firm admins only, the attorney, associate and paralegal rates and the **Flat-fee package**; and **Scope of Representation**. **Save Changes** keeps them.
- **Case management order**, its own card below the form — **Date the case management order was entered** and, on a Florida state-court matter, the **Track, as the order assigns it**. **Record order date** keeps them, **Clear order record** removes them, and the card shows who changed them last and when. The readiness check *Case management order recorded* reads this date and links here; nothing is calculated from it. In the same card, **Operative pleading** → **Mark operative pleading on file** (or **Remove the on-file mark**) is for a pleading drafted or filed outside Trial Commander; the check *Operative pleading drafted or marked on file* reads it, and a pleading drafted in the Drafting Studio counts on its own. On a Florida state-court matter only, a **Florida** section in the same card records **Date the action was commenced** and **Date initial disclosures were served** (**Record date**, or **Clear this date**), and a checkbox, **The case management rule does not apply to this action**, saved with **Save**. The check *Initial disclosures served* reads the two dates and links here; when the box is ticked, the Florida checks, and *Case management order recorded*, count as not applicable to the matter. On a personal injury matter, the suit filing date from the PI case profile fills in the commencement date until one is recorded. Nothing is calculated from these dates. Each part saves on its own. On a Texas matter in a Texas state court, a **Texas** section takes its place: **Discovery level (TRCP 190)** (**Save level**), a checkbox for a proceeding exempt from initial disclosures under TRCP 194.2(c), and the dates initial disclosures were served, testifying experts designated, notice of the first trial setting given, the jury request filed, pretrial disclosures served and a no-evidence summary-judgment motion filed (**Record date** or **Clear this date**). Nothing is calculated here. When the firm's Texas readiness checks are switched on, *Initial disclosures served* and *Case management order recorded* on a Texas matter become the Texas checks (TRCP 194.2; TRCP 190 and the pretrial order under TRCP 166), their next actions link to this section, and the readiness panel lists the Texas warnings — experts (TRCP 195.2), the jury request (TRCP 216), the first-setting notice (TRCP 245), pretrial disclosures (TRCP 194.4), amendments within seven days of trial (TRCP 63) and a no-evidence motion (TRCP 166a) — marked *not scored*. A Texas original petition drafted in the Studio counts as the operative pleading.
- The **parties** are edited below the form, each party saved on its own.
- **Matter Status**, for attorneys and firm admins, closes the matter with a **Close Reason** and **Close Matter**, or reopens a closed one with **Reopen Matter**.
- Two things are set only when the matter is opened: the **Engagement Date**, and the governing state — *Jurisdiction (governing state law)*, which the New Matter form asks only of a firm that practises in more than one.

04 · Deadlines



THE FIRM-WIDE DEADLINES VIEW: OVERDUE / THIS WEEK / THIS MONTH, FILTERABLE TO YOUR OWN MATTERS

- Deadlines live on matters and roll up here — **Deadlines** in the sidebar — across every matter you may open, headed *n overdue · n this week · n this month* and listed under **Overdue**, **Next 7 days**, **Next 30 days**, **Later**, **No date** and **Completed** (the last 25). *Today* is your own calendar day in your own time zone (Settings → Profile), so a deadline due tonight is not shown as overdue in the evening.
- Attorneys and firm admins get **All matters** / **My matters** (the matters you are assigned to); it only ever narrows. Staff limited to assigned matters do not see it, because for them it could change nothing.
- Anything overdue raises a red banner — *Review immediately — missed deadlines can be Rule 4-1.3 diligence violations* — and **Calendar conflicts (*n*)** flags each date on which two or more matters have a deadline, deposition or trial.
- **CRITICAL** is the top priority, the one limitations dates carry. What it changes is how loudly the date is shown: a red badge on the matter's Deadlines page; inside the next seven days a CRITICAL or HIGH deadline turns the matter's health dot amber and is counted in the Morning Brief; the date carries a ⚠ on a connected calendar; and its team reminders go out at the highest urgency. There is no separate acknowledgment step — a deadline stays open until somebody ticks it complete.
- **Deadline Cascade** — under **Manage Matter** → **Pages & tools** on the overview — opens a what-if preview. Pick the deadline that may slip and slide it forward N days: every later open deadline on the matter loses the same N days and is re-graded OVERDUE, CRITICAL (7 days or fewer), AT-RISK (30 or fewer) or OK, each changed row showing what it was — useful before agreeing to an extension. It is a

heuristic, not a map of which rule depends on which; the trial date is shown but not moved, and nothing is saved. Moving a real trigger date is done on the matter's Deadlines page (below).
- Connect a calendar to pull external events alongside, read-only.

A matter's Deadlines page

Plan → Deadlines on a matter is where its deadlines are made, headed *matter · n upcoming · n OVERDUE*, with the same Rule 4-1.3 banner when anything is late. From the top it stacks **Docket an Event**, the **Service / Response Calculator**, **Trigger events**, **Docket statute of limitations** and **Add Deadline (manual)**, then the list.

- **Add Deadline (manual)** takes a **Description**, a **Due Date**, a **Rule / Statutory Basis** and a **Priority** — Low, Medium, High or **Critical (Statute of Limitations)** — and who to remind (below). Adding, completing and deleting deadlines need **Edit matter details**.
- Each row shows its priority badge and the days left. A deadline the engine docketed carries *via* and the event that made it; one brought over from your previous system carries an *imported* chip and is never recomputed.
- With Outlook or Google Calendar connected, a **Calendar routing** card at the top chooses which of your calendars this matter's deadlines are pushed to.

Review these — rows written before Trial Commander corrected how it applies a rule

On 27 and 28 September 2026 Trial Commander corrected how it applies four rules. No rule itself changed on those days, and no correction rewrote a row already on a matter. Where a matter still carries an *open* row written the old way, a card headed **Review these — Trial Commander corrected how it applies four rules (27–28 September 2026)** sits above **Docket an Event** on its Deadlines page, on its Tasks page, and in the Action Center for every open matter you can open. Nothing on those rows was changed automatically: each waits for a decision.

THE ROW	WHAT CHANGED	WHAT THE CARD OFFERS
An SOL deadline whose title says *accrual on/after 2023-03-24*	HB 837's two-year negligence period reaches only causes of action accruing *after* 24 March 2023 (ch. 2023-15, s. 28). For an accrual after that day only the wording is out of date (*Wording only*). For an accrual *on* 24 March 2023 the date is affected: that cause keeps the former four-year period, and the card shows both dates (*Date affected*). An accrual before that day, or a row with no accrual date, is *Check the file*.	**Update the label** for wording only — the date, reminders and everything else stay. Otherwise **Re-docket on the SOL Bank** (or on **Docket statute of limitations**, for a row docketed there) under the category you choose. Re-docketing the same category and accrual date on that card replaces the row. Re-docketing it there under *another* category — the legacy four-year one, say — adds a new row and leaves this one on the deadline list; once the new row is there, the card names it and offers **Remove — superseded by the re-docket**, which removes this row only (written to the audit log, with the usual **Undo**). It is refused until an open row for the same accrual date exists under another category or on the SOL Bank.
The family task *Rule 12.285 mandatory-disclosure deadline docketed*, dated from filing	The task now counts from service of the initial pleading on the respondent (Fam. L. R. P. 12.285(b)(2)), not from filing. The card shows the date service gives, or that there is none until service is recorded.	**Re-date to** that date, or **Clear the date until service is recorded** — the task is then dated from service once service is on the file.
A family matter whose *At Issue* checklist service of the initial pleading opened: *Marked At Issue on service under the old rule — review the pleadings stage*	Until 28 September 2026 the Mandatory Disclosure page's *Initial pleading served on respondent* date put a family case At Issue — on the day of service, or, for a matter engaged or entered in Trial Commander after service, on its engagement date (with none, the day it was created), since no stage is dated before the stage before it. Now only an answer or other response on the court docket does, and a motion to dismiss does not (Fam. L. R. P. 12.140(a)). A checklist opens once, so that checklist stays open and its tasks keep dates counted from the day it opened. The card shows that day (and the service date, when earlier), the first response on the court docket (or that there is none yet), and the checklist's tasks still open, with their dates.	**Open Tasks**, check each task's date, and re-date there any that should count from the response. Nothing on the checklist changes until someone does. This row leaves the list when an attorney keeps it — or if a response on the court docket comes to put the case At Issue on the very day the checklist opened, when there is nothing left to review.
A deadline the generic *Motion Filed* event dated before Trial Commander stopped using its 20-day default: *Response to motion (default)*, citing *Fla. R. Civ. P. 1.140 — default response window where no specific rule*	The row says why it is there: *This row was dated by a 20-day default, not by any rule — the court's order or local rule sets the real response date.* Rule 1.140 sets the time to answer, not a general time to respond to a motion, so the event now computes no date (**Docket an Event**, below). The row's text says how its date was counted: 20 days after the motion, plus 5 days where the row records service by mail (Rule 2.514(b)), rolled past any weekend or legal holiday. The card shows the date on the row and, under the corrected rule, *no date*. It is marked *Check the file*, not *Date affected*: the date may be exactly the one the order or local rule sets, and only they can say. Only rows the event itself wrote are	Check the date against the order or local rule. If it differs, **Add the date from the order** opens **Add Deadline** on the Deadlines page: enter the right date there, then **Delete** this row on the deadline list (written to the audit log, with the usual **Undo**). Mark it complete only once the response has been served. Nothing on the row changes until someone does.

	listed; a deadline typed by hand is never listed, whatever it cites.

Every row also has **Keep as it is**: the row stays exactly as it is, the decision is recorded on the matter with the name of the person who kept it and the date, and the row leaves the list. Keeping is an attorney's sign-off. Only a firm admin, attorney or associate with access to the matter sees the button, and the server refuses anyone else, whatever they have been granted. Everyone else sees *An attorney on this matter decides whether to keep it.* in its place. Re-docketing, relabelling, re-dating and removing a superseded row need **Edit matter details**; without it the card lists the rows so you know they are there. Each choice is written to the audit log with the name of the person who made it. The card disappears once every row on it has been decided.

Docket an Event, and moving a trigger

Docket an Event (auto-create deadlines), tagged *Rule 2.514*, is the first card on the page. Choose the **Event** — one of 26 Florida docket events, from *Complaint Filed* and *Summons Served on Defendant* through the discovery requests, *Motion for Summary Judgment Served*, *Final Judgment Entered* and *Notice of Appeal Filed*, to family-law, medical-malpractice, proposal-for-settlement, probate and PIP events — its **Event Date**, and, where the event is the service of a paper, the **Service Method (only if the event is the service of a paper)**. **Docket and Auto-Create Deadlines** writes every deadline the event triggers onto the matter, each marked *via* the event. The service-of-process deadline from a filed complaint is made once for each defendant-side party not yet served. Two events compute no date at all: *Motion Filed (generic)* writes a single undated row, *Enter the response date set by the court's order or local rule*, because Rule 1.140 sets the time to answer, not a general time to respond to a motion. The row carries its own **Date from the order or local rule** field and a **Set date** button: enter the date the order or rule gives, and the row takes it, with a note that a person entered it and Trial Commander did not compute it. The field appears only on an open row that has no date, and it fills an empty date only; it never moves a date that is already there. Until the date is entered, the header counts the row as *needs a date*, not as upcoming or overdue. (Before Trial Commander stopped using it, this event wrote a 20-day "default" response date citing Rule 1.140; rows docketed that way keep the date they were given, and each open one is listed on the **Review these** card above for an attorney to decide.)

The card states its own counting rule, quoted here rather than paraphrased: *"Pick a Florida docket event and the engine will calculate every triggered deadline under Fla. R. Gen. Prac. & Jud. Admin. 2.514, which Fla. R. Civ. P. 1.090(a) makes the civil rules' computation rule (counting starts on the next day that is not a weekend or legal holiday; a last day on a weekend or holiday rolls forward; periods under 7 days skip weekends and holidays). Rule 2.514(b) adds 5 days only when a paper is served by mail alone — no 5-day mail rule for Portal, e-mail or hand-delivered service."* The service choices read *Not applicable / pleading filed*, *FL e-Filing Portal — no mail rule*, *Email — no mail rule*, *Hand delivery — no mail rule* and *U.S. Mail only — adds 5 days (Rule 2.514(b))*.

Trigger events (*n*) appears once anything has been docketed from an event: each event with its trigger date and the deadlines it made. Enter a **New trigger date** and press **Shift & recompute**, and every

deadline the engine made from that event is recomputed from the new date — no deleting and re-docketing. The generic motion's row moves with its event and is never given a computed date; a date someone entered on it stays as entered. Deadlines typed in by hand are not touched. Docketing, shifting and **Set date** need **Edit matter details**.

> FLORIDA RULES ONLY — ON EVERY MATTER
>
> The card appears on every matter, whatever its state, but every event on it is a Florida rule. On a Texas, District of Columbia or federal matter, work from the court-rule card, Federal Clocks or Removal Clocks instead (below).

Texas motion clocks

On a Texas matter in a Texas state court, the Deadlines page's Docket an Event card links to **Texas motion clocks** (*Texas motion clocks — Rule 91a, TCPA, summary judgment, Rule 202, new trial* →). The page has five cards: **Rule 91a motion to dismiss**, **TCPA motion to dismiss (CPRC ch. 27)**, **Motion for summary judgment (TRCP 166a, 2026)**, **Rule 202 petition (pre-suit deposition)** and **Civil motion for new trial and plenary power** (TRCP 329b). Enter the dates you have — when the challenged pleading or the legal action was served, when the motion was filed or served, the hearing date, the judgment date — and the card lists every step those dates start, with its rule, counted under TRCP 4 on the Texas court calendar. A step a date is still needed for shows a dash. **Save facts** keeps the dates on the matter; **Save & docket** → also writes the dated steps to the matter's deadlines, computed again on the server. Docketing a card again replaces that card's open rows rather than adding a second set; completed rows, and rows from any other page, are kept. Both need **Edit matter details**.

- **VERIFY.** Steps the Texas reviewer marked for confirmation — the TCPA hearing limits, ruling, denial by operation of law and the accelerated-appeal date, among others — show a **VERIFY** badge and are docketed with *[VERIFY]* at the start of the deadline. Confirm them against the court's setting.
- **Warnings are shown, not acted on.** A possible TCPA exemption (tick it under the card, or it is suggested from the practice area), a Family Code case under Rule 91a, a summary-judgment setting inside 35 days — each is a warning, and the dates are still shown. Every warning is copied into the docketed row's note.
- **Summary judgment.** A motion filed before March 1, 2026 is under the earlier rule: the card says so and computes no 2026 dates. No date is computed for a no-evidence motion's "adequate time for discovery".
- **Who gets it.** Texas state-court civil matters only. A Texas matter in federal court, a matter from any other state, and a matter with no recorded state are told the clocks do not apply, and nothing is substituted. Criminal-defense, immigration, bankruptcy, workers' compensation and estate-planning matters do not get these civil clocks. Nor do probate matters: a Texas probate proceeding follows the Texas Estates Code, which these clocks were not reviewed against. Appellate matters do get them.

- **Evictions.** A Texas matter that records a Texas eviction (on Tenancy Clocks) gets no link to the motion clocks; the card says the matter records a Texas eviction and links to **Tenancy Clocks** instead.
- **Family Law matters (since October 9, 2026).** On a Texas Family Law matter in a Texas state court the page also has **Divorce waiting period (Fam. Code § 6.702)**. Enter the day the suit was filed and the card shows the earliest day the court may grant the divorce: the 60th day after filing, counted under TRCP 4. A weekend or court holiday is warned, never moved. Claiming a § 6.702(c) family-violence exception adds a warning only; the date still applies unless the court makes the finding. An annulment, or a suit to declare a marriage void, gets no date. Docketing works as it does on the other cards. Below it, **Supreme Court-approved divorce forms** links Divorce Set One (uncontested, no children, no real property) and quotes the Court's own terms of use.

Florida Rules 1.280 and 1.200 on the Deadlines page

Two events carry the Florida civil rules as amended on January 1, 2025. *Complaint or Joinder Served — Initial Disclosures Clock* starts a separate clock for each party served or joined: choose the party under **Party served or joined (initial-disclosures clock only)**, or type its name, and docket the event once for each party, on the day that party was served or joined. Each docketing writes one row, *Initial discovery disclosures due*, 60 days after the event date under Rule 2.514, cited *Fla. R. Civ. P. 1.280(a)(3)*, with the party's name after the date. It adds no mail, Portal or e-mail service days, whatever service method is chosen, because the period runs from service of the complaint or joinder. A second open clock for the same party is refused; move the first with **Shift & recompute** instead. Every such row carries, in bold, the note *"Automatically calculated from the recorded service date under Fla. R. Civ. P. 1.280(a)(3). Verify applicability before relying on this deadline."* — on this page, on the court-rule card, in the calendar and its subscription feed, and in Google and Outlook. The row quotes the rule, which lets a court order set a different time. Use it only in an action filed on or after January 1, 2025 that Rule 1.200(a) does not exempt: the server refuses it, and says why, when the matter records that the action was commenced before then, is marked as one Rule 1.200(a) exempts, or is in federal court. The same date appears on the matter's *Florida court-rule deadlines* card when the matter's service date is on or after January 1, 2025, and as *Initial discovery disclosures* in the Florida Deadline Calculator. *Case Management Order Entered* computes nothing: it writes ten undated rows, one for each deadline Rule 1.200(d)(2) says a streamlined or general case's order must set, from *service of complaints* to *completion of alternative dispute resolution*, each cited to its subdivision, and one for the first day of the order's trial period. Enter the date the order sets on each row, as for the generic motion above. Reading those dates straight off a case management order or an order setting trial in the matter's documents is not yet available: enter each date the order sets by hand.

Two Florida checkpoints appear at the top of this page, and on the Readiness Score panel, where they are marked *not scored*. They warn; they never stop anything. On a Florida state-court matter not marked as one Rule 1.200(a) exempts: **No case management order recorded** appears once 120 days have passed after the action was commenced (Rule 1.200(b), (d)(4), counted under Rule 2.514; for an action commenced before 2025, the April 4, 2025 date the Florida Supreme Court set) and no order date is

recorded and no *Case Management Order Entered* event is docketed. It needs the date the action was commenced, from the Edit page's Case management order card (or a personal-injury matter's filing date); a matter recorded on the complex track is left to Rule 1.201. **Discovery docketed before initial disclosures are recorded** appears when a discovery event is docketed and no date of service of initial disclosures is recorded, with the message *"Initial disclosures have not been recorded. Review Rule 1.280(f)(1) before serving additional discovery."* The same message shows when the event is docketed; the deadlines are written either way.

The Service / Response Calculator

The second card on a matter's Deadlines page answers one question — when is the response due? — and saves nothing. Enter the **Date served** (your own today, to start), the **Response window (days)** (30, to start), the **Service method** — *FL e-Filing Portal*, *Email*, *Hand delivery* or *U.S. Mail only (+5 days, Rule 2.514(b))* — and the **Day-counting**, calendar or business days only. **Response due** appears as you type, with a line when the raw count fell on a weekend or holiday and was rolled forward, and the calculator's own notes. It counts on the matter's court calendar, including the closures the firm has recorded. The card states its counting rule on its face; read it there. To put the date on the matter, use Docket an Event or Add Deadline.

The Florida Deadline Calculator

Tools → FL Deadline Calc in the sidebar (*FL deadline calculator* in ⌘K) opens the **Florida Deadline Calculator**. It belongs to no matter and saves nothing. Pick one of the twelve **Common Deadlines (optional)** to fill the form, or enter the **Trigger Date (event that starts the clock)**, the **Days**, the **Day Counting** and the **Service Method (for mail extension)**, then **Calculate**. The **Computed Deadline** comes with its badges — *Rolled forward (last day was weekend/holiday)*, *+5 days for mail service*, *Business-day counting* — and a line saying how it was reached, the preset's **Rule Reference** (including anything the preset does not compute) and **Attorney verification required**. Anyone signed in can use it, on every plan. A date that matters goes on the matter from its Deadlines page.

Every Florida engine here — this calculator, the Service / Response Calculator and Docket an Event — reaches a date in the same order: (1) count the period under Rule 2.514(a); (2) if its last day is a Saturday, Sunday or legal holiday, roll it forward to the next day the clerk's office is open; (3) only if the period runs from *service* of a paper and that paper was served only by U.S. mail, add Rule 2.514(b)'s five days; (4) if the new last day is a weekend or legal holiday, roll it forward again. The five days never attach to the answer to a complaint (service of original process is not service by mail) or to a period that runs from a verdict, rendition or filing, such as the motion for new trial, the notice of appeal or the Rule 1.525 motions for costs and fees (30 days after the filing of the judgment); those presets refuse the mail days whatever service method you pick, and if you pick mail the result says why, in that preset's own terms — for the costs and fees motions, *Mail selected: no mail days — this preset counts from the filing of the judgment (Rule 1.525), not from service; a notice of voluntary dismissal served by mail is the branch marked Not computed here*. The *Proposal for settlement — acceptance* preset is the exception to that

pattern: its 30 days do run from service of the proposal, but Rule 1.442(f)(1) says Rule 2.514(b) does not apply to it, and its badge says exactly that. The Rule Reference card repeats the same reason under *This deadline is NOT extended by the mail rule*. The same goes for the two family-law disclosure rows docketed from *Family Law Initial Pleading Served*, which run from service of process. Where a preset's Rule Reference says a branch is *Not computed here*, it also says how to compute it with **— Custom —**.

Reminders to the team

Any deadline can remind the people working it. **Remind the team** on the add form offers *30 days before*, *2 weeks before*, *1 week before*, *3 days before*, *The day before* and *The morning it is due*, with *1 week before* and *The day before* ticked to start, and a sentence beneath it saying exactly which mornings and who. On any open row — typed in, docketed by the engine, or imported — **Reminders: …** (or *No reminders — set some*) opens the same choices as **Reminders for this deadline**, kept with **Save reminders**. Setting them needs **Edit matter details**.

- **Who:** the people the deadline names (the calendar's *Whose*); if it names nobody, everyone assigned to the matter who can receive them; failing that, whoever set them.
- **When and how:** in the daily run at 13:00 UTC — 9 a.m. Eastern in summer, 8 a.m. in winter — as a bell notification and a push to the devices you have allowed. By e-mail only for someone who turns on *A reminder set on a deadline* at Settings → Notifications (section 18).
- **What comes whatever is ticked:** the one-off alert to whoever enters a deadline already inside seven days, a portal client's own reminders a week before and the day before, and the day-before pop-up on a connected Outlook or Google calendar.
- **An older deadline is silent until someone sets it.** A deadline entered before reminders existed has none, and sends nothing, until reminders are set on its row. Moving a due date re-arms them. Closed, archived and sample matters send none.

The court-rule deadlines card

On a Florida, Texas or District of Columbia matter the overview carries ***State* court-rule deadlines**, badged *derived*: the deadlines that state's rules imply from facts already on the matter — the *Service of Process Date*, *First Answer / Appearance Filed* and the trial date, all entered on New Matter or Edit — under **Deadline**, **Date** and **Rule**. The card is there on every such matter; until a date is entered it reads *Nothing to derive yet…*, and a missing fact leaves its row blank rather than estimated.

- Its footer says what it is: a preview of what the rules imply, not docketed deadlines, taking no account of a court's own scheduling order, local rules or an agreement between the parties — *Verify against the order in your case* — with a link to the **Official rules**. The warnings on a row are the rule pack's own words; read them on the card.
- **Docket these deadlines** turns the preview into real deadlines on the matter (it needs **Edit matter details**). Pressed again after the dates change, it replaces the rows it made before, leaves completed ones alone, and never duplicates; each deadline keeps the pack's warning in its description.

- Where the firm or the person may not use that state, the card says why and who can change it — a multi-state add-on we enable, **Admin → Jurisdictions** in the sidebar for a firm admin, or **State access** on the person's page under **Settings → Team Members** for the person's own scope. (The card's own message still uses older names for these two places.) A state whose pack no reviewing attorney has signed shows no card at all.
- The card uses the chain built for the matter's practice area, never another area's. In Florida, a **Family Law** matter gets the family-law chain (Fla. Fam. L. R. P. 12.140, 12.285, 12.530 and the appeal); a **Real Estate** matter with tenancy facts saved on **Tenancy Clocks** gets the eviction chain (ch. 83 and § 51.011, including nonresidential Part I notices); and a **Criminal Defense** matter gets the criminal chain (the speedy-trial rows, Rule 3.590 and Fla. R. App. P. 9.140(b)(3)). These read the facts saved on the matter's own pages, not only the service and trial dates. Rows that Tenancy Clocks, Speedy Trial, Criminal Clocks or Docket an Event already docket are shown for reference and are not docketed twice. Rows marked *VERIFY* carry an open legal question; check them before relying on the date. Areas with no chain yet, such as probate and guardianship, say so on the card. Add those deadlines by hand.
- On a **District of Columbia** matter the card runs the Superior Court civil chain. Beyond the answer date from the service date, it reads the facts saved on the matter's **D.C. Practice** page (Practice menu, shown on D.C. matters only): the date the complaint was filed (the 60-day proof-of-service date, SCR-Civ 4(m)), a motion or opposition served on your side and how it was served (12-I(e) and (g), with 6(d)'s 3 days for service by mail, by leaving it with the clerk or by other consented means), discovery requests served on your side, and the scheduling order's dates as the order sets them (the last day to serve written discovery, the summary-judgment outer limit and the Rule 16(c) meeting). Nothing on that page is derived; a fact left blank leaves its row out. A row's open questions are printed under it as *[VERIFY]* lines and travel into the docketed deadline's description.
- A District of Columbia matter recorded in federal court (a federal district on Edit) gets no Superior Court chain: the card says the matter is in federal court, where the Federal Rules govern, and **Docket these deadlines** is not offered. A Texas matter recorded in federal court is treated the same way: no Texas Rules of Civil Procedure chain, and no docket button.

The SOL Bank on a matter

Plan → SOL Bank — the **Statute of Limitations Bank** — holds each limitations clock on the matter, under a warning that it is the malpractice line. **Add SOL Entry** takes the **SOL category** (those suited to the matter's practice area are suggested above it), the **Claim accrual date** — *when the claim AROSE — accident, breach, discovery — not when suit was filed; the SOL clock runs from this* — an optional **Pre-suit notice served** date, and notes.

- **Save SOL entry** dockets the bar date on the matter as a CRITICAL deadline and, where the category calls for pre-suit notice, a HIGH deadline for the notice.

- **SOL Entries (*n*)** lists what is on file: **Record service** records the pre-suit notice once it goes out, and **Remove (also deletes linked deadlines)** does exactly what it says.
- **Imported from your previous system (*n*)** shows limitations dates brought in by a migration, as they were recorded there.
- The page computes for a state whose limitations registry a reviewing attorney has signed — Florida, Texas and the District of Columbia today — and only where the firm and the person may use that state; anywhere else it says so rather than guessing. The categories, periods and citations are the registry's own; read them on the page.

The Deadlines page has a **Docket statute of limitations** card of its own — an **SOL category** (those *Suggested for this matter* first) and the **Accrual date**, then **Docket deadlines** — which writes the bar date, any statute-of-repose date and any pre-suit-notice reminder onto the deadline list and the calendar. **It does not make an SOL Bank entry.** SOL Watch therefore lists such a matter under *Limitations date on the calendar this sweep cannot verify*: the date exists, but it is not banded or checked against its accrual date. Docket limitations dates here, on the SOL Bank, instead. The card offers only a state whose registry a reviewing attorney has signed, and elsewhere shows a notice to verify local law. The overview's **Set SOL** banner, on a litigation matter with no entry, opens this page.

The calendar, and everyone's own calendar

Calendar in the sidebar shows month, week, day and a 60-day agenda. Week and day are laid out in **30-minute blocks**; clicking an empty block starts a hearing at that time. Four things you can be looking at:

- **Firm** — every event you may see. This is the default and it has not changed. It and **My matters** are shown to attorneys and firm admins; for staff limited to assigned matters they could change nothing.
- **My matters** — narrowed to matters you are assigned to.
- **My calendar** — narrowed to the events that are *yours*: ones that name you, plus everything on your matters that names nobody.
- **Whose calendar** — the same view for a colleague. It needs **Schedule consultations and work the booking queue**, the grant the front desk already holds, and it shows only what *you* may already see: a matter you cannot open contributes nothing to anyone's calendar while you are the one looking.

Any hearing, deadline or deposition can name **who is covering it**. Name someone and it moves to their personal calendar; leave it unnamed and it behaves exactly as it always has, appearing for everyone assigned to the matter.

A **Matter** box narrows the calendar to one file and can be searched by client. Month chips and week and day blocks lead with the client's name — *Alex Rivera · Mediation* — and a matter's deadlines and reminders say what they are before what they say: *DEADLINE: [2026-001] Answer due*, *REMINDER: …*. Hearings, depositions, appointments, consultations, mediations and trial dates carry no prefix. Only hearings and appointments sit in a time slot; everything else is an all-day chip rather than an invented time.

Hearings

Plan → **Hearings** on a matter puts a hearing on the calendar straight away, attached to the matter and visible to the people on it. **Add a hearing** takes the **Hearing date**, the **Time (24-hour)**, **What kind of setting** (motion hearing, case management, status or pretrial conference, evidentiary hearing, calendar call, other), **How long (minutes)**, **What is it on**, **Where**, **Before** (the judge), **Who is covering it** — *Everyone on the matter* or one person — and notes, then **Add to calendar**.

The time is recorded as a *wall clock* in *your own* time zone (Settings → Profile; Eastern unless you change it), and the form says which: *Times are … — the zone this is recorded in, not your device's*. 9:00 AM stays 9:00 AM across a daylight-saving change, and a time that does not exist on the day the clocks jump forward is refused rather than guessed at. Leave the time blank when the court has not set one and the hearing shows as an all-day entry, never as midnight.

Three lists, because they are different things. **Ours (*n*)** holds the hearings the firm entered, each with **Move to** and **At** + **Move**, **Covered by** + **Save**, and **Cancelled**. **Cancelled (*n*)** keeps what was cancelled, each with **Put back**. **From the court's e-portal (*n*)** is our copy of the court's record and is read-only, because moving a copy would only make it disagree with the docket it came from. Adding, moving, reassigning, cancelling and putting back need **Edit matter details**. On a federal criminal matter a note points to Federal Clocks, which counts the deadline a motion hearing date drives.

> **DATES THE CALENDAR WILL NOT MOVE**
>
> Nothing on the calendar is dragged. In **day** view each item carries **Move to** — a date, and for a hearing an **At** half-hour — with **Move**, and **Whose** (*Everyone on the matter* or a person) with **Save**. A date this product *computed*, or keeps somewhere else, has no Move control at all — a Rule 1.140 answer date, a limitations date, a trial date, a docketed federal chain, a hearing copied from the court's e-portal, a mediation date, an appointment or consultation someone outside the firm agreed to, an Offer Ledger date, a date imported from your previous system. Moving one on the calendar could not change when the thing is actually due; it could only make the calendar lie about it. Each shows **Not moved here** and a sentence saying who owns the date and where it *is* changed. Who is *covering* such a date is still yours to set: that is a different question from what the date is.

Your deadlines in Google, Outlook or on your phone

Settings → **Calendar Sync** is for everyone, for their own calendar.

- **Subscribe (no OAuth) — iCal feed**: a personal feed address in `webcal://` and `https://` forms, each with **Copy**, and **How to add this in your calendar app** for Apple Calendar, Google Calendar and Outlook. New deadlines, depositions and trial dates appear on their own; the feed is read-only and refreshes about hourly.
- **Microsoft 365 / Outlook**: **Connect …** → takes you to Microsoft to consent. **Google Calendar** works the same way: **Connect Google Calendar** → takes you to Google to consent. Once connected, your open matter deadlines are pushed to that calendar as all-day events with the matter's details and a pop-up

the day before, titled *DEADLINE:* or *REMINDER:* as on the calendar here; adding, moving, completing or deleting a deadline updates them on its own. **Sync now** forces a pass, **Reconnect** renews the consent, and **Disconnect** stops the push — events already pushed stay on your calendar. The connected calendar's own events show, read-only, on the Deadlines page. A provider this service is not set up for says so on its card.

- **Push filter**, firm-wide, pushes only deadlines at or above a priority. A firm admin sets it; everyone else sees the setting.
- Which of your calendars one matter's deadlines go to is **Calendar routing**, on that matter's Deadlines page.

FL Portal Sync — a Portal docket, pasted in

On Personal Injury, Medical Malpractice, Product Liability, Business Litigation, Employment, Real Property, Foreclosure, Construction and General Litigation matters, the Practice menu carries **FL Portal Sync**. Trial Commander never signs in to the Florida Courts E-Filing Portal and holds no Portal password: the page works from what you copy out of your own Portal session.

- **Link a Portal Case**: the **Portal case number** (the matter's case number, to start), **County** and **Division**, then **Link Portal case**.
- **Manual Import — paste docket text**: open the case docket in the Portal, select the rows, copy them, paste them into **Docket text** and press **Parse & import**. Tab-separated and date-first lines are read, and an entry already imported (same date and description) is skipped.
- New entries are flagged in **Docket Entries**. **Pull *n* new → matter Timeline** copies them onto the matter's Timeline; **Clear new flags** drops the flags instead.

SOL Watch — the firm-wide limitations net

SOL Watch in the sidebar reads every open matter in the firm, with no cap on the count. Four tiles: the bar dates at risk now (overdue or within 30 days), the matters with *no* computed bar date at all, the open matters swept, and the entries docketed. The second tile is the one that earns the page — a matter with no clock cannot be late, which is why nobody notices it. Matters you are not permitted to open are still swept and still counted; the name is withheld, the count never is. An HB 837 regime check flags matters whose docketed limitations period does not match the one the accrual date implies (ch. 2023-15, s. 28), a matter in a court not of record is labelled as such, and a matter outside Florida is computed on its own state's registry or not at all.

D.C. Practice — District of Columbia facts and clocks

A **District of Columbia** matter has a **D.C. Practice** tab on the Practice menu; no other matter shows it. The page records the facts the District's clocks count from, shows the dates computed from the *saved* facts, and writes them to the matter's deadlines. Each card has its own **Save facts** and **Docket these *n* dates**

buttons; docketing again replaces that card's earlier rows (completed ones stay) and never touches another page's. Saving and docketing need **Edit matter details**, as on Tenancy Clocks.

- **Superior Court civil chain — facts on file** (civil matters): the complaint filing date, proof of service, the defendant kind, a motion or opposition served on your side and how, up to three discovery requests, and the scheduling order's dates. The dates appear on the overview's court-rule deadlines card (above).
- **Injury and coverage** (Personal Injury, Product Liability, Medical Malpractice, General Litigation): the notice to the Mayor on a claim against the District (§ 12-309, six months), the personal-injury-protection election (§ 31-2405, 60 days, labelled *verify policy*), and a contributory-negligence defense flag. No percentage or reduced figure is ever computed for a D.C. matter. The no-fault tort thresholds are a checklist, never decided by the page.
- **Landlord and Tenant Branch** (Real Property — a D.C. eviction is filed as Real Property, as in every state): the nonpayment notice (10 days, and none below $600), the other notices to vacate, service and proof before the initial hearing, the redemption notice, the writ and the eviction notice. The card always shows the *statutory form-wording conflict*: the statute's form still says 30 days, and it is quoted as written. Recording landlord-tenant facts takes the matter off the civil court-rule chain.
- **Superior Court criminal clocks** (Criminal Defense): the § 23-1322 detention limits from the start date you record, the detention-hearing continuance limit, the preliminary hearing and new-trial motions. Each extension of the detention limits is capped by the day it was granted — 45 days through 31 December 2026, 20 after — and an extension recorded above its cap is refused.
- **Anti-SLAPP, mechanics' liens and the CPPA** (Business Litigation, Construction, General Litigation, Real Property, Employment): the special motion to dismiss, the lien recording, owner-copy, suit and lis pendens fuses, and the CPPA limitations date (the three-year residual, labelled as such) and Attorney General notice.
- Every row prints its warning and each open question as a *[VERIFY]* line, and both travel into the docketed deadline's description. All rows docket as HIGH priority.
- **Readiness.** Where the Readiness Score and its District of Columbia checks are switched on, a D.C. state-court matter is measured on the District's own checks: initial disclosures are *not applicable* (SCR-Civ 26(a)(1) is omitted), and the scheduling-order check reads the order's entry date (Edit page) and its track (D.C. Practice page). The panel also lists unscored D.C. warnings — the proof-of-service date, scheduling-order dates not recorded, the numbered statement of facts, contributory negligence and the notice to the Mayor — from the facts on the D.C. Practice page. A D.C. matter in federal court gets none of them.
- **In federal court.** On a D.C. matter with a federal district set, the landlord-tenant and criminal cards say the matter is in federal court and show no dates; the civil chain is not run. Injury and coverage and the commercial card still compute, with a forum note; the anti-SLAPP date carries the *Abbas* warning that a federal court may not entertain the special motion.

Federal: removal and remand

- A matter in federal court, or one you are removing, gets a **Removal Clocks** tab: 28 U.S.C. §§ 1441–1455 counted under Fed. R. Civ. P. 6(a). The 30-day notice window is computed *per defendant* (§ 1446(b)(2)(B)), § 1446(b)(1) takes the shorter of its two triggers, the § 1446(c)(1) one-year diversity limit is shown as the excusable bar it is, and the § 1447(c) remand motion and § 1453(c)(1) appeal window follow. For a claim related to a bankruptcy case, § 1452 states no period — so the panel computes nothing and says why.
- **Court Closures** (admin) records a hurricane or administrative-order closure, statewide or by circuit or county, and the engine rolls past it naming what moved the date.

Federal Clocks — the Fed. R. Civ. P., Fed. R. Crim. P. and Fed. R. Evid. chains

> **RELEASED 11 SEPTEMBER 2026**
> The FEDCAL reviewer packet was signed on 11 September 2026 and every encoded period was re-read that day against the **December 1, 2025** editions of all three rule sets. The December 2025 cycle amended Civil Rules 16 and 26 and added new Civil Rule 16.1; it reached no criminal rule and no evidence rule, and it moved no period this product computes.

- Set the matter's district on its **Edit** page, under **Forum** — *Federal district (leave as state court if the case is not in federal court)*, all ninety-four grouped by circuit, searchable by district, abbreviation, CM/ECF code, state or circuit. The jurisdiction does not change: a case in the Middle District of Florida is Florida *and* federal. Divisions are not offered, because they come from each district's local rules; put one in the Court field.
- **Federal Clocks** is on the Practice menu beside Removal Clocks on Personal Injury, Medical Malpractice, Product Liability, Business Litigation, Employment, Real Property, Construction, Criminal Defense, General Litigation, First-Party Property Insurance and Other matters, whether or not a district is set; without one it still computes and says no district is recorded, so set the district and the right holiday calendar is used. It is not offered on **Bankruptcy** or **Appellate** matters — a bankruptcy matter has its own **Bankruptcy Clocks** page (below), and the Appellate Rules this product does not model. The page holds **The forum**, **Facts on the matter**, **Dates this product has no field for**, **How the triggering paper was served**, **Questions the rules ask**, then **Civil chain — Fed. R. Civ. P.** (13 events, 21 periods), **Criminal chain — Fed. R. Crim. P.** (12 events, 20 periods, criminal matters only), **Evidence notices — Fed. R. Evid.** (5 clocks, counted backward from trial), and **Editions and coverage**.
- Every row cites the rule and quotes the operative sentence, and a missing trigger renders as an *awaiting* row naming the fact it needs rather than vanishing.
- **Docket these deadlines** writes the batch to the matter's deadline list, each row carrying its rule and its derivation. Re-docketing **replaces** the batch rather than duplicating it, and leaves completed rows alone.

- Three refusals, each stated: **Fed. R. Evid. 807** sets a standard and no number of days, so it is shown dateless and never docketed; a conditional nobody has answered is shown and refused, with the question named, while the rest of the batch still lands; and local rules, standing orders and the scheduling order in the case are not read anywhere.
- Counting is federal, never Florida's: day 1 is the next **calendar** day under Rule 6(a)(1)(A), where Fla. R. Gen. Prac. & Jud. Admin. 2.514(a)(1)(A) starts on the next **court** day. Backward periods roll earlier off a closed day, never later. Rule 6(a)(6)(C)'s state holidays apply only where the state has a verified holiday table — today, Florida alone; elsewhere the page says "not modelled" rather than borrowing another state's list.

Bankruptcy Clocks — the Fed. R. Bankr. P. and Title 11 case clocks

> RELEASED 6 OCTOBER 2026
>
> The BKDL reviewer packet was signed on 5 October 2026 and the page released the next day. Every period was read in the House Judiciary Committee print of the Bankruptcy Rules **"as amended to December 1, 2025"** and in Title 11 (LII, re-read in the GPO *United States Code, 2024 Edition*); the December 2025 cycle reached Rules 3002.1 and 8006 only and moved nothing this page computes.

- **Bankruptcy Clocks** is on the Practice menu of a **Bankruptcy** matter, beside the Bankruptcy tab. It takes the chapter and the voluntary petition date (both prefilled from the matter's Bankruptcy tab where recorded), whether the debtor is an individual, whether the schedules were filed with the petition, the date *first* set for the § 341 meeting from the clerk's notice (Form 309), the date the meeting concluded, the last amendment to the exemptions, and on a Chapter 13 case the date the plan was filed.
- Ten clocks, each row quoting the operative words of its rule: the § 341 meeting's Rule 2003(a)(1) window (shown, never computed — the trustee sets it); the tax return to the trustee 7 days *before* the date first set (§ 521(e)(2)(A)(i), counted backward); schedules and statements 14 days after the petition (Rule 1007(c)(1)); the Chapter 13 plan (Rule 3015(b)(1)) and its first payment (§ 1326(a)(1)); the § 521(i)(1) automatic dismissal at 45 days; objections to discharge (Rule 4004(a)(1) in Chapter 7, (a)(3) in Chapter 13) and the § 523(c) complaint (Rule 4007(c)), 60 days after the date first set; and the objection to a claimed exemption (Rule 4003(b)(1)). A clock whose facts are absent is omitted, and an *awaiting* list names what each one still needs.
- Counting is Rule 9006(a)'s, never Florida's: day 1 is the next calendar day, a closed last day runs to the next open day, backward for the one period measured before an event. The eleven federal holidays always; Florida's statutory holidays on after-event periods when the matter's filing district is the Northern, Middle or Southern District of Florida, and never borrowed for a court in another state.
- **A calculator only.** Unlike Federal Clocks there is no *Docket these deadlines* button: nothing on the page is saved and no deadline row is written. Local rules, standing orders and any order in the case

are not read, and an amber line on the page says so. The practice manual's Part IX has every row with its period, its quoted rule and the list of what the signature does not cover.

05 · Contacts, clients & the portal

- **Contacts** in the sidebar is the whole contact book — clients, opposing counsel, experts, witnesses, referral sources. *Client* is a role someone holds on a matter, not a separate record, so the conflict check that cleared the lead follows the same person into the file.
- **Name parts.** Pick the entity type first — nothing guesses. An individual gets Last, First and Middle name boxes and is listed *Last, First M.* and filed under the last name; a business, government body, estate or trust keeps its single name box. The middle name is stored in full and only the list shortens it to an initial, and documents, captions and conflict checks keep reading the name left to right. A contact created before the boxes existed is never split automatically. One made today from a single name box elsewhere — New Matter's new client, a conflict check saved as a contact, a OneDrive client import — gets its first, middle and last name filled in only when the name can be read just one way; otherwise it is kept exactly as typed.
- **The list. Contacts** is one A–Z list, with names that do not start with a letter under #, archived contacts left out, and a gold *n active* badge for a contact's open matters. It opens folded — **Show all *n* contacts** / **Collapse list**, remembered by your browser — and loads the first 1,000 by name. There are two searches: **Search contacts...** at the top looks through *every* contact by name or e-mail, and *Start typing a name, email or phone...* above the list filters the rows already on the page, instantly, even while it is folded. Neither searches tags: a contact's tags are links on its own page, and clicking one opens Matters filtered by that tag.
- **A new contact. + New contact** on Contacts, or **+ New** → **Contact**, opens **New contact**: the **Entity type** (Individual, Business, Government, Estate or Trust), the name, the **Contact category** — *Client* unless you change it, then Co-counsel, Expert, Family member, Mediator, Opposing counsel, Opposing party, Potential client, Registered agent, Witness, and Other — and **Tags (comma-separated)**; then **Create Contact**. Where the firm provisions OneDrive folders, a ticked **OneDrive Folder** box makes the contact's folder as well. Creating needs **Create contacts**; changing a contact later needs **Edit contacts**.
- **The category decides what the app will do for the person.** Portal invitations, portal messages, invoices, a trust sub-ledger and Maria are for *Clients* only. For anyone else each is refused with a sentence that names the category — *"Only clients can be invited to the portal — ... is a mediator, not a client. Change the contact's category if that is wrong."*
- **Conflict Check Notes are notes.** They are kept on the record but do not mark the contact conflict-checked — only a signed conflict check does, and the form says so and links to run one.
- **The same person entered twice.** The new-contact form and the new-matter form's **New Client Name** box show an amber panel — *"A contact with this name already exists."* — listing the matching records

as links. It warns; it never blocks. Where the duplicate already exists, **Merge into another contact…** beside **Edit** runs a three-screen merge: pick (same-name records first, or search for a different spelling), review, confirm. The review screen enumerates *everything* that would move — matters, matter relationships, conflict checks, intakes, fee agreements, identity documents, leads, portal invitations, former names, text-message opt-outs, logged calls, appointment requests, booking links and portal payments — including the rows that are zero, plus what follows its matter, which empty fields would be filled, and what happens to the portal login and the conflict clearance. The direction can be swapped there. Confirming means typing the name of the record being merged away.

- **What a merge does and does not do.** Details are filled in, never overwritten — with two exceptions printed on the screen: a text-message opt-out always carries across (consent never does), and a signed conflict clearance carries only where the surviving record has none. The dropped record is **archived, not deleted**, with a pointer to its survivor, so old bookmarks, portal links and e-mails still resolve. There is no undo. Two portal logins is a refusal, not a silent choice. It needs **Edit contacts**.
- Client records tie together their matters, invoices, documents, and communications.
- The **portal** gives each client a secure sign-in, in English or Spanish. A firm admin invites them from the contact's page — **Portal Access** → **Invite to portal** — once the contact is a *Client* with an e-mail address. One invitation is live at a time, and it lasts seven days. A portal client is not a seat: portal logins never count toward the firm's users or its bill, and no seat limit — the free Starter plan's single seat included — refuses a portal invitation. What the client then sees is set out below.
- **Maria**, the portal assistant, answers routine questions from the record — in English or Spanish, always under a notice that she is an AI assistant — and hands anything substantive to you. She comes with every paid plan and the trial, and she runs on the firm's managed AI (section 08): on Bronze, which includes none, she answers only once the firm adds its own Anthropic key; on the trial she draws on its $3 a month; and her own monthly cap — $50 unless a firm admin lowers it at Settings → AI Limits — applies too. When she cannot answer — no AI left, an outage, a cap reached — the client sees only *Our assistant is unavailable right now…* and **Send my question to the firm**, never a plan or a limit. 📞 **Contact my attorney** and 📄 **Request a document** go to the matter's team (up to two people) and to every active paralegal on the matter. Personal identifiers such as Social Security and account numbers are masked before a question reaches the AI model; the firm's own copy of the message is kept word for word.
- **Office**, the intake assistant, greets new prospects on your firm's public page, structures their information into a lead in your pipeline, and offers a consultation-request page beside it. It comes with every paid plan and the trial, and stays off until a Firm Admin switches it on at **Settings** → **Office** — that switch publishes the pages and takes them down.
- **On the free Starter plan**, anything a paid plan includes carries an **Upgrade to unlock** badge that opens Billing on the plan that includes it — nothing is greyed out. Clients never see an upgrade prompt.

A contact's page

Along the top: **Run conflict check** (the name, e-mail and phone filled in and the check tied to the contact — for anyone who can create matters), **Edit**, **Merge into another contact…**, **Archive** (firm admins only) and **+ New Matter**. Four tiles follow — Active Matters, Unbilled WIP, Outstanding AR and Trust Balance (the last only for someone with *View trust account*).

- The **Contact** card sits beside the identity-document card: e-mail, phone, category, entity type, tags (each a link to Matters filtered by it), lifetime billed, the addresses, and **Portal Access** — *Active*, *Invited (pending sign-up)* or *Disabled*, with the invitation button for a firm admin.
- Its **Conflict Check** line reads *Cleared <date>* only after a *signed* check. Otherwise it says who ran what and where it stands (*Not signed*, *Preliminary only…*), or *Not performed*. **Conflict checks (*n*)** lists every check for the person, signed or not, newest first, with its hits; one that was not started from this contact is tagged *matched by name*, and hits on matters you may not open are counted but withheld.
- **Consultations** (section 19). A firm without the contact-intake capability — every firm, unless Trial Commander has switched it on — also sees an **Intakes** card saying it is off; nothing is broken.
- **Matters (*n*)** groups every matter the person is on by their role — *Retaining client* first, then the adverse, neutral and other roles. A matter you may not open appears as *A matter you don't have access to*, and the heading counts *n outside your access*; an empty card points to other records with the same name, and to Merge. **Recent Activity** sits beside it.

What the client sees in the portal

A client with one matter goes straight to it; one with several picks from a list. Every portal view is written to the firm's audit log, and the portal's footer tells the client so.

IN THE PORTAL	WHAT DECIDES IT
The matter — status, case number, court — the Maria card, Messages With Your Firm, Appointments, Needs Your Signature, Documents Your Firm Needs, Send Documents to Your Firm, Documents You've Sent, Your Contact Information, Contact Your Firm	There for every portal client, filling as the firm and the client use them.
Upcoming Deadlines	The next twelve *open* deadlines on the matter — all of them. There is no switch to keep one deadline from the client.
Invoices and Trust Account Balance	Always shown. Each invoice is badged *Paid*, *Partial*, *Overdue* or *Unpaid*, with **View PDF** and a **Statement of account**; the balance sits under its note — *Funds held in IOTA trust account on your behalf. These funds remain your property until earned as fees or disbursed for costs.*
Documents Shared With You, Recent Communications (the latest 20), Trial Updates	Only what the firm has marked shared, item by item. Trial Updates are the plain-language summaries of the Daily Trial Reports the firm has shared (section 26), the latest 30 — never the report's work-product notes.

The client's own details. Under **Your Contact Information** the client can change their **Phone** and **Mailing address** and press **Save changes**; for a new name or e-mail address the card tells them to contact the firm. Each change is written to the audit log, and a bell notice — *<Client> updated their contact info*, opening the contact's page — goes to up to three people on the team of each of the client's open matters, lead attorneys first, or to the firm admins where a matter has no team. When one arrives, check the contact record.

Paying. Unless in-portal payment has been switched on for the firm (section 20), nothing is paid inside the portal: beside an unpaid invoice the client sees a **Pay** button (*Pagar* in Spanish) that opens the firm's own hosted payment page — and only if a firm admin has entered one at **Settings** → **Brand & Print** → **Client payment link**, in **Payment URL** (a LawPay page, for example). No money passes through Trial Commander: the firm's processor takes the payment and decides whether it goes to trust or to operating. A payment made that way is recorded by the firm (section 06); it does not post itself.

> EXAMPLE
>
> A client asks "what's happening with my case?" at 9 PM. Maria answers from the record in Spanish — last filing, next date — and the exchange is logged. No midnight call, and the question about settlement strategy waits for you, as it should.

Client Updates — a status e-mail to the client

Communications → **Client Updates** in the sidebar (or *Client updates* in ⌘K) lists every update, headed *n total · n drafts · n queued · n sent*, with **All**, **Drafts**, **Queued** and **Sent**. **New update**, or **Send Client Update** under Manage Matter → Send on a matter, opens **New Client Status Update**. Writing one needs **Edit matter details**, and the matter box offers only matters you can open.

- **Matter & recipient**: the matter, then **Recipient name** and **Recipient email**, which fall back to the matter's client when left blank. **Compose**: a **Subject** and a plain-text **Body**, with paragraphs separated by blank lines.
- **When to send**: **Send now**, **Schedule for later** (with **Send at (your time)**) or **Save as draft**; then **Continue**. Scheduled updates go out through a job that runs every fifteen minutes, so one leaves within a quarter of an hour of its time. A later send with no time given is saved as a draft.
- An update moves through *Draft*, *Queued*, *Sending* and *Sent*, or ends *Failed* or *Canceled*. It is sent exactly once, however many buttons are pressed at the same moment. On its own page, a draft or a failed update offers **Send now**; a draft, a queued or a failed one offers **Cancel**; and anything not yet sent offers **Delete**. A sent update stays on the record and can be neither cancelled nor deleted.
- An update left in *Sending* for more than ten minutes is marked *Failed* with a note, and is **not** sent again on its own, because the mail may already have gone. Check before you press Send now.
- The close-out checklist's closing letter is the same thing: a client update of the closing-letter kind, with its subject filled in.

Documents the firm asks for, and what the client sends

Overview → **Doc Requests** on a matter is the checklist of what the client has to provide. Type the document's name (*e.g. 2023 W-2*) and, if it helps, guidance for the client (where to find it, what format), then **Add request**. Each request is *requested*, *received* or *waived*: **Waive** marks one no longer needed, and ✕ deletes it, which a litigation hold refuses (section 07). Anyone who can open the matter can do each of these.

- A client with a portal account is told at once, in the portal and by e-mail and push as their own settings allow, and sees the list under **Documents Your Firm Needs** with **Upload** beside each item. An upload marks the request *received*, and **Download received document** ↓ appears on it.
- Anything else the client wants to send goes through **Send Documents to Your Firm**: a file, an optional description, and **Send to firm**. It is filed in the matter's Documents, and the client sees it under **Documents You've Sent**.
- Each file can be up to 10 MB; the portal says so, and tells the client how to make a larger file smaller.
- **Nobody at the firm is notified when a client uploads.** Watch Doc Requests for *received*, and the Action Center's **New documents from clients** (section 01).

Appointments the client asks for

In the portal, **Request an appointment** offers a day from the next fifteen weekdays and one of seven times (9:00, 10:00 and 11:00 AM, and 1:00, 2:00, 3:00 and 4:00 PM), with an optional note on what to discuss, then **Request appointment**. It is a request, and the portal says so: *This is a request; your firm will confirm the time.* Up to three people at the firm are alerted, the matter's own attorneys first, or the firm admins if it has none.

- **Overview** → **Appointments** on the matter lists each request. On a *requested* one, pick another day and time if needed (*Reschedule day*, *Reschedule time*), add an optional *Note to the client*, and press **Confirm** or **Decline**. A confirmed appointment keeps **Cancel appointment**. Answering — confirming, declining or cancelling for the firm — needs *Schedule consultations and work the booking queue*, which attorneys and firm admins hold by role and an administrator can grant to anyone by name (since 4 October 2026; before then anyone who could open the matter could).
- The client is told each time, in the portal and by e-mail, and can cancel a request or a confirmed appointment from the portal. An appointment marked as a no-show is not shown to the client.
- This is for clients on a matter. A consultation with a prospective client is booked differently (section 19).

06 · Time, billing & trust

- **Time:** log entries from any matter, or let the capture companions (section 10) propose them; everything needs your approval.

- **Invoices:** built on the matter's **Bill → Billing** tab (below) from unbilled time, costs or a flat-fee package; clients see them in the portal (section 05). Each payment is recorded by a firm admin or attorney — **Record Payment** — and only where in-portal card payment has been switched on for the firm (section 20) does a client's payment post itself.
- **Trust:** per-matter ledgers, deposits and disbursements with withdrawal authority, monthly reconciliation flow, and IOTA configuration in settings. Every movement is on the append-only audit log. The trust pages come with every plan; the monthly reconciliation and recording the IOTA confirmation are included from Gold (below).
- **Reports:** financial reports for admins and attorneys; firm-wide trust reports admin-only — the walls a Bar auditor expects. Starting or completing the monthly three-way reconciliation is a Firm Admin action, tied to the role.

The matter's Billing tab

Bill → Billing on a matter opens on four tiles — **Unbilled WIP** (*Unbilled hours (cost)* on a flat-fee package matter), **Total Billed**, **Total Paid** and **Outstanding AR**.

- **Generate Invoice from Unbilled Time** (*Generate Invoice* on a package matter) appears whenever there is something to bill — unbilled hours, a cost not yet charged, or a package not yet invoiced — and **Generate Draft Invoice** makes a draft to shape on the invoice's own page (below). Generating needs **Generate draft invoices**, which associates hold as well.
- Each invoice row offers **Finalize & Send** on a draft; **Record Payment** — date, amount, method (*Check*, *Wire*, *ACH*, *Card* or *From Trust*; cash is recorded on the invoice's own page) and a reference; **LEDES ↓**, a LEDES 1998B file, once the invoice is issued; and **Void**, which names the invoice and its amount and asks why — at least five characters, saved exactly as typed. Finalizing, recording payments, voiding and the LEDES file belong to firm admins and attorneys (the LEDES link is shown only to them, since 4 October 2026).
- The **Fee divisions — lawyers outside this firm** card sits above the invoice list (*Fee Divisions*, below).

Fee Agreements — which are signed

Time & Billing → Fee Agreements (marked FL) lists the current version of each matter's fee agreement in two groups, **Awaiting Signature** and **Signed**, headed with the counts; while any is unsigned, an amber banner counts them. Each row gives the matter, the client, the version, the agreement type and the fee arrangement, badged *Unsigned* or *Signed* with the date, and opens that matter's **Bill → Fee Agreement** tab, where agreements are made and sent. Firm admins and attorneys see every matter's agreement; everyone else sees those on the matters they are assigned to.

Billing and AR Aging — the firm's invoices

Time & Billing → Billing is every invoice in the firm. It is for firm admins and attorneys: it needs **View firm-wide financial reports**, which goes with those two roles and cannot be granted, and the sidebar

entry is hidden from anyone without it. The page is headed *n open invoices · $X AR*.

- Five aging tiles — *0-30*, *31-60*, *61-90*, *91-120* and *120+ days* — total every open invoice in the firm: sent, not voided or written off, and still carrying a balance. Drafts are not counted, and the tiles do not change with the tab below. **Full AR aging** → opens AR Aging.
- Tabs: **Open** (the default; drafts included), **Paid**, **Void** and **All**. A tab shows the 100 most recent invoices and says *showing the 100 most recent of n* when there are more. Each row opens the invoice's own page; with no invoices yet, **Pick a matter to bill** goes to Matters.
- **By timekeeper** shows each person's unbilled hours and value now, and the billed hours and value for work dated in the last 30 days. Time on the sample matter is left out.

Time & Billing → **AR Aging** (*Accounts Receivable Aging*), behind the same gate, gives the total outstanding and the same five buckets, then a card per client listing each open invoice — its matter, due date, days past due and balance, the last reminder and any charging lien recorded — with its collection stage: *Normal*, *Reminder sent*, *Partner review*, *Options phase* or *Written off*.

- Each invoice suggests the next step by how far past due it is: from 30 days **Mark reminder sent**; from 90, **Flag for partner review**; from 120, **Move to options phase** and then **Record charging lien filed**, with its date; from 180, a write-off.
- **Mark reminder sent records the stage and sends the client nothing.** Send the reminder yourself, then record it here.
- **Write off (admin)** — offered from 180 days or in the options phase — is a firm admin's alone and needs a reason of at least ten characters. Moving an invoice between stages and recording a lien need **Edit matter details**, on a matter you can open.
- The page ends with a **Charging Lien Quick Reference**. Read it there, and check it against current law before relying on it.

Calls and communications on the record

Two logs sit under **Communications** in the sidebar (a section that starts folded): **Phone Log** for calls and **Communications** for everything else — e-mails, letters, meetings, texts. Each is headed with how many entries are on file, unbilled and converted, and filters to **All**, **Unbilled** or **Converted**. Logging needs **Edit matter details**; turning an entry into time needs **Log your own time**.

LOG	HOW IT WORKS
Phone Log ***+ New → Phone call*, or Log Call under Manage Matter**	**Log a Call**: the direction (*Outgoing — I called them* to start), **Started at** on your own clock, the contact's name and phone, a type-to-find **Matter (required to convert to time entry)** and **Client** (either can be cleared), **Subject (one line)**, **Notes (becomes the time-entry narrative)**, the actual duration, and **Billable minutes (default 6 = 0.1hr)**; then **Save call**. A billable call on a matter with an hourly rate offers **Convert to time entry →**, with UTBMS task and activity codes; a call with no matter, or on a matter with no rate, cannot be converted and the page says why. Calls captured from a connected phone system (section 10) arrive here too, for review.
Communications ***+ New → More → Communication*, or Log on the overview's Communications card**	**Log a Communication**: a type-to-find matter; the channel (*Email*, *Phone*, *Mail / hard copy*, *Meeting*, *Text / SMS*, *Other*); the direction (*Incoming — they sent / I received*, *Outgoing — I sent*, *Internal — within firm*); **When**, on your own clock; from, to, CC, subject and body; **Billable?** (No unless you say so) and the billable minutes. On the entry's own page: **Update billing**; **Convert to time entry →** (UTBMS codes, task L120 to start — or *Cannot convert — matter has no hourly rate*), whose narrative names the direction, channel, subject, counterparty and billed minutes and refers back to the communication; the message itself goes into the narrative only if you tick **Include an excerpt of the message** (off unless you tick it; the first 800 characters), and mail filed from a connected mailbox is never copied; **Share with client portal**, the only way an entry reaches the client's *Recent Communications*; **Log another**; and **Delete**, offered until the entry is converted. Mail forwarded to a matter's own address (section 02) lands here by itself.

Co-parenting records. On Communications, **Import co-parenting records** brings an OurFamilyWizard or TalkingParents export onto a matter. Neither app connects directly; each produces a **PDF export** of the messages (OurFamilyWizard from a practitioner account; TalkingParents e-mailed by the parent, Accountable Calling transcripts included). Choose the open matter, **Which app** (or *Detect from the file*), and whether to put each message and call on the timeline or *File the PDF only*. Attach the export, up to 10 MB, and press **Import**. The PDF is filed on the matter whole, as evidence, and every message and call it can read becomes its own entry in the matter's communication log, dated when it was sent and attributed to the parent who sent it. What could not be read is counted in the filed document's note; the PDF is always the complete record. Importing the same export again files the PDF again but adds no second copy of any message or call. A scanned export is read by AI, so when the firm's AI is unavailable the import is refused before anything is stored. It needs **Edit matter details**.

The timer — on every plan

Every plan has the time-entry timer, Starter (free) and the trial included. ▶ **Start timer** on a matter's **Time** page starts it; the bar at the bottom of every page shows the running clock with ■ **Stop**, and the timer page (**Timer →**) adds pause and resume, the narrative, ⇄ **Stop that one, start here** and **Discard**. One timer per person, shared across every device they are signed in on. A stop saves a **draft** entry rounded up to the firm's billing increment (**Settings → Firm Policies**, 6 minutes by default); it bills only after someone accepts it on the matter's **Captured** tab. The timer needs a connection and is shown only to people whose role may log their own time. **One-tap time capture** — quick entries such as *0.2 · Call* and capture with no signal — stays an arrangement for the firm.

Time Tracking — many entries at once, and billable rescue

Time & Billing → **Time Tracking** lists time entries with a box beside each. Tick entries (the box at the head of the list ticks every entry shown; Shift-click ticks a run), and a bar shows *n selected* with **Mark billable**, **Mark non-billable**, **Delete** (it asks first, and says it cannot be undone) and **Clear**.

- Each entry is decided on its own, and the result says how many succeeded and why the first failure failed. An entry already on an invoice is refused: *Already billed — void invoice first* for a delete, *Already billed — invoice locked* for a change. Your own unbilled entries need **Edit your unbilled entries** or **Delete your unbilled entries**; someone else's need **Edit any unbilled entries** or **Delete any unbilled entries**.
- **$ Billable rescue**, at the top of Time Tracking, finds calls and communications marked billable that never became time, over the last **7d** (to start), **14d**, **30d** or **90d**, on matters you can open. Only an item on a matter with an hourly rate can be converted; the rest are counted as ineligible, marked ⚠ *matter rate not set* where that is the reason. Tick items (or **Select all eligible**), choose a UTBMS **Task code** and **Activity code** (L100 and A106 to start), and press **Convert *n* items (*x.xx*h)**. A call's narrative is its notes; a communication's names the communication and does not copy the message unless **Include an excerpt of the message** is ticked (off to start). Up to 100 calls and 100 communications are shown, and the page says how many more are waiting. It needs **Log your own time**.

The Reports centre

Reports under **Time & Billing** in the sidebar is one page holding six reports, each on a card that says whether it is a financial report or a matter count and whether its figures are scoped to the reader.

REPORT	WHAT IT ANSWERS	WHO
WIP aging	Unbilled billable time by matter, bucketed by how old the work is — 0–30, 31–60, 61–90, 90+ — with the oldest entry in days and non-billable hours counted but never valued.	Financial
Realization	Worked, billed, written off and collected, grouped by attorney, practice area or matter.	Financial
Pipeline by practice area	Open matters by stage, and how many opened and closed in each month.	Matters
Referral-source performance	Matters and fees collected by marketing source and by referring counsel.	Financial
SOL exposure	The firm's limitations bands, and the matters carrying no bar date at all.	Matters
Area profitability	What each practice area earns, by fee model, with cycle time — the existing report, run through the same export path.	Financial

- **What each report asks.** Realization (with **Group by** — Attorney, Practice area or Matter), Pipeline and Referral-source performance take **From** and **To** with the **Attorney** and **Practice area** filters; WIP aging takes **As of (start)** and **As of** with the same two filters; SOL exposure takes the two *As of* dates only; Area profitability takes From and To only. The dates start on the last twelve months.

- Each report offers ↓ **Export CSV (Excel)**, ↓ **Export PDF** and ✉ **Email me this monthly** — the numbers in the body of the mail, not a link, on the first of each month. The subscription re-checks the reader's role and matter access on every send.
- The four financial reports need **View firm-wide financial reports**, which admins and attorneys hold by role and which is deliberately not grantable. The two matter-count reports are open to anyone who can read a matter.
- **Four of the six are scoped to the reader**, and the page says so: every figure is computed over only the matters that person may open. SOL exposure is the deliberate exception — it counts every open matter in the firm, names only the ones the reader may open, and carries a **Withheld** column for the difference. Area profitability is firm-wide too: it adds up the whole firm, which is why only financial readers get it.
- **SOL exposure** runs as of a date and has no Attorney or Practice area filter. Its bands are *Overdue — the bar date has passed*, *30 days or less*, *Within 90 days*, *Within 180 days* and *More than 180 days out*. Then come the rows it could not compute: no SOL docketed and nothing on the calendar, docketed with no accrual date, a category the state's registry does not define, a state with no signed registry, and a limitations date on the calendar it cannot verify; and, for Florida, HB 837 regime mismatches. Each row gives the whole firm's count, how many **You can open**, and how many are **Withheld**. SOL Watch names the matters (section 04).
- The page opens with **Who sees what.**, and shows a card only for a report the reader may run. Reached any other way, a financial report refuses with *"... reports the firm's financial condition. It needs 'View firm-wide financial reports', which a firm admin sets on your role."*
- WIP counts time that is unbilled *and* billable; the age runs from the work date, not the entry date; and a dash means "no denominator", never zero.

Profitability — by practice area and by matter

Two pages under **Time & Billing** set the firm's money against its hours. Both are for firm admins and attorneys (**View firm-wide financial reports**, which cannot be granted). Both leave the sample matter out and both take **From** and **To**, starting on the last twelve months. Area Profitability adds up the whole firm; Matter Profitability lists only the matters the reader may open (below).

- **Area Profitability** (*Practice Area Profitability*) opens on **Firm totals**: matters opened and closed, hours, mean cycle, fees invoiced and collected, how much of that was flat fee, and effective $/hr. Then one row per practice area and fee model: *Opened*, *Closed*, *Hours*, *Invoiced*, *Collected*, *Eff. $/hr* (fees collected in the window over hours logged in it, which is noisy over a month and steady over a year), *Flat $/hr* (what the flat fees billed in the window came to per hour) and *Cycle (d)*. Hours count whether or not they were marked billable. ↓ **Export CSV (Excel)** exports exactly what is on screen. It is the same report as *Area profitability* in the Reports centre.
- **Profitability** (*Matter Profitability*) is revenue (payments collected in the window) less direct costs (the matter's out-of-pocket cost rows) and an estimate of internal labour: hours × rate × the **Cost ratio (0-**

1), which is 0.30 until you change it. It shows a totals card (hours, revenue, direct costs, internal labour, gross margin, margin % and effective $/hr) and a **Per-matter** table of the same for each matter with time logged in the window. It lists only the matters the reader may open, and the totals are over those same matters: an attorney limited to their own matters, or to certain practice areas, sees those alone, under **Totals · matters you can open**. A firm admin, or an attorney who may open every matter, sees the whole firm under **Firm totals**.

Realization Rates — worked, billed, collected

Time & Billing → **Realization** (*Realization Rates*) follows the firm's time from the hours worked to the money collected. It is for firm admins and attorneys (**View firm-wide financial reports**), and like the *Realization* report in the Reports centre it adds up only the matters the reader may open. A firm admin, or an attorney who may open every matter, sees the whole firm; an attorney limited to their own matters, or to certain practice areas, sees those alone, whichever way the page is grouped. The sample matter is left out.

- The page states its three ratios — **Bill realization** = invoiced ÷ worked, **Collection realization** = collected ÷ invoiced, **Total realization** = collected ÷ worked — and quotes a benchmark for solo practices: 75–85% total realization, and 90% or more collection realization.
- **From** and **To** (the last twelve months, to start) and **Group by** — *By matter* (the default), *By attorney* or *By practice area* — then **Apply**.
- The totals card — **Firm totals**, or **Totals · matters you can open** for a reader who may not open every matter — gives the hours, the worked value, the fees billed and collected, the three ratios and the effective hourly rate (collected fees ÷ hours). One row per matter, attorney or area follows with the same figures; a matter row opens the matter. A percentage is green from 90%, amber from 70% and red below that; a dash means there was nothing to divide by.
- **How it counts.** The time is every entry whose work date falls in the window, valued at the rate charged on that entry, not a standard rate. *Billed* is the fees on the issued invoices that carry that time (drafts are left out), and *collected* is the share of what was paid on those invoices that went to fees rather than costs.

The invoice opens

Click any invoice number and it opens on its own page. A **draft** says so in amber, with its number already reserved, and can be shaped there: issue and due dates, an adjustment (negative is a discount), unbilled time or costs pulled in, a line released back out, and **Preview PDF** to read what the client will read. Nothing leaves the firm until **Finalize & send**, which marks it sent, locks the lines, and notifies the client's portal. A draft with no lines cannot be sent. Voiding takes a reason for the audit trail, returns every line to unbilled, and is refused once a payment is recorded. Anyone with access to the matter can open the page; what they may do on it is gated action by action.

One-time fees & discounts · *n*, on a draft, adds a line that is neither time nor a cost, on an hourly or a package matter alike. Choose the **Kind** — *Flat fee*, *Discount — amount* or *Discount — % of invoice* — write the **Description the client reads**, fill in **Amount ($)** or **Percent (%)**, and press **Add**; **Remove** takes a line off. A percentage is taken from the invoice before any discount — fees, flat fees and costs — and follows the lines as they change until the invoice is issued. Discounts that would take the invoice below zero are refused. The adjustment box stays for a plain dollar correction. On the PDF, flat fees print under *Additional Fees* and each discount by its own description; a LEDES export lists each flat fee as a fee line and each discount as an invoice-level fee adjustment. Shaping a draft needs **Generate draft invoices**.

Payments · *n* appears once the invoice is issued. A firm admin or attorney records each payment there: the date (your own today, to start), the amount (the balance, to start), the method — *Check*, *Wire*, *ACH*, *Card*, *Cash* or *From Trust* — and a **Ref #**, then **Record payment**. Every recorded payment has a **receipt** link to a PDF receipt.

The PDF and the LEDES file. The invoice's page offers **Preview PDF** on a draft, stamped *DRAFT — NOT YET ISSUED. Lines and dates may still change.*, and **PDF** once it is issued; anyone who can open the matter can download either. A flat-fee package invoice lists its hours under *Work Performed (covered by the flat fee)* with no price against them, and prints the package's nonrefundable-fee disclosure where it has one. **LEDES ↓** exports the invoice as a LEDES 1998B e-billing file. LEDES is an hourly format, so the invoice's page offers it only on an issued invoice that is not a flat-fee package. The row on the matter's Billing tab offers it on any issued invoice, and a package invoice is refused in words: *"This is a flat-fee invoice. … export the PDF instead."* UTBMS task and activity codes are optional on a time entry; coded and uncoded entries can sit on the same invoice, and an uncoded one exports with its code fields empty.

> **FROM TRUST MOVES CLIENT MONEY**
>
> Choosing *From Trust* writes the matter's trust ledger in the same step. It also needs **Withdraw earned fees from trust**, and it is refused when the matter's trust balance does not cover the payment, or when the payment is more than the invoiced fees not yet drawn from trust.

WHERE	WHAT IT DOES
Settings → Fee Packages	Fixed-price scopes of work per practice area, which a matter can be opened on and which bill as one line instead of the hours. A package requires its scope in writing; a nonrefundable package will not save without its written disclosure of the nonrefundable fee (the Rule 4-1.5(e)(1) disclosure, for a Florida firm), which then prints on every invoice charging it.
Billing → Fee Divisions	Referral and co-counsel splits with lawyers outside the firm, under Rule 4-1.5(g): the counterpart, the client's consent, and a count of the divisions still awaiting it. Divisions print on the Rule 4-1.5(f)(5) closing statement and are paid out of the firm's fee at disbursement, never on top of it. Rule 4-1.5 is named for a Florida firm and on a Florida matter; elsewhere the duties are named without a rule number, with the line *Rules for <State> aren't mapped yet — follow your state's equivalent rule.*
Manage Matter → Pages & tools → Origination & Fee-Split	Who brought the matter in, for the firm's own credit (**Originator name**, **Origination credit** %), and a log of fee splits with lawyers outside the firm: the lawyer and firm, Bar number, **Share % of total fee**, scope, the arrangement, the dates the disclosure was delivered and the client's written consent signed, and joint responsibility. Each split shows three checks, each *MISSING* until filled, and the page warns when the splits add up to more than 100%. It is a record only. The closing statement and the disbursement checks read **Fee Divisions**, so a fee division that will actually be paid belongs there. Saving needs **Edit matter details**.
Time & Billing → Area Profitability	What each practice area actually earns — the counterpart to setting flat fees (above).
Settings → QuickBooks Sync (Gold and up, and the trial)	A one-way push of invoices, payments and (optionally) trust movements into QuickBooks. Trial Commander stays the book of record; nothing is read back, so a bookkeeper's edits in QuickBooks are never overwritten. A firm admin connects it and maps the accounts from its own chart; the page warns before the authorization lapses, because a lapsed connection stops syncing silently.

The Trust Accounting page

Compliance → Trust Accounting is the firm's IOTA account in one place. It is a firm admin's page: attorneys do not see it by role, and a firm admin can open it, read-only, to one person at **Settings → Team Members → the person → Additional permissions → Financial visibility → View trust account**. It comes with every plan.

The same permission decides who sees a *matter's* trust money: the matter's Trust tab ledger and balance, the **Trust Balance** tile on the matter page and the right rail's trust line, the trust figures on the matters list, a client's page and the dashboard, the settlement flow's trust step, and trust entries in a matter's activity. Without it those amounts are left out, and where one would be the page says: *"Trust needs the 'View trust account' permission. An administrator can switch it on under Settings → Team Members → your name → Additional permissions."* Recording is separate and stays with the role: an attorney without the permission still records deposits and disbursements on the matter's Trust tab, and the overdraft safeguards still apply, but the ledger and its balance are not shown. Voiding an entry needs *View trust account* as well as the role's void permission, since you void what you can see on the ledger. Someone who can neither read nor record trust does not see the Trust tab at all, and the ⌘K palette offers the Trust commands only to people with the permission. A matter's statement of account still downloads for anyone on the matter; the "Funds held in trust" line is printed only for someone with the permission (the client's own statement in the portal always shows it).

- Until the account is set up the page reads *Trust account not yet configured*, with **Configure Trust Account**.
- The header carries **Bar Audit**, **Compliance** and **Reconcile**. An amber ⚠ **Reconciliation Overdue** banner appears once the last reconciliation is more than 30 days old, with **Reconcile now** →.
- Four tiles: **Total Balance** (over every transaction, not only those on screen), **Active Clients**, **Last Reconciled** and **YTD Transactions** — which, despite its name, counts the recent transactions the page loaded (at most fifty), not the year's.
- **Client Sub-Ledgers (*n*)** lists each matter holding money, with **View** → to its own trust ledger. **Recent Transactions** shows the latest twenty, with ↓ **Export CSV** and ↓ **Bar Audit Package**, a PDF of the last year.

Monthly reconciliation

Reconcile opens **Monthly Reconciliation**. Only a firm admin reconciles — the ability goes with the role and cannot be granted — and it is included from Gold, and on the trial. On Starter, Bronze and Silver the page shows *Upgrade to unlock — Included from the Gold tier*.

- The **Current Ledger Balance** heads the page. **New Reconciliation** takes the **Statement Date**, the **Statement Balance ($)**, **Outstanding Deposits (in transit)**, **Outstanding Checks (not cleared)** and **Notes (variances, explanations)**; **Save Reconciliation** compares them with the ledger and keeps the result.
- **Recent Reconciliations** lists the last twelve, each with the statement and ledger balances and a *Reconciled* or *Variance* badge.
- ⇄ **Match bank statement (CSV)** matches each line of the bank's own export against the ledger.

Trust Compliance

Compliance on the Trust Accounting page opens **Trust Compliance**, with the same access as Trust Accounting: the live status of each record a trust audit checks. A firm whose home state is Florida sees Rule 5-1.2 cited on the page; any other firm sees the same records without rule numbers, and the line *Rules for <State> aren't mapped yet — follow your state's equivalent rule.*

- **Required Records** — six rows: *Chronological journal*, *Separate ledger card per matter*, *Monthly comparison (book vs. bank statement)*, *Monthly trial balance (sum of matter ledgers = book balance)*, *Annual reconciliation* and *IOTA enrollment confirmation*.
- **IOTA enrollment confirmation** records when the Foundation's confirmation arrived — **Date confirmed** and **Foundation reference (letter date, ID, excerpt)** (outside Florida, **Program reference**, for your state's IOLTA program), kept with **Save IOTA confirmation**. Recording it is a firm admin's job and is included from Gold, and on the trial; on other plans the status still shows.
- **FL Bar Audit Mode** (**Bar Audit Mode** outside Florida) — **Open Bar Audit Mode** captures a fixed, print-ready snapshot of every record when an audit notice arrives.

- **Recent overdraft overrides (*n*)** lists each time someone overrode the block on overdrawing a client's trust money.

07 · Documents, forms & drafting

Folders on the matter

A matter's Documents tab opens on a folder tree, and the practice area's folder list is there from the first paint — a personal-injury matter shows **Medical Records**, **Bills & Liens**, **Experts** and the rest before anything has been filed. A breadcrumb beginning at **Documents** says where you are.

CONTROL	WHAT IT DOES
Folder on the upload card	Where the file goes, with — *matter root* — at the top. Choosing a category pre-selects the folder that matches it and says *Chosen for you from the category*; the pick is overridable.
Move, or drag a row onto a folder	Re-files one document.
New folder · Rename folder · Delete folder	Renaming carries everything underneath it, at any depth. Deleting works only on an empty folder and the refusal counts what is in the way — deleting a folder never deletes what is in it. A folder that came from the practice-area template belongs to the firm and is refused here, naming Settings → Document Sync.
Show flat with categories	Drops the tree and lists everything grouped by category, each row showing the folder it lives in. Categories remain a facet, not the hierarchy.

- Folder templates are the firm's, edited per practice area at **Settings** → **Document Sync** — the same list that provisions OneDrive. Editing one now changes what staff see inside the app, for every matter in that area.
- Where OneDrive is connected and the matter mapped, an upload into a folder is written into that folder in the drive as well. Afterwards the drive owns it: moving that document, or renaming a folder holding synced files, is refused with OneDrive named as the place to do it. Files over 4 MB are filed here exactly as before but are not mirrored.
- Making, renaming, deleting and moving need **Edit matter details**. Reading the tree needs only access to the matter, and a client uploading through the portal is never asked for a folder. Uploading needs **Add documents to a matter**, which every staff role but Read Only holds. Read Only seats cannot be granted write permissions. Change the role instead.

On each document's row:

BUTTON	WHAT IT DOES
Preview	Opens the file in a pane above the list, with **Download** and **Close**. Offered for PDFs, PNG, JPEG, GIF and WebP images, plain text and CSV. Word, Excel and SVG files are not previewed — download them instead.
Rename · Move (or drag the row onto a folder)	Renames the file, or re-files it in another folder.
Delete	Asks once — *This removes the file permanently* — and then does.
Send for signature	On a PDF only (section 23).
not copied over	A badge on a document imported from another system whose file did not come across with it.

Add a document takes the folder, the category and the file. If an upload reaches storage but the app cannot confirm it was saved, it says exactly that — it never claims the file was lost — and reloads the list: look there before uploading again. **Generate from template** → at the top of the tab makes a new document from a firm template (below).

Drafts — live in Word & Excel

Where the firm's OneDrive is connected (section 10), a matter's Documents tab carries a **Drafts — live in Word & Excel** card. Give a **Document name** and press **W New Word draft** or **X New Excel draft**: the file is made in the matter's OneDrive Drafts folder, and **Open ↗** opens it in real Word or Excel whenever you work on it. A draft stays off the matter's record until someone presses **Finalize**, which moves the file out of Drafts and files it on the matter. Anyone who can open the matter can start or finalize one. A matter with no OneDrive folder mapped says drafts have nowhere to live yet and points to Settings → Document Sync. A Drafting Studio **Export .docx** ↓ on a mapped matter is written into the Drafts folder as well and listed here; if OneDrive fails, the export still downloads.

Documents from the firm's templates

Two ways in: **+ New** → **Document from template** (off a matter, it first asks which matter) or **Generate from template** → on a matter's Documents tab. The picker groups the firm's templates as **Matched to this matter's practice area** and **Generic — applies to any matter**; a firm with none yet is offered **Create your first template** →.

- Choosing one shows it filled in from the matter, the client, the firm and you. A value left in square brackets — `[matter.…]` — marks a field the matter or client does not have yet; placeholders beginning `custom.` get a box of their own to fill in.
- **Generate & Download .docx** makes the Word file; **Edit template instead** opens the template itself.
- What was generated is listed on the overview's **Generated Documents (*n*)** card, with **Download** ↓ and a switch per document — *Share with client portal* / *Click to hide from client* — that puts it in the client's portal or takes it out. Generating needs only access to the matter; the portal switch needs **Edit matter details**.

Building a template. Tools → Templates in the sidebar opens **Document Templates**, the firm's library. **New Template** takes a **Template Name** (required, up to 200 characters), an optional **Description**, a **Category**, a **Practice Area** (*Any practice area* makes it generic) and the **Body**, written with simple marks — `#` for a heading, `**bold**` — and placeholders such as `{{matter.name}}` or `{{client.name}}`. **Insert variable**, beside the body, lists every placeholder; click one to put it at the cursor. **Save Template** keeps it. A template's own page edits it, each save counting a new version, and **Archive** retires it. Creating, editing and archiving need **Edit matter details** — there is no separate template permission. A Brief Bank entry becomes a template with **Use as starting point** →.

CAPABILITY	WHAT IT DOES
Drafting Studio	70+ document types — motions, briefs, demand letters, depo outlines, cross-examinations — drafted with AI against the matter's own record. Review modes built in: opposing-counsel red-team, bias audit, and cite-check (case citations are verified against CourtListener once Trial Commander has connected that service). The lawyer signs what the lawyer has read. Included from Silver up; on Starter and Bronze it reads *Upgrade to unlock*. Step by step below.
Court forms	**Practice → Forms** fills official PDFs from the matter and, where the area has one, the client's questionnaire (*Client Intake* on Immigration and Family Law, *Bankruptcy Application* on Bankruptcy): 56 Florida family-law forms, 16 bankruptcy forms, 10 USCIS and 5 EOIR forms, and 11 Miami-Dade probate self-help forms. Each is saved as a draft to review field by field before filing, and several leave the signature and notary blocks for ink. A form the matter does not call for is listed apart, with the reason. Official forms published without fillable fields — the domestic-violence injunction orders, and bankruptcy Forms 2010 and 2030 — are not offered. Since October 3, 2026 every bankruptcy form page and the Bankruptcy tab show an amber *Preview* notice while the bankruptcy forms are corrected: do not file anything generated from that module until the notice is removed.
Brief / Motion Bank	**Library → Brief / Motion Bank**: the firm's own record of filed motions, briefs, responses, orders and agreements, with the judge and the ruling. Entries are added by pasting the text, linking a URL, one click from a recently generated document, or **Add to Brief Bank** on a matter. The list searches titles, text and exact tags, filtered by document type, outcome and judge. An entry's page offers **Use as starting point →** (it becomes a firm template), **Red-team this brief ✦**, **Outcome / ruling** and annotations. Opening it is a switch per person — *Open the Brief / Motion Bank*, which a firm admin turns on under Settings → Team Members — and someone new starts without it; adding or changing an entry also needs **Edit matter details**. Each entry's page has a **Cite check (T3)** card: **Run cite check** (later **Re-check now**) has Claude pick out every legal citation in the entry and mark each *Good law*, *Overruled*, *Superseded*, *Amended*, *Limited*, *Distinguished* or *Unknown*, totalled under **Total**, **Good**, **Issues** and **Unknown**, and the list then badges the entry *n stale cite(s)*. Every Sunday up to 25 entries per firm are checked again, never-checked and oldest first. As the card says, the status is the model's own judgment from its training, so a very recent reversal can be missed — confirm an authority before relying on it. Each run draws on the firm's AI allowance, with its own monthly cap — $30 by default, which a firm admin can lower at Settings → AI Limits. Separately, the Drafting Studio's own **Brief Bank** button searches the firm's earlier Studio drafts on the matters you can open.
Evidence Locker & Bates productions	The **Evidence Locker** (Manage Matter → Pages & tools) is the matter's single timeline of what has been made or logged on it — communications, voice memos, phone calls, Brief Bank entries, hot-doc analyses, red-team reviews, deposition prep, closing drafts, cross-examination outlines, generated documents and signature requests — and the place a litigation hold is placed (below). It has no intake form: an exhibit's source and custodian go on **Build → Exhibits**, and custodian-by-custodian preservation on **Discover → Preservation**. **Bates Productions** stamps sequential Bates numbers on PDFs you upload; each production records its description, number range, page count and date — not who it went to or which request it answered (section 26).
Discovery review	**Discover → Discovery Review** reads every document on the matter whose text has been extracted and returns ranked findings — admissions, contradictions, smoking guns, key clauses, damages and dates — each cited to its source and grouped by claim and element, with a coverage manifest of what it read and what it skipped. **Run Discovery Review** (later **Re-run review**) shows *analyzed X of Y* as it goes, and its draft buttons open the work in the Studio. Scans need OCR first. Included from Silver up; on Starter and Bronze it reads *Upgrade to unlock*.
Hot-doc analysis	**Tools → Hot Doc Surfacer** (also *Run hot-doc analysis* in ⌘K, and **Run Hot-Doc Analysis** under Manage Matter → AI tools). **New Hot Doc Analysis** takes a **Source label**, optional **Context**, an optional link to a matter, and 200 to 80,000 characters of pasted text — a deposition, an email thread, a contract, a production. Claude ranks the passages that matter, each scored out of 100 and tagged (admission, contradiction, key clause, smoking gun, possibly privileged, damages evidence, date trigger, authentication, helpful fact), and each takes **Keep**, **Save note** or **Dismiss**. A bell says when it is done, and an analysis linked to a matter also appears in its Evidence Locker.

	Running and annotating need **Edit matter details**. It is not limited by plan; it draws on the firm's AI allowance, with its own monthly cap — $50 by default, which a firm admin can lower at Settings → AI Limits. The boxes state their limits (the text 80,000 characters, the context 2,000, the source label 300) and refuse rather than cut; the page shows the firm's own cap and offers a Firm Admin the override as soon as a run could be refused (section 08).
E-signatures	Send engagement letters and agreements for signature from the matter; executed copies file themselves.
Ask Trial Commander	A question box at the top of Q&A & Self Help (and in the ⌘K palette: type anything, choose *Ask Trial Commander*). Ask how to do something and it answers from the manuals, cites the passages it used, and links the page to go to. Ask about a matter ("what is open on the Rivera matter?") and it reads the firm's own records — deadlines, billing, trust, time, contacts, communications, documents, trial status — read-only, within your access. Every answer says where it came from. Thumbs up or down on an answer teaches it; administrators promote good answers so they are served word for word next time. **Ask a person** under an answer sends the question, the answer and its sources to Trial Commander support, and a person replies by bell and e-mail.
Word & Outlook add-ins	Trial Commander inside Microsoft Office. In Word, a pane with ten tools on the matter you pick: draft, save the open document to the matter, work on a selection (explain it for the client, plain language, tighten, client-letter paragraph), fill a firm template, insert the matter's caption block or a Brief Bank citation, redline against the last saved version, cite-check, check the draft against the matter record and build its table of authorities, log time on the document in one click, and finalize (file, PDF through the matter's OneDrive folder, exhibit stamp, service list). In Outlook, a **Log to Matter** button that files the open email, saves its attachments, logs time for the email in one click, drafts a reply from the matter and finds the deadlines the email names; where the firm has Email on the matter (section 20), a one-click **Send to Trial Commander** button that tags the email for the next ten-minute pass to pick up (put the matter number in the tag, *TC: 2026-036*, to say which matter — the same tag can be set by hand in any Outlook); an **Attach from Matter** button while writing an email; and a send check that warns before an email goes to an outside address that is not on the matter or carries a privileged document. Each tool is described below. Installed once for the whole firm by the Microsoft 365 administrator, or by one person for themselves — see below.

What the add-ins do, tool by tool

In Word, on the matter you pick at the top of the pane:

- **Draft** — a document from the Drafting Studio, at the cursor: the tab's own **Matter** box (*Select a matter...*), a **Document type**, optional instructions, then **Draft & insert**. **Save** — the open document to the matter's documents (category, folder, note; saving again keeps a new version). **Tools** — on a selection: explain it for the client, plain language, tighten, a client-letter paragraph. **Run on selection** shows the result first; nothing in the document changes until you choose **Replace selection**, or **Copy** it. **Template** — fill one of the firm's templates from the matter. **Compare** — a redline against the last version saved to the matter. **Cite-check** — **Check citations in selection** checks the statute references in the highlighted text against Cornell's Legal Information Institute, pass or fail for each, and the case citations against CourtListener once Trial Commander has connected that service; until then the pane says so and the statute checks still run. No matter needs to be picked.
- **Insert** — the matter's caption block (court, case number, judge, the parties) at the cursor; what the matter lacks is left out and the pane says which fields to fill in. And a citation from the Brief Bank: search the firm's drafts, see each one's authorities, click one to insert it.
- **Check** — the draft against the matter record: a case number that is not the matter's, a party or judge a letter or two off, a party missing, a court with none of the matter's court's words, a date within a week

of a matter deadline the draft talks about. Nothing is changed. And a **table of authorities** — every case, statute and rule the draft cites, grouped and alphabetised at the cursor, without page numbers (the pane cannot see page breaks; Word's Mark Citation adds them).

- **Time** — log time on the open document in one click; hours, codes and narrative filled in from the file name, editable before it saves.
- **Finalize** — file the document; make the PDF through the matter's OneDrive folder (Microsoft converts it, nothing leaves the tenant); stamp it as an exhibit if you say so; and get the matter's service list — every counsel address on its parties — with a link that starts the service email in Outlook. Without a OneDrive folder mapped for the matter the PDF step says so and the Word document is still filed.

In Outlook, on the open email:

- **Log to Matter** — the email onto the matter's communication history; each attachment to the matter's documents; time for the email logged in one click (a tenth to read, two to reply); and a reply drafted from the matter — **Draft reply in Outlook**, with an optional note on how to answer, opens an ordinary Outlook reply holding the draft for you to read, change and send. Nothing is sent for you.
- **Find deadlines in this email** — the dates and periods the email names ("set for October 14", "within 20 days of service"), counted by the deadline engine from the day the email was sent or a date it names, each shown with the sentence it came from; add the ones you confirm.
- **Send to Trial Commander** — one click tags the email for the next ten-minute pass (Part V of the Email manual). The pass is Email on the matter's, so the button files nothing until that is switched on for the firm (section 20).
- **Attach from Matter** — while writing an email, a document from the matter attached to it (up to 20 MB).
- **The send check** — when you press Send, Trial Commander looks at the recipients and attachments and warns before the email goes if an outside recipient is not a contact on the matter the others are on, or if an attachment is a document the matter keeps in a privileged place or is named as privileged or work product. A warning with *Send anyway* one click away, never a block; silent when nobody on the email is on a matter, and silent on an Outlook older than Mailbox 1.12.

Word & Outlook add-ins, a little further

Both add-ins are served by Trial Commander itself; there is nothing to build or host per firm, and the same two manifest links work for every firm. Who you are comes from signing in inside the pane with your own Trial Commander account, once per device.

For the whole firm at once — the recommended way, done once by the firm's Microsoft 365 administrator: *admin.microsoft.com → Settings → Integrated apps → Upload custom apps*, app type *Office Add-in*, *Provide link to manifest file*, paste the link, *Validate*, assign to *All users*, accept the permissions, *Finish deployment*; then again for the second link. Every Word and Outlook in the firm gets the buttons within a few hours and nobody installs anything themselves.

Where the buttons land. In Word, Trial Commander has a group of its own on the *Home* tab and a **Trial Commander** tab beside it; either button opens the same pane, and the ten tools are tabs inside it. Before September 17th the add-in declared no ribbon buttons at all, so Word filed it under *Home → Add-ins*, where it cannot be pinned. In Outlook the buttons sit on the ribbon beside an open message — *Log to Matter* and *Send to Trial Commander* — with *Attach from Matter* on a message you are writing. A firm already deployed on an older manifest keeps the old ribbon until its administrator runs *Integrated apps → Trial Commander → Update add-in* with the same link; Word and Outlook then pick it up on the next restart. An Office too old to read the ribbon declaration still opens the pane the way it always did.

For one person — in Outlook, *Get Add-ins → My add-ins → Add a custom add-in → Add from URL*; in Word, download the manifest and use *Home → Add-ins → More Add-ins → My Add-ins → Upload My Add-in*. The two links, and both sets of steps written out, are on **Settings → Office Add-ins** in the app.

Draft, the selection tools, cite-check and the reply drafter need the **Drafting Studio**, included from Silver up and on the trial, and the AI ones draw on the firm's AI allowance; a firm without the Studio is told *The Drafting Studio isn't enabled for your firm.* Save to matter, Template, Insert, Compare, Check, Time, Finalize, Log to Matter, Find deadlines and Attach from Matter do not. A time entry logged from either pane is an ordinary entry at the matter's rate, marked as captured from the add-in; a second click on the same email or document the same day says *already logged* instead of logging it twice. Compare shows wording changes only, against the newest document on the matter with the same file name; save the document to the matter first and it has something to compare against next time.

Before you are signed in, and when the pane cannot help yet. Opened without a Trial Commander session, either pane shows a one-screen welcome: what the add-in does in that program, *Sign in*, *Create a free account* (which opens sign-up in your own browser; come back and press *Sign in* once your firm is set up), *What is Trial Commander?*, and links to Help, Support, Privacy and Terms. If you are signed in but the account cannot use the add-in yet, the pane says why and what to do instead of asking you to sign in again: no firm set up on the account yet (*Set up my firm*), the firm's subscription ended (renew under *Settings → Billing*), a paused free-plan seat, two-step sign-in the firm requires but you have not turned on, an account the administrator turned off, a suspended firm, or a client account. Each has a button to the page that fixes it and *I've done this — try again*. A firm with no open matter you can see gets *No matters yet*, with *Create a matter* and *Refresh*, rather than an empty list.

The Drafting Studio, step by step

Included from Silver up (Starter and Bronze see *Upgrade to unlock*), and drawing on the firm's AI allowance (section 08).

1. **Open it on a matter. Tools → Drafting Studio** in the sidebar (or *Draft in Drafting Studio* in ⌘K) lists the open matters, most recently updated first; **Build → Drafting Studio** on a matter goes straight in; and each practice area's hub has a **Drafting templates** card that opens that area's documents.
2. **Pick the document.** The document-type box is type-to-find and shows what each document is for. **Documents for** starts on the matter's own practice area and can reach any other; the firm's

approved skills sit under *Your firm's skills* (section 24).

3. **Draft**, then work it: **Honest assessment** (before drafting, too), **Review**, **Red-team**, **Bias audit**, **Element audit**, **Cite-check**, **Verify statutes**, **Readiness**, the matter's **Citation pool**, **Brief Bank** (the firm's earlier Studio drafts — only those on matters you can open: a draft on a matter walled off from you is not listed, its title, citations and matter number included) and a **Revise with AI** box; **Re-draft** starts again. Cite-check checks case citations against CourtListener once Trial Commander has connected that service; until then the panel says external verification is not configured, and the citations are checked by hand.
4. **Export .docx** ↓ is held while any *[VERIFY]* or *[CITE NEEDED]* mark remains — and, on a matter outside Florida, while the draft cites any Florida authority (Fla. Stat., a Florida court rule, a Florida court's decision). **Readiness** lists each such citation; the attorney replaces or removes it, because the Studio never rewrites a draft on its own. If Florida law does govern the matter (a choice-of-law clause), **Florida law governs this matter? Record it** opens the matter's **Governing Law** card (Edit Matter, section 03); once an attorney records it, those citations are a note, not a hold. It then re-runs the readiness check and asks the attorney to tick five statements under **Attorney review — Fla. Bar Ethics Op. 24-1** — every section reviewed, the facts verified against the record, every authority and quotation verified, the content taken on as their own work product, the opinion's supervision requirements met — before **Confirm & export**. The acknowledgment is written to the matter's audit log. On a matter outside Florida the box is headed **Attorney review** and the statements cite no Florida rule: the authorities are verified, and the attorney complies with the professional-conduct rules that govern their use and supervision of AI-assisted work. On a Texas matter the box is headed **Attorney review — Tex. Ethics Op. 705**, and the fifth statement is that the attorney has verified the accuracy of the AI-generated content and takes responsibility for it, as Texas Professional Ethics Committee Opinion 705 (2025) requires. No other state's box cites an opinion yet.

Florida trial documents come with the jury charge. On a Florida matter, when the document is the *Closing Argument Outline*, a trial brief, or a jury-instruction or verdict-form request, the Studio gives Claude the Florida Standard Jury Instruction numbers and titles for the causes of action in the matter's practice area, and tells it to cite only those and to mark any other number *[VERIFY]*; a cause with no mapped instruction is named as having none. The same numbers show as 📖 chips beside each Florida cause of action on a matter's **Matter Workbench** (Practice menu). A few causes — conversion, construction-lien foreclosure and testamentary undue influence among them — show no chip, because none is mapped. Which instruction governs is for the attorney to decide.

Texas state-court matters get ten Texas documents. On a Texas matter that is not in federal court, the document list adds ten Texas civil documents: *Texas Original Petition*, *Texas Original Answer*, verified denials, special exceptions, a Rule 91a motion to dismiss, a TCPA motion to dismiss, a summary-judgment motion (Rule 166a), Rule 194 initial disclosures, a Rule 202 petition and a civil motion for new trial (Rule 329b). They are listed under every practice area, like the general litigation documents. Claude

drafts them under Texas practice instructions (the Texas Rules of Civil Procedure, Texas Rules of Evidence and Texas statutes) and is told never to use another state's rule; a Texas point the matter does not supply is marked *[TX AUTHORITY NEEDED]* and an unsupplied citation *[VERIFY]*. A Texas matter in federal court, and every matter from another state, does not get them, and nothing is put in their place. A Texas document requested on such a matter (from the Word add-in or the assistant, for instance) is refused before anything is drafted. The Florida documents are unchanged and still are not offered on a Texas matter.

District of Columbia state-court matters get seven D.C. documents. On a District of Columbia matter that is not in federal court, the document list adds: *D.C. Superior Court Complaint*, *D.C. Superior Court Answer and Affirmative Defenses*, a motion to dismiss (SCR-Civ 12(b)(6)), a summary-judgment motion and an opposition (SCR-Civ 56) — listed under every practice area — plus, on personal-injury matters, the *D.C. Code § 12-309 Notice of Claim to the Mayor* and, on business litigation matters, the anti-SLAPP special motion to dismiss (§ 16-5502). Claude drafts them under District of Columbia practice instructions (the Superior Court civil rules and the D.C. Code) and is told never to use another jurisdiction's rule; a D.C. point the matter does not supply is marked *[D.C. AUTHORITY NEEDED]* and an unsupplied citation *[VERIFY]*. A D.C. matter in federal court gets only the *§ 12-309 Notice of Claim to the Mayor* — a letter, not a court paper, so the court the case is in does not change it. Every Superior Court paper requested there (from the Word add-in or the assistant, for instance) is refused before anything is drafted.

Signed Documents

One folder on a matter is made by the app rather than by a person. **Signed Documents** is where a completed e-signature is filed (section 23): a *new* PDF holding the original unaltered plus a signature page. The original document stays exactly where it was and is never modified — the signed copy is an additional file, and both are in the tree.

A litigation hold

The **Litigation hold** card at the top of the Evidence Locker places a hold and lifts it. **Place hold** needs a **Reason for hold (audit trail)** and **Lift hold** a **Reason for lifting (auditable)**, each at least ten characters. Only attorneys and firm admins can do either, although the card shows for everyone; the sample matter cannot be held.

- While a hold is on, the overview carries **Litigation hold in effect.** and every delete of the matter's content is refused: *"This matter has been under a litigation hold since …, so … cannot be deleted. … Lift the hold first if the preservation obligation has genuinely ended — that is recorded in the audit log."*
- A held matter is never auto-archived (section 11), and while any matter is held, a cancelled firm's data is not deleted.

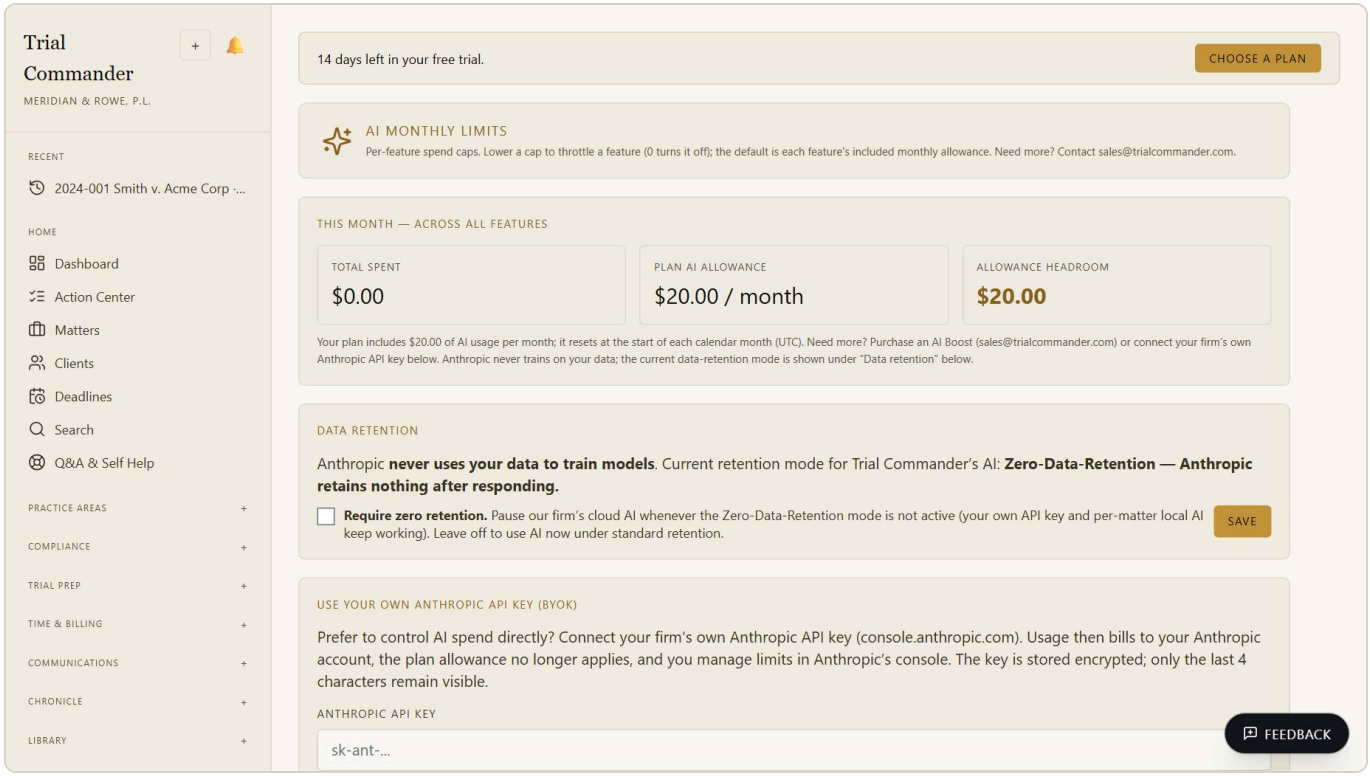
Cryptographic Timestamps — proof a file existed

Compliance → **Timestamps** (*Cryptographic Timestamps*) proves that a file existed, in exactly its present state, no later than a given time. Drop in one or more files: your browser computes each one's SHA-256 fingerprint on your own machine, and only that fingerprint is sent, to the public OpenTimestamps calendars, which anchor it to the Bitcoin blockchain. The file itself is never uploaded, so there is no size limit.

- Add a **Label prefix (optional)** (each record is labelled with the prefix and the file name) and a **Matter (optional)**, or leave the record firm-level; then press **Anchor with OpenTimestamps**, or **Anchor *n* files** for several.
- A new record is *Pending* until Bitcoin confirms it. A daily pass at 5 a.m. UTC re-checks every pending receipt; most confirm within one to three hours of submission, and the record then reads *Anchored*. **At a glance** counts Anchored, Pending and Failed.
- **Recent records** offers each record's **Custody PDF** (the chain of custody) and its **.tcts** receipt, which anyone, opposing counsel included, can verify with the open-source `ots verify` tool without having to trust Trial Commander.
- Some records anchor themselves: a generated document, a Brief Bank entry, a fee agreement and a logged communication are each fingerprinted when saved, and are labelled with where they came from.
- The page is open to everyone at the firm. Someone limited to assigned matters sees only the records on those matters. **Anchoring** a file — on a matter or at firm level alike — is a write and needs **Add documents to a matter**, which attorneys, associates and paralegals hold by role and read-only users do not; since 6 October 2026 the form shows only for someone who holds it, and the server refuses everyone else by name.

08 · The AI suite — and the spending guarantee

Atticus AI (the matter assistant), Morning Brief, Drafting Studio, discovery and document analysis, settlement estimates, witness reliability — all run on the same footing: scoped to what you can see, audit-logged, and budget-capped in the software.



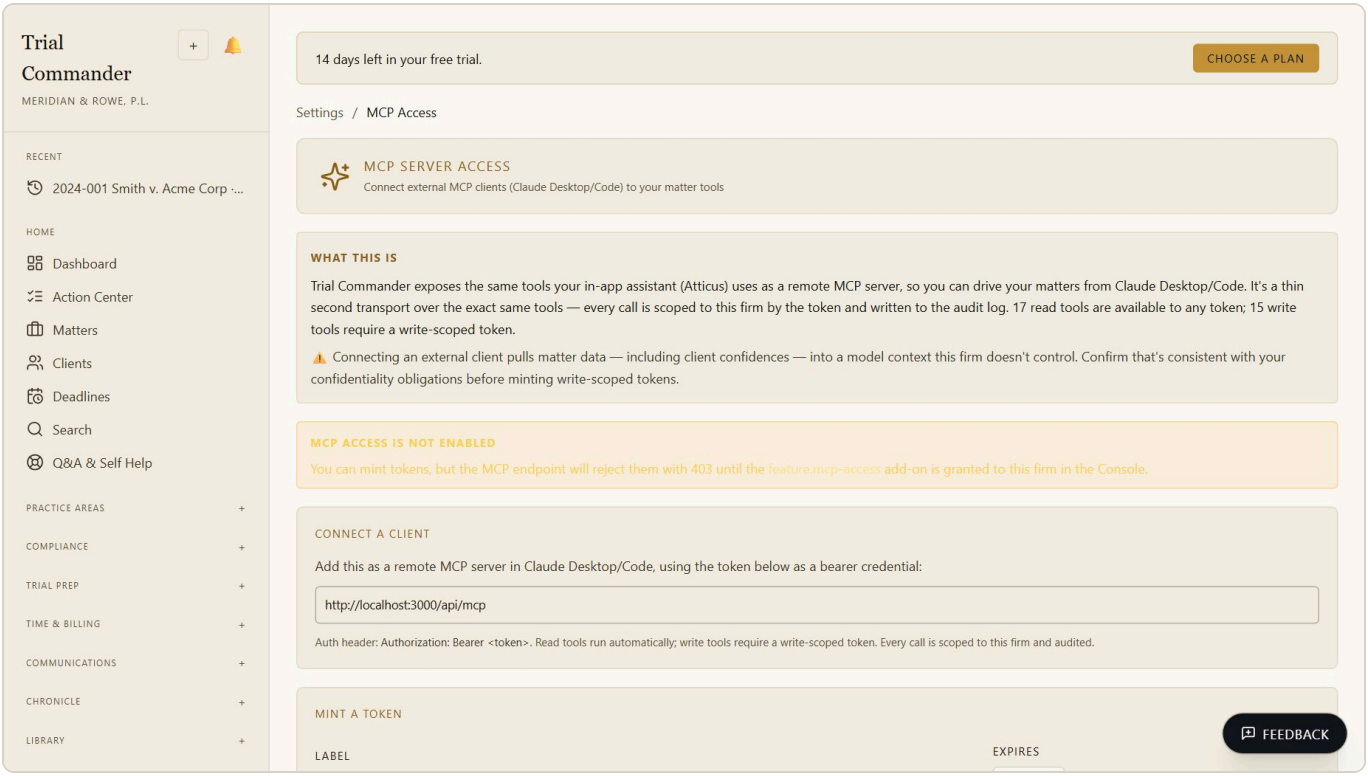
SETTINGS → AI LIMITS: THE MONTHLY ALLOWANCE, SPEND TO DATE, PER-FEATURE CAPS, AND THE DATA-RETENTION CONTROLS

- **The guarantee:** each plan includes a monthly managed-AI allowance, per user — Bronze none (bring your own key) · Silver $10 · Gold $20 · Platinum $40 — pooled across the firm and scaled by the number of active seats. A trial or the free Starter plan includes $3 a month for the whole firm, and trial and free accounts share one monthly limit between them. Every AI request checks the budget before running. When it's spent, AI pauses until the month resets; a surprise bill is architecturally impossible.
- **Admin dials:** per-feature caps can be lowered (never raised past the ceiling); upgrading from a trial or the free plan, an AI Boost, or the firm's own Anthropic key (BYOK) adds capacity.
- **Data:** never used to train models; limited API retention with a strict zero-retention-only option; or the firm's own Anthropic key. (There is no on-device AI in the hosted service.)
- **One switch for all of it:** a firm admin can turn every AI feature off for the whole firm at Settings → AI Limits → *AI features for the firm*. Off, each AI feature — drafting, Atticus AI, Maria, the analyses and twins, voice-memo transcription, research AI and the AI connector's drafting tools — refuses and says why, and nothing is sent to an AI model; everything else, Search and the connector's read-only tools keep working. Default on.
- **Report this output:** under every Atticus AI answer and under a Drafting Studio draft, a **Report this output** link sends a report — your reason, which output and its opening text — to your firm's administrators and to Trial Commander, who read every one. Trial Commander aims to review each report within 2 working days — a target, not a guarantee. Use it for a citation that does not exist, another state's law, a biased description of a person, or anything harmful.

- **The litigation AI tools** — Crucible's cross-reference, Discovery Review, Deposition Prep, the Cross-Exam Outline, Witness Reliability, the Settlement Estimator and Judicial Twin — are described with the trial-prep pages in section 26. Each has its own monthly cap inside the firm's allowance (Deposition Prep and the Cross-Exam Outline $50 each; Witness Reliability, the Settlement Estimator and Judicial Twin $30 each), which a firm admin can lower at Settings → AI Limits. When the AI is paused or a cap is reached, each page says so plainly.
- **How the AI screens take your text, and show their cap.** On the Closing Argument Builder, Deposition Prep, the Cross-Exam Outline, the Hot Doc Surfacer, Brief Red-Team, the Settlement Estimator and the Privilege Log, every box states its limit on its label and counts under the box as you type. Typing stops at the limit; a paste longer than the room left in the box is refused with a message saying so, never cut to fit; and a box over its limit that reaches Trial Commander anyway is refused by name — nothing is sent to Claude, nothing is created, and the form stays as you filled it. Where the boxes can hold more between them than the screen sends at once (the Cross-Exam Outline takes 80,000 characters in all from boxes that hold 105,000; the Settlement Estimator 80,000 from 82,000), a running total above the button counts that as well. Nothing you enter is dropped without a word. Each screen shows the firm's own cap for it — a cap a firm admin lowered, not the default; none on the firm's own Anthropic key — and what has been spent. Each run is checked before it starts against the most it could cost, so a run can be refused a little before the cap is reached: from that point the form says *Close to the monthly cap* (or *Monthly cap reached*) and a Firm Admin can still run it by ticking **Override the monthly cap for this ...** (draft, outline, session, analysis, review, estimate or log). Once the cap is reached, only a Firm Admin can run.

09 · Connect your Claude

Already pay for Claude Pro or Max? Attach Trial Commander's matter tools to your Claude — one pasted URL, one Approve click.



SETTINGS → MCP ACCESS: THE MEMBER-CONNECTIONS SWITCH AND THE ONE-CLICK CONNECT YOUR CLAUDE WALKTHROUGH

- **Settings → Connect your AI** walks through it for every staff member (a firm on the trial or the free plan also gets a *Connect your AI* step on the dashboard's *Getting started* card). There is a tab each for **Claude**, **ChatGPT**, **Gemini** and **Microsoft Copilot**. Copilot is marked *Not yet*, because it needs an agent that Microsoft has to approve. Each tab gives the connector address to copy and the steps; after you press Approve in your assistant, **Test connection** shows the connection with its date. The same page is where a firm admin can add the firm's own Anthropic key.
- In Claude: Settings → Customize → Connectors → Add → custom connector → paste `https://app.trialcommander.com/api/mcp` → sign in → Approve.
- In ChatGPT or Gemini: the same connector address, added as a custom app; the step-by-step guides are on the shelf at `/docs` (Connect Your ChatGPT, Connect Your Gemini).
- Runs on your own Claude, ChatGPT or Gemini plan — it never draws on the firm's in-app AI allowance.
- Scoped to the matters you can already access; every call audit-logged; revocable anytime by you or your admin.
- The same locks as the app, whoever asks: the trust balance only for someone who can see trust in the app (*View trust account* — firm administrators, or anyone switched on under Additional permissions); the PI risk checks only where the Personal Injury module is on the plan; and drafting only with the document types the app lets you draft. The same holds for the in-app assistant and for Playbooks.
- Admins hold the switches: member-connect toggle, the firm-wide connection list, revoke-anyone.
- Two levels, by plan: **read-only** on Starter, Bronze and Silver — five tools, up to 200 calls a month, nothing can be changed; the **working connector** (every tool, writing where you allow it, drafting) from

Gold up. The level follows the firm's plan on its own; nobody reconnects.

10 · Capture: daemon, extension & your phone system

- **Chronicle desktop daemon** — where the firm has the desktop-capture add-on, a companion for Windows 10 or 11 that watches the active window, file activity, idle time and the calendar, and proposes time blocks. They arrive in Chronicle as pending, for you to approve, edit or skip. Raw activity stays on the machine, encrypted; only stripped-down block proposals are sent, and keystrokes, screenshots, audio and document content are never captured. Today it is a command-line tool, not a packaged installer: it needs Node.js 20 or later, it is paired with a one-time code from **Chronicle** → **Pair daemon** (below), and it starts at logon only after its `install` step has registered it.
- **Browser extension** — the same review-first capture for work in Chrome or Edge, also an add-on (*Browser Capture*). It records only the active tab's site name (such as `westlaw.com`), its page title with e-mail addresses, Social Security numbers and long runs of digits removed, and how long the tab had focus; time on one site becomes a proposed block once it reaches a minute. It never records full web addresses, page content, form entries, passwords, keystrokes or screenshots, and the server refuses anything that still looks like personal data. It is not in the Chrome Web Store: it is loaded from the copy supplied with the add-on (*Developer mode* → *Load unpacked*) or installed by the firm's IT through browser policy. To pair it, open its pop-up, enter the **Server URL** and a **One-time pairing code** from **Chronicle** → **Pair daemon** (below), and press **Pair this browser**; the pop-up then offers **Start capture** / **Pause capture**, **Flush now** and **Unpair this browser**. Its blocks arrive pending, like the daemon's, and each delivery is listed in the Privacy log.
- **Phone provider** — a firm admin connects Twilio or RingCentral, the two supported, on the **VoIP call capture** page. It has no tile on the Settings page yet: open it at `/dashboard/settings/voip`. Each provider takes its secret (the Twilio Auth Token, or the RingCentral Verification Token) and a timekeeper under **Attribute unmatched calls to**; **Enable** then shows the call webhook to paste into the provider, and **Rotate URL key** replaces it. Every completed call becomes a billable call record in the **Phone Log**, waiting for someone to review it and convert it to time there, or many at once with **$ Billable rescue** (section 06); calls under ten seconds and unanswered calls are ignored. A call is put on a matter only when the caller's number matches a client with exactly one open matter — otherwise it arrives unassigned. Two-way client texting from your firm's own Twilio number is **coming soon** — it switches on once carrier registration for business texting is complete, and the matter's *Text (SMS)* tab says so until then.
- **Chronicle desktop and browser capture are granted by arrangement** rather than bought from the price list — ask, and they are switched on for the firm.

Chronicle — blocks of work, reviewed into time

Chronicle → **Capture** in the sidebar comes with Silver and above, and the trial; on Starter and Bronze it reads *Upgrade to unlock*. It records work as blocks, drafts the billing narrative, and turns each approved

block into a time entry. Nothing becomes time until you approve it. Two sources need no device:

- **Capture a block (manual)**: **Started** and **Ended**, a type-to-find **Matter** (or *Assign later*) and **Rough notes** on what you actually did; then **Capture block**.
- **Import from calendar**: pick a **Day** and press **Import day's events**, and that day's events on a calendar connected at Settings → Calendar Sync become pending blocks. Nothing is imported until you press it; all-day events and events already imported are skipped.

Filter the blocks by **Pending**, **Approved**, **Rejected** or **All**. On a pending block, **Generate narrative** drafts the billing description from your notes. Edit it under **Narrative (Rowe-compliant)**, set the **Task code** and **Activity code**, and **Save edits**; then **Approve → create TimeEntry** makes the time entry, and **Skip** sets the block aside. Calls do not come through Chronicle: they become time from the Phone Log or with $ Billable rescue (section 06). The desktop daemon and the browser extension add automatic sources, by arrangement.

- **Chronicle → Audit** checks your own time entries for what a fee dispute or a Bar grievance would question, over 7, 14, 30 (to start), 60 or 90 days. It flags entries typed more than two days after the work (*High* past seven days, *Medium* past three, *Low* otherwise), entries on a day with no Chronicle activity for that matter (*Low*), and identical entries on the same day (*Medium*). Each finding offers **Add Rowe note** (up to 500 characters, saved on the entry), **Void** on the extra copies of a duplicate, and **Dismiss**. A look once a week keeps the list short.
- **Chronicle → Pair daemon**, where the firm has an automatic-capture add-on: **Generate code**, with an optional **Device label**, shows a one-time code once, good for ten minutes. Paste it into the daemon (or the extension) to pair it, and the device is listed under **Paired devices**. **Chronicle → Privacy log** (*Chronicle privacy*) shows what each paired device has sent: the devices, the events and the bytes received.
- **Chronicle → Today** is one day at a time — ← and → step through the days and **Today** comes back — over working hours of 8 a.m. to 6 p.m. Five tiles give the hours **Captured**, **Pending** (to review), **Approved** (in time entries), **Manual entries** (typed without Chronicle) and **Unaccounted**, and the **Day timeline** draws them as bands. **Lost-time alerts** lists every gap of 30 minutes or more with nothing captured — *Were you on a phone call, in court, or working off-machine?* — each with **Log time**; the day's time entries follow.
- **Chronicle → Rules** fills in the blocks that arrive from the desktop daemon and the browser extension. **Add a rule**: a **Name**; a **Pattern**, as a *Keyword (substring)* or a *Regex*, looked for in the app name, the window or page title, or either; and what a match sets — a **Matter (optional)** from the matters you can open, the **UTBMS task**, the **UTBMS activity** and a **Category**. The **Weight (1-100)** decides between rules that set the same thing, and *Case-sensitive match* is a tick. A rule is *Personal (only my blocks)*, or, for a firm admin, *Firm-wide (everyone's blocks)*. Each rule shows its hits and can be disabled or deleted, and anything a rule filled in can still be changed before the block is approved. Blocks captured by hand or imported from a calendar are not run through the rules.

- **Chronicle coverage** — **Bill** → **Chronicle coverage** on a matter, or *Chronicle coverage* in ⌘K — is one matter's record over the last 30, 90 (to start), 180 or 365 days: tiles for the hours **Captured**, **Pending**, **Approved**, **Billed** and **Manual only**, then **Activity by day**, every Chronicle block and time entry on the matter, whoever made it. **Rowe-defense PDF** (with the range in days) turns the same range into a billing record for a fee dispute: the day-by-day blocks and time entries, and the privacy-log record of what the capture devices sent.

OneDrive / SharePoint document sync

Settings → **Document Sync** (the page is headed *OneDrive / SharePoint sync*). Files dropped into a mapped folder land on the matter and become searchable, and deletions in OneDrive never delete matter documents.

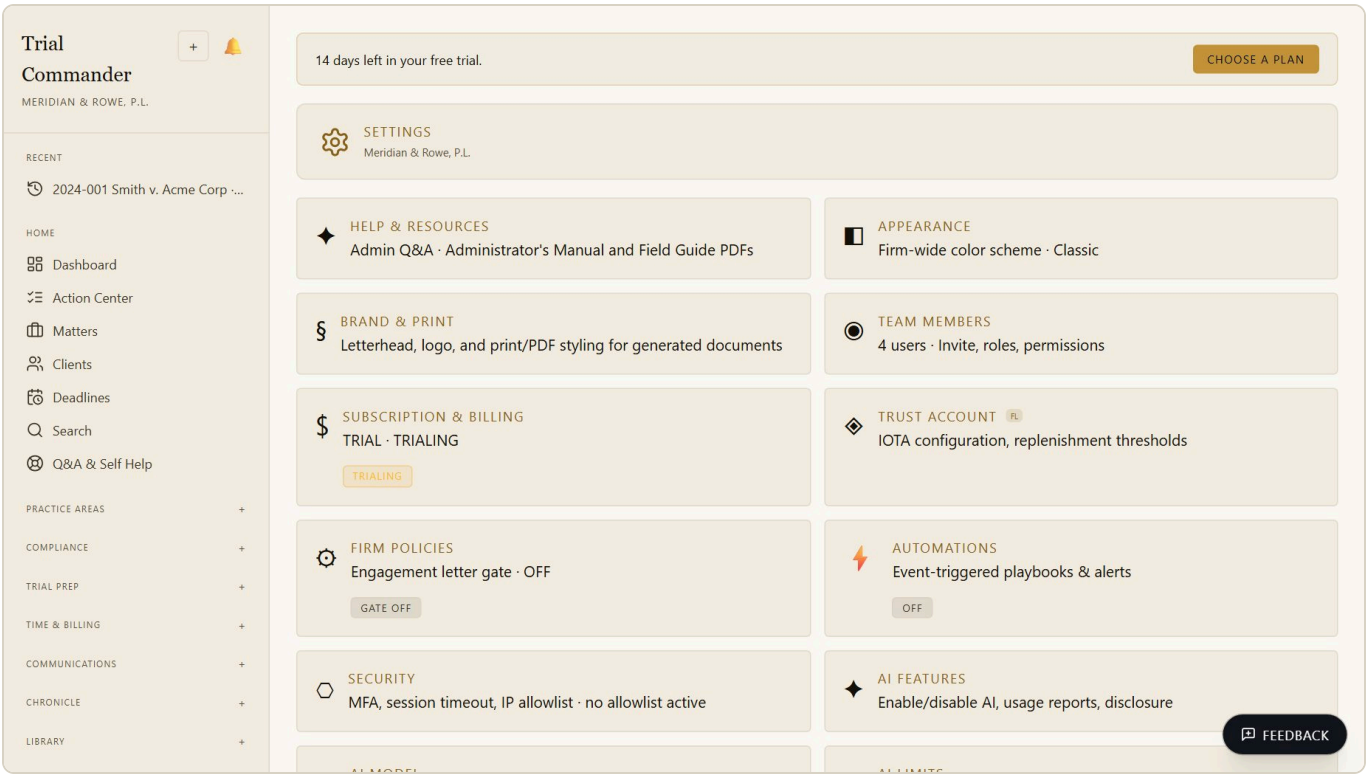
- **Two places the firm's files can live, and both are fully supported.** A firm admin presses **Connect Microsoft** and signs in once with a Microsoft work account — if Microsoft shows *Need admin approval*, the firm's Microsoft administrator approves Trial Commander once and Connect then goes through — and chooses the root: a folder in that account's own OneDrive (**Browse OneDrive folders**, then **Use this folder**), or a document library on one of the firm's SharePoint sites (**Browse SharePoint libraries**, then **Use this library**). A folder in the connected account's OneDrive is the straightforward path for a solo or small firm and needs nothing set up in Microsoft first; a SharePoint library suits a larger firm, or any firm that would rather the client files did not sit in one person's account — pick the site, pick the library, then use the whole library as the root or open it and choose a folder inside. **Neither costs more than the other:** OneDrive and SharePoint come with the same Microsoft business plan, and a library belongs to a site rather than to a person, so it survives somebody leaving the firm without buying an extra licensed account. Once the root is chosen the two are indistinguishable — a document library is a drive, and every later operation addresses it identically.
- **Folder provisioning:** with it on, a client or matter created from *any* surface — the matter form, a conflict check, the Lead Pipeline, portal intake — gets its folders built under the firm's root, matters from their practice area's template plus a Drafts folder, and the matter folder is mapped back automatically. An existing folder with the same name is reused, never duplicated; nothing is renamed or deleted.
- **Back-fill:** provisioning covers what is created after it is switched on. The *Existing clients and matters* panel counts what came before and queues it — **Provision missing folders** — so a firm that connects OneDrive in year three is not left with three years of unfoldered files.
- **Mapping folders to matters.** On the **Map folders to matters** card, **Propose matches** → reads the folders under the root and pairs them with matters, each marked *High — matter number*, *Medium — exact name* or *Low — name contains client*. Only the High ones start ticked, and nothing is mapped until **Map selected folders**. A folder with no match can become a contact with **New client** (its type guessed from the name, so an "LLC" is a business; a contact of that name already on file is used instead of a duplicate) or a matter with **New matter**. Inside a client folder, **Create matters from**

checked folders makes one matter per ticked folder, under a practice area you choose. **Preview the import of checked clients** takes up to 25 client folders into the whole-client import below. This work needs a firm admin or someone granted *Manage OneDrive document sync*.

- **Import a whole client (September 2026):** on *Propose matches*, **Import client + matters** — or tick several client folders — opens a preview: the client, each matter folder with its document and subfolder counts, and a practice area for each matter. Anything that may already exist is marked and defaults to *Skip*: "Already imported" when the folder is already a record here, "This may be a duplicate" when a client or matter only looks like it (a name written the other way round, a matter or case number in the folder name). The administrator can instead use the existing record, create a new one anyway, or sync an imported folder again, and the choice is audited. Documents follow on the next pass with every subfolder kept as a folder on the matter. Nothing is merged or deleted — use Merge on the client's page for that. The full rules are in the *OneDrive Sync & the PracticePanther Migration* guide, Part V.
- **Imported clients on the folder list:** a client folder already imported is labelled *Imported*, and **Hide imported clients** (on by default, remembered by this browser) hides the ones with nothing new and shows how many are hidden. A client folder with matter folders not yet in Trial Commander always stays visible — "Imported · 2 new matter folders" — so a matter PracticePanther adds later is never missed. What is inside each client folder is re-listed at most every ten minutes, or on demand. The reasons it is a switch rather than removal are in the OneDrive guide, Part V.
- Folder templates are editable per practice area; connecting and disconnecting the Microsoft account stays with administrators, while the mapping work can be granted to one person.
- **Change account, not Disconnect.** To move the connection to another Microsoft account, use **Change account**: it says beforehand what it will keep, and sync waits (*Sync paused*) until a firm admin settles anything the new account cannot see. **Disconnect** is for leaving. Synced documents stay on their matters, but the root, every folder mapping and the firm's changes to the folder templates go with it, and reconnecting starts from an empty picker.

> **THE PRINCIPLE**
> Capture proposes; the attorney disposes. Nothing any companion records becomes a billing entry without a human approving it.

11 · The admin console



SETTINGS: THE CARDS A FIRM ADMIN SEES. EVERYONE ELSE SEES FEWER (BELOW)

- **Team Members:** invite with least-privilege roles; grant individual permissions per person; disable instantly on departure.
- **Subscription & Billing:** plan, seats, add-ons, Stripe-backed.
- **Office:** the switch for your public intake pages — the Office assistant and the consultation page. Off until you switch it on.
- **Firm Policies:** the firm-wide gates, below.
- **Brand & Print:** the **Brand font**, an accent colour (a hex code) and a **Footer (1-3 lines)** printed at the foot of every PDF the app generates; a one-page **Letterhead PDF** (up to 5 MB) laid behind every page of an invoice, and invoices only; the client payment link (section 05); and Bates numbering (section 26). There is no separate logo upload, and *What's still coming* lists the letterhead in Word documents, custom fonts and a letterhead per document type. **Appearance:** firm color scheme with enforced legibility.
- **Audit Log:** the append-only record of everything consequential. **AI Spend Rollup:** where the budget went.
- **In-App Feedback:** what your team is reporting, and where Trial Commander has each one — read-only (section 14).
- **Import / Migration:** bring data in from your previous system — PracticePanther, Clio, MyCase, Smokeball, CosmoLex, or generic CSV.

- **Automations:** a **Master switch** (*Turn automations on* / *Turn all automations off*) and two automations, each with **Turn on** or **Turn off**. *Onboard every new matter* starts the New Matter Onboarding playbook when a matter is created; it stages the work and stops for an attorney, and it runs only where the firm has Agent Playbooks (Platinum and the trial; otherwise the run is logged *Feature off*). *Notify when a fee agreement is signed* tells the matter's responsible attorney. Nothing is sent, signed or filed without a person. **Recent activity** logs each run and its outcome: *Playbook started*, *Notified*, *Duplicate (skipped)*, *In progress*, *Condition not met*, *AI cap reached*, *Feature off* or *Error*.

Which Settings cards you see. Everyone at the firm has **Office Add-ins**, **Display**, **Profile**, **Notifications**, **Email**, **Calendar Sync**, **Document Sync**, **QuickBooks Sync** and **Connect your AI**, and each of those pages decides for itself what you may change there. The rest are a firm admin's: Help & Resources, Appearance, Brand & Print, Team Members, Subscription & Billing, Trust Account, Firm Policies, Scheduling, Office, Matter Numbering, Fee Packages, Task Templates, Agreements, Import / Migration, Automations, Security, AI Model, AI Limits, MCP Access and Ask Trial Commander, plus the card for any capability switched on for the firm. Two settings pages have no card: **Jurisdictions** is under Admin in the sidebar, and VoIP call capture opens by its address (section 10).

Settings → Firm Policies holds the firm-wide gates, each with **Turn on** or **Turn off**. Only a firm admin opens the page.

CARD	WHEN IT IS ON
Engagement letter gate (B2)	No billable time can be recorded on a matter until it has a signed fee agreement — typed in, or converted from a phone call, a communication or a voice memo. The overview shows **No signed engagement letter on file — time entries blocked.**, and an attempt is refused: *"This matter has no signed engagement letter on file. Time entries are blocked until the engagement letter is signed. Open the matter, generate or upload the agreement, and send it for signature."*
Conflict-check gate (B3)	A new matter cannot be opened until a cleared, signed conflict check, not already linked to another matter, is chosen for it on the New Matter form.
Conflict check before the consultation	Booking a consultation on a lead whose conflict check is unsigned warns whoever books it (section 19).
Trust-deposit gate (B4)	No billable time, by the same routes as B2, until the matter's trust balance is above zero and at least the **Minimum trust balance ($)** (**Save minimum**; $0 means any positive balance). It applies to every matter alike, contingency and pro bono included. The refusal names the firm's minimum (never the matter's balance, since it reaches whoever logs time) and says to record the deposit on the matter's Trust ledger.
File-retention auto-archive (B5)	A weekly job archives matters closed longer ago than the firm's retention period. Archiving hides a matter from the active list and deletes nothing; a matter under a litigation hold is never archived.
Client temperature analysis (W6)	Lets attorneys run Client Temperature on a matter (section 12). Off until a firm admin turns it on, having confirmed that the firm's engagement letter or AI policy tells clients; turning it off stops new checks and keeps old reports readable.

Five more admin surfaces, all in the sidebar or under Settings:

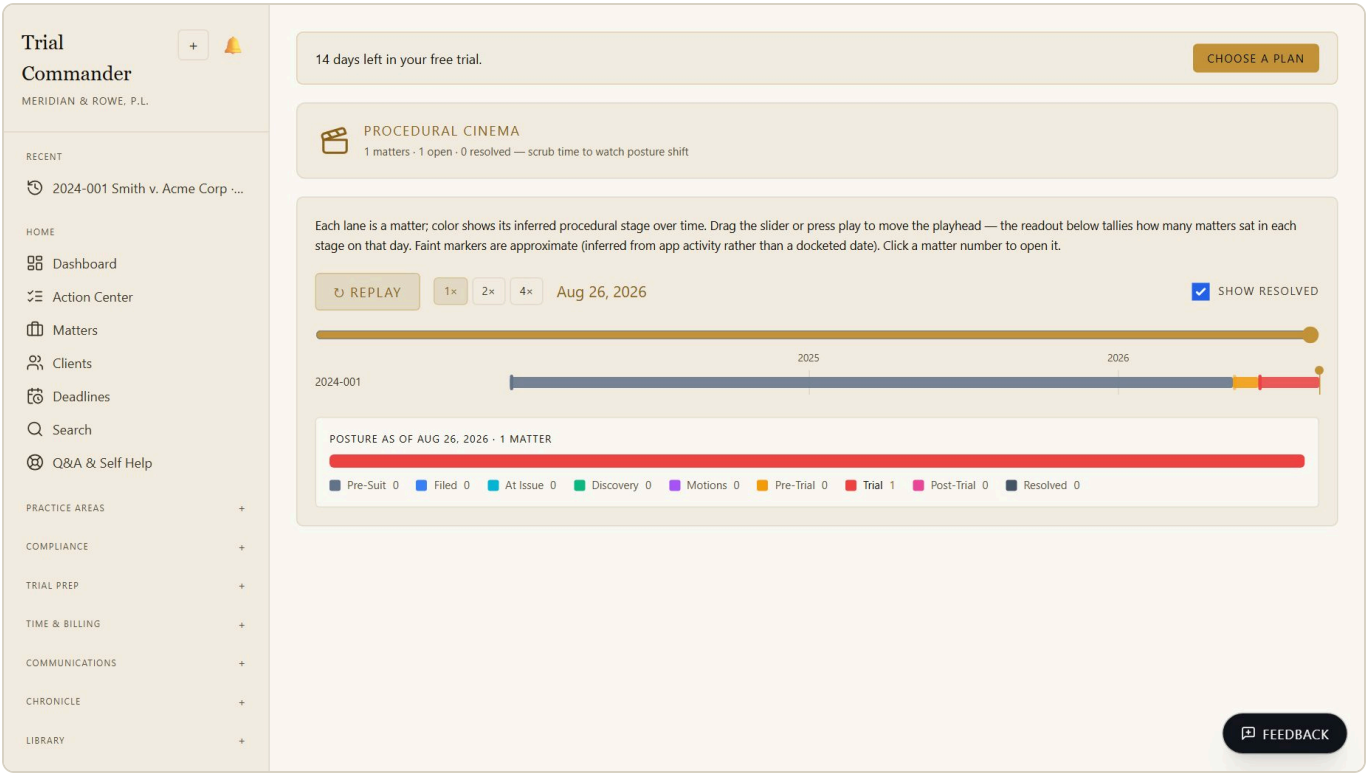
SURFACE	WHAT IT DOES
Court Closures	Firm-entered closure days under Rule 2.514(a)(6)(B), scoped statewide, to a circuit, or to a county, which the deadline engine then rolls past. The page also lists the circuit holiday schedules on file for the year.
Counsel of Record	The matters where the product cannot truthfully name the responsible lawyer — no lead attorney, or a lead-attorney seat held by someone who is not one. It matters because the portal and the client assistant name that seat as responsible counsel. Fixing a row writes an audited assignment change.
Marketing Hub	The firm's public face: social accounts, an asset library, a content calendar, starter posts per practice area, and the search-visibility profile. Nothing publishes until an attorney or the firm admin signs it off, because a firm's post is lawyer advertising (Rules 4-7.11–4-7.22 for a Florida firm; any other firm sees its own state's advertising rules named without a rule number).
Settings → Matter Numbering	The firm's numbering scheme, chosen once (section 03).
Settings → Fee Packages	Fixed-price scopes of work per practice area (section 06).

The legal datasets behind the engines and the money tables — holiday schedules, the § 55.03 rate table, the means-test standards, court rule pages — are kept current by Trial Commander's own team, not by your firm: a daily sweep checks each primary source, and a figure that moves is corrected in a release. What reaches your firm is the *verified* date on each practice hub's **FL authority** card, and a notification when a watched court decision affects matters you hold (Administrator's Manual, Part XXIII).

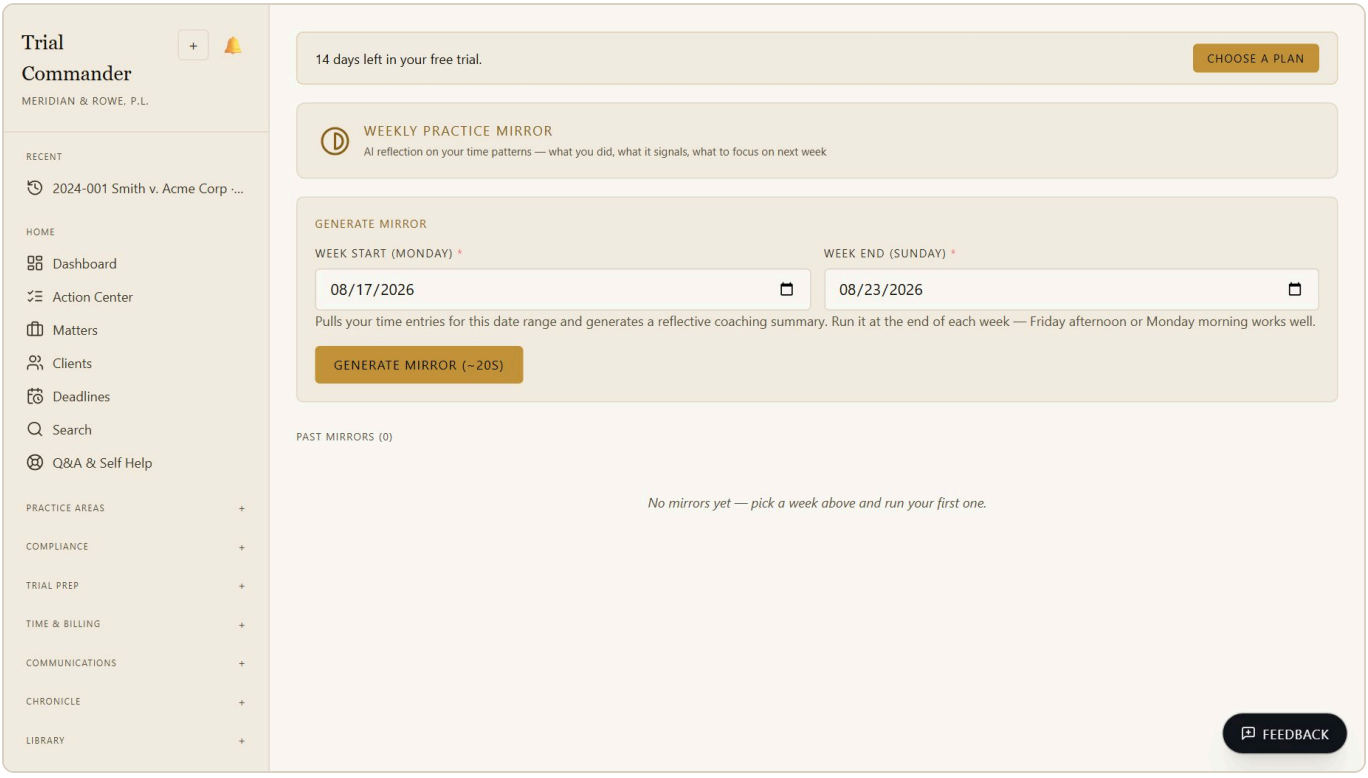
The **In-App Feedback** queue refreshes itself every minute while open, and the sidebar entry carries the number of reports still untriaged; each status change notifies the reporter, by email for Shipped and Won't Do.

12 · Specialty modules

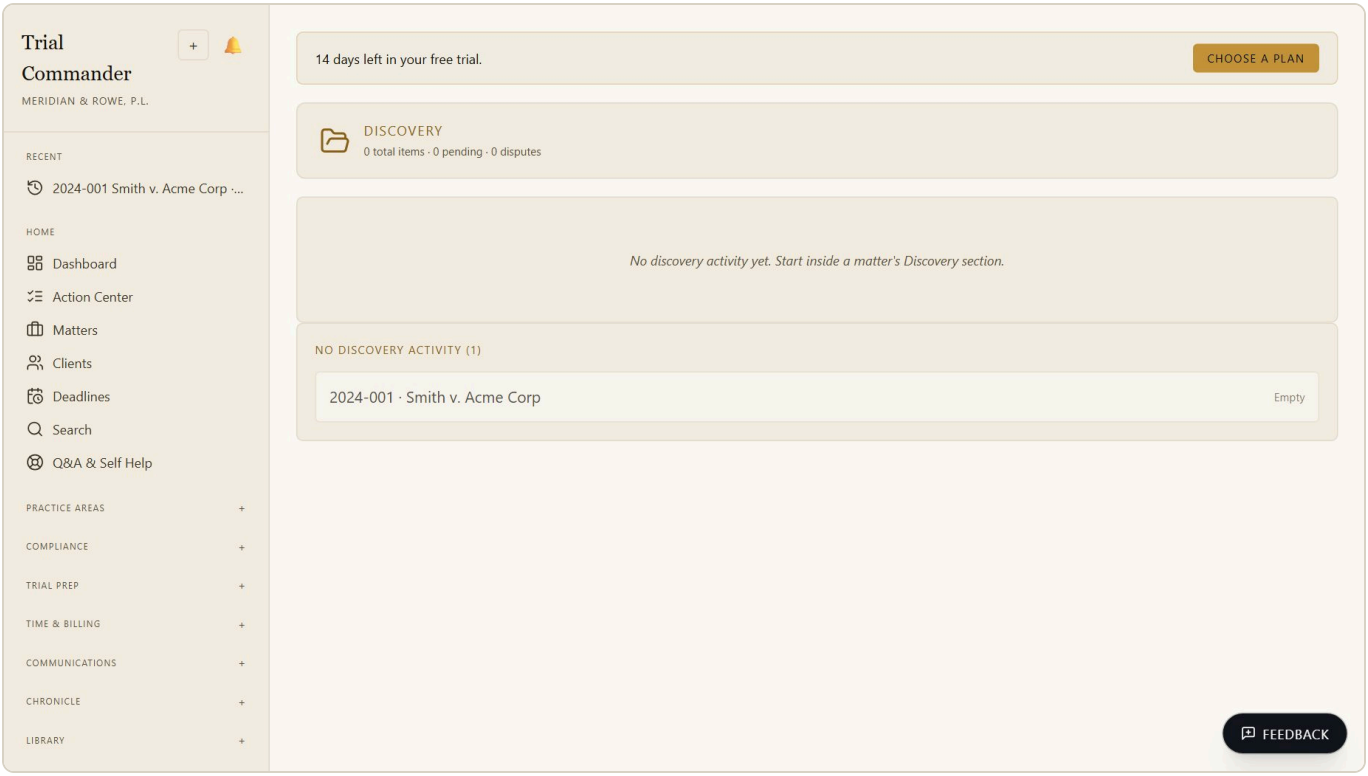
Beyond the core practice tools, a set of purpose-built modules — three shown here on live screens, the rest described below.



INSIGHTS → PROCEDURAL CINEMA, FIRM-WIDE: EVERY MATTER AS A LANE, COLORED BY INFERRED PROCEDURAL STAGE — DRAG THE PLAYHEAD TO WATCH THE PRACTICE MOVE THROUGH TIME



PRACTICE MIRROR: PICK A WEEK AND GENERATE AN AI REFLECTION OF YOUR TIME PATTERNS — WHAT YOU DID, WHAT IT SIGNALS, WHAT TO FOCUS ON



TRIAL PREP → DISCOVERY: DISCOVERY COUNTED ON EACH OPEN MATTER YOU CAN OPEN, WITH PENDING AND DISPUTE BADGES; EACH ROW OPENS THAT MATTER'S DISCOVERY PAGE (SECTION 26)

MODULE	WHAT IT DOES
Personal Injury toolkit	Comparative fault calculator (HB 837's modified rule for a suit filed after 24 March 2023 or not yet filed; pure comparative fault for one filed on or before), the HB 837 tab (each rule with the date that decides it — filing date, the issue / renewal date of the policy term in force when the claim arose, accrual date), PIP claims, wrongful death, § 57.105 letters, process service tracking. (The Settlement Value Estimator works on any matter — section 26.)
Ledger — financial forensics	**Practice → Ledger (Financial Forensics)**, on Family Law matters only. Upload a party's bank, brokerage, tax, loan and affidavit documents; the AI builds them into one transaction model and flags leads — undisclosed assets or income, dissipation, figures that disagree — for the attorney to decide on. Included on Platinum, Enterprise and the trial; on Bronze, Silver and Gold it is an add-on at $19 per Family Law seat per month, billed for each seat whose practice area includes Family Law — its own area, an additional area, or one granted at no charge — and for each seat whose practice area has not been chosen yet; not on Starter. On Bronze, Silver, Gold and Platinum, running it needs a seat whose practice area includes Family Law or has not been chosen yet; while the firm has the Ledger, anyone who can open the matter can still read the Ledger work already on it. It draws on the firm's AI allowance. The Family Law practice manual walks through it.
Crucible — deposition capture	**Discover → Crucible**: a working transcript of a deposition as it is taken — spoken, typed or pasted — checked against the case record for testimony to impeach, and marked on every page as an unofficial working draft. Capture is on every plan; the AI cross-reference and drafting from it are Silver and up. The outline *before* a deposition is Deposition Prep AI (both in section 26).
Judicial Twin & Practice Mirror	Judicial Twin answers a question about how a judge is likely to approach an issue, from public opinions and orders you paste in — run on demand, not a standing profile (section 26); Practice Mirror is a weekly reflection of your own practice from your time entries. Practice Mirror is opt-in: it runs only once a firm admin turns it on at Settings → AI Limits (a firm that already had mirrors before October 2026 keeps it on).
Agent Playbooks	Multi-step work on a matter that the AI prepares and the attorney approves at its checkpoints — the final review always stops for a person. Platinum; described with the AI strategy tools below.
Procedural Cinema	**Insights → Procedural Cinema**: every matter you can open as a lane, colored by its inferred procedural stage. Drag the slider or press play, and the readout tallies how many matters sat in each stage on that day. **Run against** picks one matter instead, as do **Insights → Procedural Cinema** on a matter and a click on a matter number: *This matter's film*, scaled to its own dates, with its current stage as a badge, and a **Stage ledger** giving each stage, the day it was entered, the days held and the record it was read from. Stages are read from the matter's dated record and never docketed; a faint marker was inferred from activity in the app rather than from a docketed date.
Automations	**Settings → Automations** (firm admin): a master switch and two automations, one that onboards every new matter and one that notifies the attorney when a fee agreement is signed. Nothing is sent, signed or filed without a person (section 11).
Legal-data currency	Florida statutes and rules tracked for currency; CourtListener integration for dockets and opinions.

The AI strategy tools — Platinum

Five tools on a matter's **Insights** and **Build** menus are the *AI strategy tools*, included on Platinum and on the trial. On other plans each page shows *Upgrade to unlock — Upgrade to Platinum for the AI strategy tools*. They draw on the firm's AI allowance (section 08), and what they produce is internal work product for the attorney.

TOOL	WHAT IT DOES
Insights → Case Genome	**Generate genome** builds a structured fingerprint of the matter — practice area, side, posture, fee arrangement, jurisdiction, venue, judge, damages estimate, parties, claims, defences and damages theories — and lists up to five of the most similar matters in the firm, each with the reasons it matched. **Regenerate** refreshes it as the case moves.
Insights → Counterfactuals	Needs a genome first. Ask a "what if we had…" question and **Run analysis**: Claude reads it against the five most similar prior matters and returns a cited analysis that answers three questions — **What facts would change the analysis?**, **What rulings would materially alter the issues?** and **What evidence would strengthen or weaken the position?** It does not say how the matter would turn out, or would have turned out. An analysis run before 28 September 2026 shows only its question and the matters it cited: its text was written for the earlier version, which asked for a call on the result, so it is not shown. Run the question again for the three questions. Its own monthly cap: $30 by default, which a firm admin can lower at Settings → AI Limits.
Insights → Devil's Advocate	**Run Devil's Advocate** writes a blunt memo on every reason the case is weaker than it looks, from the genome (generate one first, or the memo is much shallower) and the strategy notes. Memos are kept, so the reads at filing, after the key depositions and before mediation can be compared. Monthly cap: $30 by default, which a firm admin can lower at Settings → AI Limits.
Insights → Opposing Counsel Twin	Give the **Opposing counsel name**, paste their prior writing under **Source materials** (200 to 30,000 characters) and say what you want under **What do you want the twin to produce?** (up to 4,000) — a likely reply, motion or meet-and-confer position — then **Run twin**. It is for preparation only; the page says its output is never to be passed off as their writing, and the tool refuses requests that would. The last 30 analyses are listed. It needs **Use AI Assistant**; monthly cap $30 by default, which a firm admin can lower at Settings → AI Limits.
Build → Agent Playbooks	A playbook has the AI prepare a multi-step package on the matter and stop at each checkpoint for the attorney: **Approve**, **Approve with edits**, **Redirect** or **Abort**, with **Abort run** at any time. Eight playbooks: New Matter Onboarding and Monthly Billing Run on any matter; Respond to Discovery, Mediation Package and Settlement Closeout on the areas they suit; and Employment Charge Intake & Filing Prep, Real-Estate Transaction Setup and Product Preservation & Repose Workup on their own areas. Monthly cap: $50 by default, which a firm admin can lower at Settings → AI Limits. An intermediate checkpoint your attorneys have approved without changes five times in a row stops interrupting and is marked *auto-approved* in the run; a firm admin can switch that off at Settings → AI Limits → *Playbook auto-approval*, and then every checkpoint stops for a person. The final review always stops.

Insights → Client Temperature sits beside them but is not a plan feature. It is off until a firm admin turns on *Client temperature analysis (W6)* at Settings → Firm Policies (section 11); until then the page shows **Feature disabled**. Once it is on, **Run temperature check** reads the last 60 days of the matter's client communications and reports the signals — frustration, settlement readiness, disengagement, urgency, shifts in trust — with the client's own words and a one-line recommendation; reports accumulate, so the trajectory shows. It needs **Use AI Assistant** and has its own monthly cap, $30 by default, which a firm admin can lower at Settings → AI Limits.

Insights → Storytelling Coach is not a plan feature either: it works on every plan, drawing on the firm's AI allowance with its own monthly cap ($30 by default, which a firm admin can lower at Settings → AI Limits). It reads the case theory as a story. **Analyze narrative** works from the matter's saved Strategy notes (*Use this matter's saved strategy notes as the input*, offered once they run to 80 characters) or from text pasted in, up to 30,000 characters. In about thirty seconds it names the genre it reads, gives a gravity badge (high, medium or low), rates how clearly the **Protagonist**, **Antagonist**, **Conflict**, **Stakes** and

Resolution come through, and ends with numbered **Reframings** and **What to fix first**. Analyses are kept, so the story can be re-run as the case moves; the author or a firm admin can delete one. Running it needs **Use AI Assistant**, which every role but Read-only holds.

Personal injury, end to end

WHERE	WHAT IT DOES
Matter → Settlement → Disbursement	One flow from the settlement through liens, Medicare, costs and the fee to the client's net, posted to the trust ledger. A *what blocks disbursement* card sits at the top and is the same computation the software enforces, so the checklist can never disagree with the gate; the batch is refused until every check passes, lands atomically, and cannot be run twice.
Matter → Demand Package	The presuit demand assembled from what the matter already knows — chronology, providers, specials, records on file, the demand letter — as one package for review.
Settlement Offers (firm-wide)	A read-only board of every open demand, offer and counter across the PI caseload, soonest deadline first, by carrier and by matter, with **All stages**, **Pre-suit** and **Litigation** tabs and *Include closed*. There is no sidebar entry: open it from the PI hub's **Pending settlement offers (*n*)** card → **Full board** →, from a matter's Offer Ledger, or in ⌘K as *Settlement offers (firm-wide)*. It shows the soonest 500 entries, on matters you may open. An offer's dates cannot be moved without the change being recorded.
Matter → Records Requests	Medical-records requests, follow-ups and received records on the matter itself, feeding the demand package rather than living in a separate list.
Matter → PIP Clocks and HB 837 / Tort Reform	The § 627.736 PIP deadlines, with the 30-business-day count read narrowly, and the disclosures HB 837 requires.
Matter → Lien Ledger and Settlement Net	Liens tracked as their own record, and the net-to-client waterfall after fee, costs and liens.

The other Florida practice surfaces

WHERE	WHAT IT DOES
Matter → Presuit Clocks (med-mal and PI)	The ch. 766 presuit investigation and notice clocks — § 766.106 — computed from the notice date.
Matter → Criminal Clocks and Speedy Trial	Fla. R. Crim. P. 3.191 speedy-trial and 3.220 discovery clocks, and the § 921.0024 Criminal Punishment Code scoresheet — where two multipliers apply, the larger applies, not the product.
Matter → Seal / Expunge	Eligibility for criminal-record relief under §§ 943.059, 943.0585, 943.0584, 943.0578 and 943.0581, with the disqualifying offences named and each blocker spelled out.
Matter → Property Insurance Clocks	First-party property clocks: the presuit notice, the carrier's own duty clocks, the civil remedy notice, and an appraisal track carrying the *Hughes* decision as a live trigger.
Matter → Estimate Comparison	The adjuster's estimate against the contractor's, line by line, on the matter.
Matter → Workers' Comp Clocks	The ch. 440 clocks for a workers' compensation matter.

TWO AREAS ARE PAID EDITIONS

First-Party Property Insurance (ch. 627) and **Workers' Compensation** (ch. 440) are add-ons at $30 per user per month, listed at **Settings → Subscription & Billing → Add-ons**. Add-ons attach only to a paid subscription, so a firm on the trial or on Starter chooses a plan first; where the card reads *Contact us* rather than showing a button, we switch the edition on for the firm ourselves. An enabled edition appears in the sidebar the same day — not after its first matter — and its area joins the practice-area list on New Matter. An edition is the firm's, not a seat's: its tools open for everyone at the firm. Every seat on Bronze, Silver, Gold or Platinum includes one practice area, chosen by the firm admin, and civil litigation; another practice area on a seat is $20 per user per month, added by the firm admin under Settings → Billing. During the trial and on Enterprise every practice area is open to everyone. On the free Starter plan the practice-area tools are locked (section 03 lists the areas a Starter matter can be filed under).

WHICH JURISDICTIONS COMPUTE

Florida is live in full. **Texas** and the **District of Columbia** have live packs — court-rule deadlines, the appellate chain, the SOL bank, records requests, and, for Texas, the discovery privilege panel and coverage & policies. Federal matters have three live surfaces, all in section 04: **Removal Clocks** (removal and remand), **Federal Clocks** (the Fed. R. Civ. P., Fed. R. Crim. P. and Fed. R. Evid. chains) and, on bankruptcy matters, **Bankruptcy Clocks** (the Fed. R. Bankr. P. and Title 11 case clocks, since 6 October 2026); the Appellate Rules, local rules and scheduling orders are docketed by hand. Where a reviewing attorney has not signed a state's pack for a surface, the page computes *nothing* and says so in an amber banner, *"<State> matter — no <State> ... yet"*: the Florida law behind the page does not apply and is deliberately not shown, and the matter, its documents, billing and the deadlines you enter yourself all still work. Verify that state's law yourself.

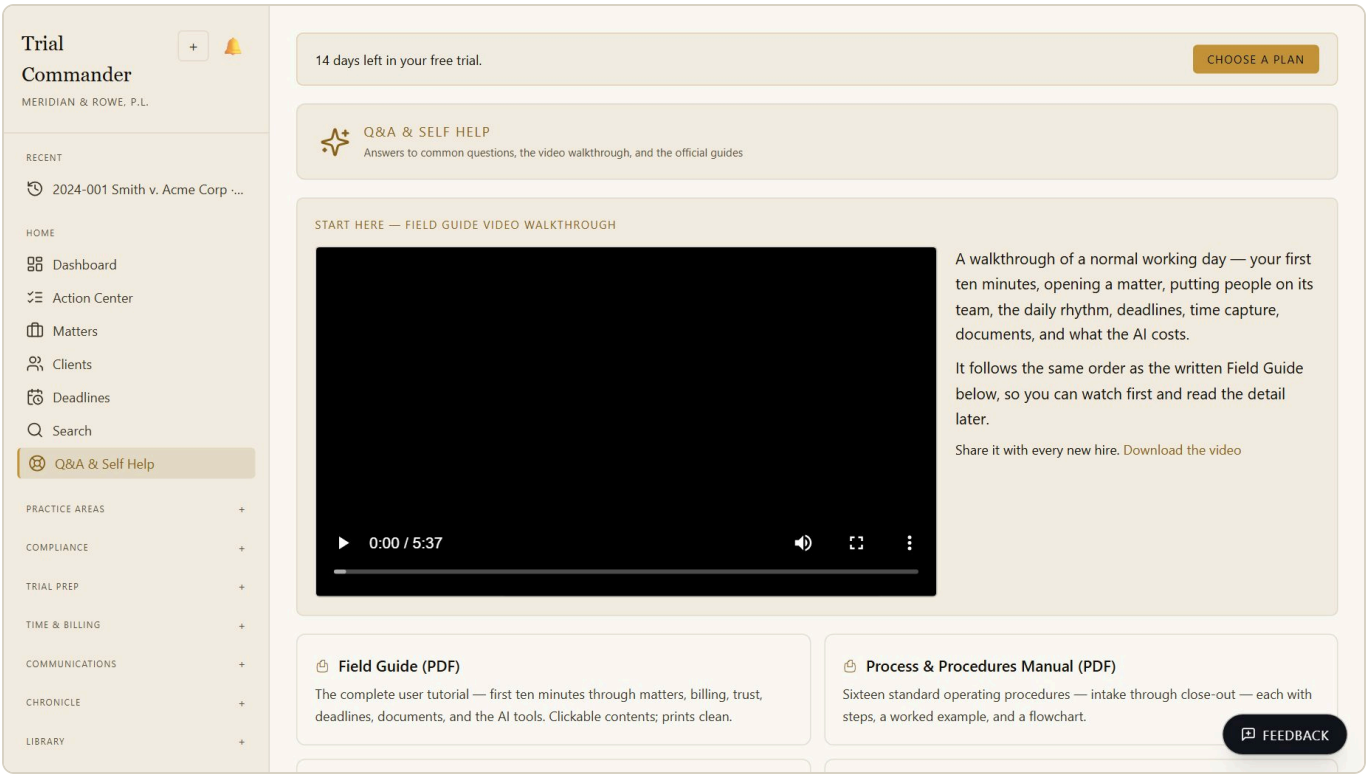
Some Florida pages do not check the matter's state yet. Child Support Calculator, Mandatory Disclosure, Parenting Plan, Probate, Employment Charge Clock, Transaction Timeline, Appellate Calendar and Traffic Ticket Defense now show the same jurisdiction notice on a matter from another state instead of their Florida rules, as do the **Products Repose Clock**, the **Damages Model**, **Medical Damages**, the **Wrongful Death** worksheet, Business Litigation's contract **Damages** page and the **Post-Trial Tracker**.

Texas versions of five of those pages. On a Texas matter in a Texas state court, these pages show Texas law instead of the notice (a Texas matter in federal court is told the Texas state-court rules do not apply there, and nothing is substituted):

- **Damages Model** (Personal Injury) — proportionate responsibility under CPRC chapter 33 (the claimant's recovery reduced by its percentage and barred above 50%; each defendant's several share, and joint and several liability above 50%) and prejudgment interest under Fin. Code chapter 304.
- **Medical Damages** (Personal Injury) — CPRC § 41.0105: each bill capped at what was paid plus what is still owed (patient balance plus any letter-of-protection balance), from the matter's own bills, which can be added and edited on the page.
- **Wrongful Death** — chapter 33 and chapter 304 interest (the Texas wrongful-death and survival statutes themselves are not modelled yet).
- Business Litigation's contract **Damages** page — common-law prejudgment interest (*Kenneco*), labelled as common law.
- **Post-Trial** — the Rule 329b motion-for-new-trial and plenary-power clock, which can be docketed.

The calculators run from the figures you type in. **Save inputs** keeps them on the matter (with the same permissions as the Florida page), so the calculator reopens on them and recomputes; **Clear saved inputs** removes them, and no figure is ever stored. The interest rate is never looked up: enter the postjudgment rate published for the month of judgment. Every figure resting on a point the Texas review left open is marked *[VERIFY]*.

13 · Q&A, Self Help & the guide library



Q&A & SELF HELP: ANSWERS, THE VIDEO WALKTHROUGH AND THE GUIDE LIBRARY ON ONE PAGE

Every user has **Q&A & Self Help** in the sidebar. From the top:

- the **Ask** box (below), then **What's New**, and **Firm Forms — the firm's own documents**;
- **Getting started — your first week**, with **Put the card back on my dashboard** (section 17);
- **Start here — How-To Guides video walkthrough**, with **Jump to a chapter**;
- the guides — **How-To Guides (PDF)** (the Field Guide), the Process & Procedures, Features and Technical manuals, and, for firm admins, the Administrator's Manual — each with **Download as Word**, to adapt for the firm;
- **App not loading correctly?** with **Reset app**, which clears the copy the browser is holding and touches nothing in the firm's records;
- **Connect your Claude account** — two guides and five short videos (section 09);
- and the Q&A, grouped *Getting started*, *Matters & deadlines*, *Billing & trust*, *AI* and *Clients & portal*.

The Florida practice manuals have their own **Practice-area manuals** card on this page — one link per area, with a *docx* link for the Word copy, and the areas of the matters you can open listed first as *Your practice areas*; Ask Trial Commander answers from them too. Firm admins also have the admin Q&A and manuals at **Settings → Help & Resources**. Anything unanswered: support@trialcommander.com, *Question / help* in the Feedback box (section 14), or *Ask a person* under an answer — a person reads it.

Dictate instead of typing

A **Dictate** button sits under the matter's note box, the narrative of a time entry on the matter's **Time** page, the *Ask Trial Commander* box, the Atticus message box, and the description boxes of a phone intake and a lead added by hand. It uses the speech recognition already built into the browser — no extra software, no extra charge. What is said goes in where the cursor is, a phrase at a time; nothing is saved or sent until you save or send it yourself. **Stop dictation** ends it.

- **On this device.** Where the browser can transcribe on the computer itself, the button uses that mode and the label reads *Speech: on this device*: the audio does not leave the computer, and only the text is saved to Trial Commander. Some browsers need a one-time download of the language's speech pack first; **Download on-device speech** starts it.
- **Sent to the browser's maker.** Otherwise the label names who receives the audio — Google for Chrome, Microsoft for Edge, Apple for Safari and every browser on an iPhone or iPad — and the first press of **Dictate** says so and waits for **Start dictation**. The browser sends the audio under your own agreement with that company; Trial Commander never receives it. Type instead for anything privileged, confidential or about health unless that is acceptable to you.
- **On-device-only matters.** On a matter set to keep all AI features on this computer, only on-device speech is offered; where the browser cannot do that, the box says so and you type.
- A browser without speech recognition (Firefox, for one) shows no button. The Word and Outlook add-ins have none, and voice memos keep their own transcription.

Ask Trial Commander

At the top of **Q&A & Self Help** there is a box that takes a question in plain words. From anywhere in the app, press **⌘K** (Ctrl+K on Windows) — or click **Search or jump to...** at the top of the sidebar, or the **Search...** box in a phone's top bar — type the question, and choose *Ask Trial Commander*. The same box finds a matter, a contact by name, telephone or e-mail, or a page by name (PracticePanther and Clio words such as *payments*, *events* and *files* included), and its last line, **Search everything for "..."**, hands the words to the full Search page.

How do I ... questions are answered from the manuals on this shelf. The answer is a few sentences written from the passages that matched, each passage cited by number and shown beneath it, with a **Go to ...** link to the page the answer is about. Nothing is said without a source; if the manuals do not cover it, it says so and points at the nearest section rather than guessing. Manuals written for administrators only surface for administrators.

Questions about the firm's own records — "what is open on the Rivera matter?", "how much trust does the Ortiz matter hold?" — find the matter the same way search does (only matters you can already open), then read what is needed to answer: deadlines, matter health, billing, trust, time, contacts, communications, documents, trial status. It reads; it never writes, files, or changes anything. If several matters match and no number was given, it asks which one and links each.

It learns through people. Every question, its answer and whether it helped is kept. Under each answer, *useful* / *not useful* is one click. A firm administrator sees the log at **Settings** → **Ask Trial Commander** and can *promote* an answer — as written, or edited, with other ways the question might be phrased — so the next person asking gets that answer word for word, before any search. Nothing promotes itself, and a promoted answer can be removed the same way.

Writing the answer uses the firm's AI allowance (the same one the matter assistant uses). Without it, the matching passages are still shown, labelled as passages, with the same links. Writing an answer, and reading a matter's records to answer a question about it, also need the AI assistant permission that comes with the Attorney, Associate, Paralegal and Firm Admin roles. A **Read Only** user still asks and gets the passages, the firm's promoted answers, the matter the question names and the page to go to, with a line saying so.

Ask a person. Under each answer there is also an **Ask a person** button, for when the answer does not settle it. It sends your question, the answer you were shown and its sources to Trial Commander support — the line beside the button says exactly that, and the click is what shares them. A person at Trial Commander reads it and replies. The reply comes to your bell, and by e-mail unless you have switched off *Your own report was answered* in your notification settings; answering that e-mail reaches the same people. Clicking twice sends one question, not two. It is for the firm's staff: the client portal does not have it.

14 · Telling us what's wrong

Every page carries a **Feedback** button in the bottom-right corner. It takes a bug report, an idea, or a complaint, and it records which page you were on when you wrote it — so nobody has to reconstruct where the problem was.

- Pick what it is (*Something's broken*, *Idea / request*, *This worked well*, *Something else* or *Question / help*) and describe it. Up to three screenshots or PDFs can go with it (PNG, JPEG, GIF, WebP or PDF), 10 MB together.
- **Question / help** is for a question about how Trial Commander works rather than a report. It goes to Trial Commander support, and a person there replies — to your bell, and by e-mail (the same setting as *Ask a person*, section 13). A reply may start as a draft written from the manuals, and a person reads, corrects and sends every one; nothing is sent to you on its own. Support explains what a screen does and which rule and assumptions it shows; whether a result is right for a case stays the responsible attorney's call. Please leave client details out of the question — we only need the screen and what you expected.
- Your firm admin sees everything the firm has sent at **In-App Feedback** in the sidebar, and where Trial Commander has it: New → Triaged → In Progress → Shipped or Won't Do. The page is a record, not a queue — Trial Commander sets each status and tells the person who sent it. You are told each time it moves — in the app, and by email for Shipped and Won't Do.

- Anything that turns out to be a platform problem reaches us with the same detail attached.

> **USE IT EARLY**
> A new user notices everything a practised one has learned to work around. The first two weeks at a firm produce the most useful reports the product will ever get from it.

15 · The firm's own pages: intranet & Marketing Hub

- **Firm Intranet** and **Firm Directory** in the sidebar are a notice board and a staff list. They come at no extra charge on Silver and above, and with the trial; Bronze and Starter do not have them, however many people the firm has. Everyone at the firm can read both — a notice board half the firm cannot see is not a notice board. Posting an announcement belongs to the firm admin, or to whoever they switch it on for by name. Only its author can edit a post. The author can delete it, and a firm admin can take down anyone's with **Remove (admin)**, which is recorded in the audit log.
- **Firm Forms** in the sidebar (Home → More) is where the firm's own documents are stored and found: the trust account wiring / ACH instructions, the current W-9, the credit-card authorization, intakes in English and Spanish, bankruptcy applications, divorce and personal-injury questionnaires, memoranda. Grouped by category, searchable, each marked by language; any staff member can open or download a form. Uploading, replacing, renaming and deleting belong to the firm admin, and to anyone the admin switches on for it by name in Settings → Team Members (the Firm Forms switch).
- **Marketing Hub** (admin) is the firm's one public page and its social presence: practice areas, office, how to reach you, findable by search engines — plus social accounts, an asset library, a content calendar, and starter posts per practice area. Every post carries the advertising checklist (Rule 4-7, for a Florida firm), and nothing publishes until an attorney or the firm admin signs it off. Drafting can be granted to one person; the sign-off cannot.
- **Vendors** is the firm's directory of court reporters, process servers, mediators, interpreters, investigators, records-retrieval and e-discovery vendors and the rest — readable by everyone, editable by the admin and anyone granted it.

16 · Everyday surfaces that changed in September 2026

WHAT YOU SEE	WHAT IT IS
✓ Saved 14:32 by *your initials* on a save button	The save landed, at that time, by that person. Change a field afterwards and the confirmation clears — it described what was on screen a moment ago and no longer does.
A What's New card	A release announced in the app. **Q&A & Self Help** → **What's New** is the full record, newest first; each person can switch the card off for good under **Settings** → **Display**.
⚙ Customize dashboard widgets	Per person, not per firm, and your choice follows you to every device. Tick the widgets to show — Practice stats row, Agenda, Recent activity, Action Center, Morning Brief, Firm announcements (where the firm has the Intranet, section 15), Intakes, Conflict checks, and Time capture (where one-tap capture is switched on for the firm and you log your own time) — move them with ▲ and ▼, and press **Save layout**. **Reset to default** puts them back. A widget your access or the firm's plan does not include is never offered, and hiding one never widens what you may see.
A number beside In-App Feedback	How many of the firm's reports are still *New*: sent, and not yet triaged by Trial Commander. The list also refreshes itself every minute while open, instead of showing the state it had when the tab was opened.
A notification about your own feedback	Your report was triaged, picked up, shipped, or declined — with an email for the two answers that end the story. A repeat report is linked to the first rather than lost.
A preview beside a document	The file on screen without downloading it first — PDFs, PNG, JPEG, GIF and WebP images, plain text and CSV. Word, Excel and SVG files still download (section 07).
A Choose a matter box you can type into	Every matter picker in the app is type-ahead: type three letters of the client or the matter number instead of scrolling. Long contact and matter lists collapse behind a search box with a count.
A client or contact box you can type into	New Matter's existing client, the phone log's client and a matter's **Link a contact** search the whole contact book by name, email or phone as you type — they used to be dropdowns that stopped at the first few hundred names.
Showing the 500 most recent of 1,284 under a list	A page that reads a capped slice says so, and counts the whole set, instead of quietly stopping at the cap.
A Trial Commander tab in Word	The add-in's own place on the ribbon, beside a group on the Home tab (section 07).
Files on an appointment	A PDF, Word file or photo attached to the appointment and filed to the matter in the same step.
A refusal that names a switch	A permission refusal written for a human: it names the ability and says whether a firm administrator can switch it on for you.
A folder tree on a matter's documents	Every file, not only the synced ones, with the practice area's folder template there from the first paint (section 07).
Views: above the matters list	Saved filter-sort-column sets as tabs, shareable firm-wide, pinnable per person; row checkboxes for assign, tag, close and export (section 02).
Merge into another contact… on a contact	Two records for one person, merged with a preview of everything that moves (section 05).

Reports under Time & Billing	Six reports on one page, with CSV, PDF and a monthly email (section 06).
Getting Started in the sidebar (Home → More)	The first-week checklist, ticking itself off the firm's own data, plus a sample matter (section 17).
Settings → Notifications	Every kind the app can send you, per channel, with a daily digest and a 24-hour e-mail mute (section 18).
Consultations in the sidebar (Home → More)	Booking a consultation with a prospective client, and the queue that confirms one (section 19).

17 · Getting Started & the sample matter

Getting Started sits in the sidebar under **Home** → **More**, and the dashboard's *Getting started* card links to it (**See all**). It is the first-week checklist from the guides, in the app, ticking itself off the firm's own data. On a trial or the free plan the same card carries one more step, **Connect your AI** (section 09's connector, with its own **I'm all set** and **Skip**) — one setup card, not two.

- **Two tracks.** *Your first week* — seven steps, for everyone: install it on your phone, read a matter end to end, run one conflict check, log time, put a document on a matter, send a portal message, and read the chapter for your role. *Firm setup* — eight steps, for firm admins: add the team, set roles and grants, connect OneDrive, set rates and fee packages, choose how the app looks, run the first conflict check, add the sample matter, turn on notifications.
- **Each step carries its own "why"**, a **Go** link to the page it happens on, two **Show me** buttons — **Watch how** plays, in the app, the step's own short video or the walkthrough from that step's chapter (a step no video covers yet offers *Watch the walkthrough* and says so), and **Read the manual** opens the manual's PDF at that step's page — and a line saying exactly what the app is watching for — *"Completes when you have logged a time entry"*, and so on.
- **The player** is its own page, **Watch how** (*Every tutorial video in the app*). A video opens with a **Chapters** list (*From the beginning*, then each chapter), English captions where the video has them, and **Read the manual** beside it for the manual Part that covers the same ground; **All videos** goes back to the list.
- **Steps tick themselves.** A second colleague on the team, a OneDrive connection, a fee package, a conflict check, a registered device, a matter assignment, a time entry, a document, a portal message. Nobody has to come back and record something they already did. The one step no query can honestly answer — reading the chapter — says so, and **Mark done** is there for it and for anything the firm did outside the app.
- **A chip on the page a step points at** reads *Your first week · step 4 of 7* (or *Firm setup · step 2 of 8*) until that step closes. It points; the signal completes.

- **Send a client a message through the portal** — step 6 of the first week — has a **Go** that opens Client Messages on your most recently updated matter, or the Matters list if you have none yet.
- **Dismissed the dashboard card? Show on my dashboard again** on Getting Started, or **Put the card back on my dashboard** on Q&A & Self Help, brings it back.
- **Work on the sample matter is never evidence.** An hour logged against the demo file does not close "log time as you work".

Try it with a sample matter — on Getting Started, and on the dashboard and the matters list of a firm that has no matter of its own yet — opens a practice file numbered `SAMPLE`, outside the firm's own sequence. It follows the practice area the firm chose at sign-up: **Sample — Alvarez v. Sunshine Grocers** (a slip-and-fall) for injury firms and by default, **Sample — In re the Marriage of Whitfield** for family law, and **Sample — Palmetto Bakehouse v. Keystone Refrigeration** (a commercial contract dispute) for everyone else. Each carries a theory of the case, key facts, witnesses, exhibits, a timeline, caption parties, deadlines dated from the day it is added, three tasks, three unbilled time entries, a case-assessment memo in Documents, and two contacts. Everyone in it is invented, named *(SAMPLE)*, on example.test addresses and 555-01xx numbers.

It is badged **Sample** on the matter list, and a **Sample matter — delete it any time** banner sits across the top of every page of it. It is kept out of every firm number: the matter tiles, the SOL sweep, the reports, the exports, time and billing totals, the practice mirror, and the plan's matter caps (it never counts toward Starter's limits). Nothing on it emails, texts, pushes a calendar entry or reminds anybody; a litigation hold cannot be placed on it, a trust entry cannot be recorded on it, and its invoice stays a draft. **Delete sample matter** (with one confirm) removes it and everything anyone attached while learning — and nothing else: a real contact someone linked to it keeps everything but that link, and a sample contact a real matter now uses is kept. Adding it needs **Create new matters**; deleting it needs **Create new matters** too (or **Delete matters**, which only a firm administrator holds).

18 · Your notification settings

Settings → **Notifications** lists every notification the app can send that person — forty kinds in all, fewer for any one role — grouped as *Deadlines and dates*, *Conflicts of interest*, *Trust accounting*, *Billing and subscription*, *Your clients*, *Matters and documents*, *AI runs*, *Feedback*, *Firm and system*, and, for portal users, *Client portal*.

- Each kind has a switch for **Bell**, **Email** and **Push**, and a plain line saying when it arrives. A dash means that kind does not use that channel at all.
- **Daily digest** — pick an hour under **Send at** and one e-mail a day lists the bell notices from the last day that did *not* already e-mail you, sent at that hour in your own timezone. *No digest* is the default.
- **Mute all e-mail for 24 h**, for a day in trial. The bell and your devices carry on.

- **Allow push to my devices** is the master switch; with it off nothing is pushed anywhere whatever the table says.
- Nine notices are marked *always on* with the reason printed beside them — a conflict-check hit, a trust overdraft override, an overdue trust reconciliation (under Rule 5-1.2(d)(1) for a Florida firm), a portal payment needing attention, a failed subscription payment, *The firm's trial is ending, or has ended*, a change to the privacy policy, a cancelled-firm data-deletion notice and a broken audit chain. Most go to administrators only. They survive the 24-hour mute.
- **The trial ending.** The firm's active administrators are e-mailed twice before a trial ends — once in its last week and again in its last day — with what the free Starter plan includes and who, on a firm of more than one, will be paused. If the trial ends without a plan, whoever keeps the one sign-in is told *<Firm> is now on the free Starter plan*, and each paused person *Your Trial Commander sign-in at <Firm> is paused*. Each letter goes once, and none later than seven days after the trial ended; a one-person firm's letters say nothing about pausing. Only staff are paused: portal clients and outside collaborators are not seats, so the one-seat rule never pauses them and none of these letters names them.
- A firm admin can open a member's settings **read-only** from that member's page. There is no write path behind it at all.

The bell

The bell at the head of the sidebar carries the number of unread notices (*99+* past ninety-nine). It opens on the thirty most recent, headed *Notifications · n unread*, with **Mark all read** and ⚙ for these settings; **Esc** closes it.

- An unread notice has a coloured dot for its level: red for Critical, blue for Important, grey for Routine. Clicking a notice marks it read and, where it points somewhere, opens that page.
- Each notice has **Mark read** (or **Unread**, to put it back, which also undoes *Mark all read* one notice at a time) and ✕ to dismiss it.
- Times read *just now*, *12m ago* or *3h ago* within the last day, and the date after that; rest the pointer on one for the exact time.
- **Show older · n shown · m unread in all** loads the next page. With nothing waiting the bell says *Nothing waiting on you. The bell is quiet.*

Nothing anyone receives changed the day this shipped: every kind that reached the bell still does, and e-mail starts on only for the handful of kinds that already e-mailed. There is no SMS channel, and no quiet hours beyond the 24-hour e-mail mute.

19 · Consultations with prospective clients

The end of the conflict-first intake: a time in the diary for somebody who is not yet a client. **Settings** → **Scheduling** (firm admin) decides how one gets booked.

MODE	WHAT HAPPENS
Prospects book directly	The prospect opens their private booking link, sees the real open times on a bookable attorney's availability, and books one. The calendar fills without anyone at the firm touching it.
Front desk confirms each request *(the default)*	The same click is a *request* that waits in the **Consultations** queue until someone confirms or declines it. Nothing lands on an attorney's calendar until a person says so.

- The same page sets the consultation length, the buffer kept on *both* sides of every appointment, how many hours ahead the earliest booking may be, and how far ahead times are offered. A person is offered only when they are switched on **and** have at least one weekly window; the hours are in that person's own timezone, so 9:00 is 9:00 in March and in November. **Receives consultation requests** names who is told — a copy, not a permission — with firm administrators as the fallback.
- From a contact, staff either **Send booking link** or book the time themselves while the prospect is on the phone. A staff booking is confirmed whichever mode the firm is in: the queue governs what a stranger may do, and the front desk is the firm.
- **Consultations** in the sidebar is the queue: **Confirm**, **Decline**, **Cancel**, **No-show** and **Re-send link**, with a warning on any row whose contact has no signed conflict check yet. The page needs **Schedule consultations and work the booking queue**, which admins and attorneys hold by role and which can be granted to anyone by name.
- Everything that happens — booking link sent, consultation requested, booked, confirmed, request declined, rescheduled, canceled, no-show, reminder sent — lands on a **Scheduling timeline** on the contact, and on the matter's activity feed once a matter exists. A confirmed consultation shows on the firm's calendar as a **Consult** chip, visible to the attorney it is with and to anyone holding the scheduling permission, and is pushed to that attorney’s connected Outlook or Google calendar.
- The booking page tells the prospect, in the firm's name, that booking does not create an attorney–client relationship and the page gives no legal advice; that they should not send confidential details or documents; and that the form does not stop a legal deadline — call the firm, and for an emergency call 911. The page is private to them and is not indexed.

20 · Available by arrangement

Six further capabilities are built and switched on for one firm at a time, by us, rather than bought from the price list. They are not generally available, and a firm that does not have one sees nothing of it — except **Settings** → **Email**, which every firm sees: until we switch it on, the page says it is not part of the

firm’s plan and its connect button is disabled. Write to hello@trialcommander.com to start the conversation.

CAPABILITY	WHAT IT IS
Email on the matter (Microsoft 365) *Own manual — see below*	An attorney connects their own Microsoft 365 mailbox once from **Settings** → **Email**. **A thread is filed to a matter only when somebody on it is a contact linked to that matter** — the client, opposing counsel on a party row, a mediator, an expert. Threads that do match turn up on that matter in a **Filed email** card, attachments already in the matter's documents, and can be replied to from the matter — sending from that person's own Outlook mailbox. **Not this one** takes a thread off the matter for good (anyone who may edit the matter); the matter's switch letting AI read its filed email is for attorneys and firm admins; an **Unfiled email** list, private to that person, holds what did not file itself, and filing a thread from it by hand needs the same edit right as *Not this one* (since 6 October 2026); a **Never file** list keeps addresses and whole domains out entirely; and *File by hand only* turns the automatic part off. Outlook stays the mail client, nobody's mail is read but their own, and disconnecting removes the tokens and the Unfiled list but never un-files anything; disabling a person's account disconnects their mailbox the same way (since 11 October 2026). If Microsoft discards the bookmark the ten-minute pass reads from, the pass starts that folder again by itself and files nothing twice.
Client payments in the portal	Beside any unpaid invoice a client sees **Pay now**, which opens Stripe's own hosted payment page — never a card field on one of our pages — and, where the matter has a signed fee agreement naming a retainer, a **Deposit a Retainer** card. Money moves through the firm's own Stripe account, either created in the firm's name through us or the firm's existing one. A trust deposit is credited **gross**: the client is told the processing fee is the firm's to bear, and a surcharge — off by default, capped at 3%, and printed beside a note to check the state's surcharge rules with counsel — is never added to a retainer.
Offline trial console	On Trial Mode, **Take this matter to court**: **Download for trial** stores the matter's caption, witness queue, exhibits and their files, and proof checklist on the device, under a 250 MB budget that *names* whatever it left behind. **Open offline console** → then works with no signal. Marking a witness called, an exhibit admitted or a proof element proved is recorded locally; back in range, **Sync** replays them in the order the device made them, and anything changed in two places at once — or refused — comes back in a **Needs review** list with both versions side by side. Nothing is thrown away. **Wipe trial cache** clears the device, and so does signing in or out.
Migration wizard (Clio)	One archive instead of seven renamed spreadsheets: the wizard names every file it found and what it matched it to, shows per-field confidence — *exact, likely, check this* — beside the first real value in that column, lets the firm edit the practice-area table, and runs a dry run naming every record the firm already has. Matters, contacts, calendar entries, notes, limitations dates and documents come across; the whole run can be rolled back for 48 hours. The per-file Clio uploader is available to every firm today and runs the same validation and dry run.
One-tap time capture	A lawyer with the grant gets **Capture** under Time & Billing on their phone: pick a matter, press **Start** before a call and ■ **Stop & save draft** after it, or tap a quick entry such as *0.2 · Call*. The running timer follows them across every page on a dock, survives a reload, and shows the same elapsed number on their laptop, because it is one row on the server rather than a clock in a browser; a second start offers to stop the first and names the matter it is on. With no signal the page still opens, every tap is kept on the device with the count stated in plain words, and it drains itself on reconnect — a tap the server then refuses (the matter was reassigned while the phone was away) says so and names who can switch it back on. **Everything it records is a draft**: it lands in a **Captured** tab on the matter's Time page, outside the Unbilled tab and outside every work-in-progress total, until somebody presses ✓ **Accept**. The firm sets its **billing increment** and its **quick entries** at **Settings** → **Firm Policies**; the server rounds, never the device, and every entry records what was measured as well as what was recorded.
External collaborator seats	A firm administrator gives one outside person — co-counsel, an expert — a login that reaches exactly one matter, deciding switch by switch what they see: documents (all, or only the categories picked), deadlines, notes, communications, uploading, commenting. Every switch starts off except document visibility, which starts in its narrow form. They land on a single page, never the dashboard, and every document they open is logged and readable by the firm. The first active seat is free; each one after it is $9.95 per seat per month, and the collaborator's e-mail must be outside the firm's own mail domain.

Email on the matter, a little further

Of the six, this is the one whose behaviour a table row cannot carry, because the whole thing turns on a single condition and firms are caught out by it on the first day. **Filing is driven by e-mail addresses on the matter's contacts, and by nothing else** — not the subject line, not a matter number typed in the body, not who the mail is plainly about. If the client's real address and opposing counsel's real address are not on the file, no thread files itself and the private **Unfiled email** list simply grows, each line saying so: *"Nobody on this thread is a contact linked to a matter."* Nothing is broken when that happens. The fix is to put the addresses people actually write from onto the matter's contacts and party rows, and to file a handful by hand from the Unfiled page to seed it.

Beyond that, the shape is simple. A background pass reads your Inbox and Sent Items every ten minutes; a thread that matches one matter is filed to it with the whole conversation and its attachments, and a thread that matches several is *not* filed at all — it waits in Unfiled with the reason — *This thread matched more than one matter, so it was left for you to file. Choosing the wrong file is worse than leaving it here.* The row does not list the matters it matched: open it with **Read the thread** and choose the matter in the type-to-find **File this thread to** box. Every Unfiled row can be opened and read in full, bodies and attachment names, before you decide. Threads on which everyone is inside the firm never file themselves, and nothing on the **Never file** list is ever put on a matter — not automatically, and not by the button either. Filed message bodies are encrypted at rest and are kept out of every AI feature until that matter's own switch is turned on.

> **WHERE TO READ MORE**
>
> Everything above in full — the connection, the permissions asked for and refused, the five reasons a thread is not filed, the never-file list, replying from a matter, what is stored and who may read it — is in **Email on the Matter — Feature Manual**, on the **TC Practice Manuals** shelf. The file is **TC-Feature-Manual-Email-on-the-Matter.pdf**, with an editable Word copy of the same name beside it.

> **NOTHING ABOVE APPEARS UNTIL WE SWITCH IT ON FOR YOUR FIRM**
>
> Each one waits on something real — counsel's review of card-payment and collaborator terms, a Microsoft app registration, or a first run alongside us. A firm without the arrangement sees no surface at all (Settings → Email aside, as above), and nothing here is part of any plan.

21 · Tasks: the firm's checklist, on the matter

A matter now has a **Tasks** tab at **Plan** → **Tasks** carrying the checklist its own practice area and its own procedural stage call for — the firm's opening checklist on the file when the matter opens, the discovery routine when discovery starts. Each task says what "done" looks like, names the manual section its wording came from, carries a target date, and is addressed to somebody by role default: the lead attorney, the paralegal, or the assigned user.

1 · A DATE GOES ON THE FILE
An engagement, a docket entry, a hearing, a deposition, a trial setting. Nobody sets a stage — there is no stage field.

2 · THE POSTURE IS RECOMPUTED
A nightly sweep at 04:20 UTC, **CHECK FOR NEW STAGES** on the matter, or anyone who can edit the matter opening one stage by hand. All three run the same thing.

3 · THE CHECKLIST OPENS
Once, for that stage, on that matter. A second run finds the stage already open and creates nothing.

4 · IT IS WORKED
On the matter, or from **MY TASKS** in the sidebar — overdue, then on you, then on nobody yet.

"At Issue" opens on a response, never on service. Only an answer or other response on the court docket puts a matter at issue — and opens that stage's tasks, such as *Deadlines recomputed from the answer date*. A docket entry counts when it reads as an answer, a responsive pleading, a reply, a response to the complaint or petition (amended or supplemental too), or a counterpetition. A motion to dismiss does not, and neither does any other paper about a motion — a reply to it, an order on it, a motion for more time to answer — even when its title names the answer, as in *Motion to Dismiss in Lieu of Answer*: serving the motion moves the time to respond until the court rules on it (Fam. L. R. P. 12.140(a)(2); Fla. R. Civ. P. 1.140(a)(3)). A filing that leads with its pleading, such as *Answer and Motion to Dismiss Count II* or *Answer to Petition with Incorporated Motion to Dismiss*, is still the answer ("with", "including" and "incorporated" join two papers just as "and" does); so is an answer that names the petition or complaint and adds a response to a motion. An answer that names no pleading and is joined to a response to a motion, such as *Answer and Response to Motion for Contempt*, is read as being about the motion. Recording service of the initial pleading, on the Mandatory Disclosure page or by docketing *Family Law Initial Pleading Served*, does not: until 28 September 2026 the Mandatory Disclosure page's date did, which dated those tasks days after service, before any answer could exist. The Rule 12.285 disclosure task still counts from service, by its own date. A family matter whose *At Issue* checklist service opened under that old reading — on the day of service, or on the later engagement or created date of a matter taken on after service — is listed on the **Review these** card (section 04) for an attorney to review.

There is no stage field, and this did not add one. A matter's posture is read from the dated record, so "moving a matter to discovery" is not something anybody does — somebody records a date and the next computation answers differently. That is why the checklist opens on a sweep rather than on a button press somewhere.

SURFACE	WHAT IT IS
Matter → Plan → Tasks	This matter's list. *Stages opened on this matter* shows which checklists have run and when, and *Open · n* and *Completed · n* hold the tasks. An open task has ✓ **Mark complete**, **On** + **Move** to hand it to someone else, and **Remove**; a completed one shows the date it was done and **Mark not complete**. **Add a task** — Task, Due, On, *What done looks like*, **Add it** — is also where **+ New → Task** lands. **Check for new stages** runs the sweep for this matter now, and **Open a stage checklist by hand** + **Open it** is how a task the firm switched on *after* this matter passed the stage gets onto the file; it opens once and refuses the second press by name. Every change needs **Edit matter details**. Where the family task *Rule 12.285 mandatory-disclosure deadline docketed* is still dated from filing, the **Review these** card (see *A matter's Deadlines page*) sits above the list.
My Tasks (sidebar)	The same work from the other side, across every matter you can see, headed *n on you · n overdue · n on nobody*: *Overdue*, *On you*, *On nobody yet* — the ones the app could not resolve to a person, which are the ones that go missing — and *Recently completed by you*. ✓ **Mark complete** closes a task and **Mark not complete** undoes it; the button shows to everyone, but completing needs **Edit matter details** on that matter. A task is overdue only once its due day has ended on your own calendar. Overdue tasks also reach the Morning Brief.
Settings → Task templates	A firm administrator's copy of the whole thing, per practice area: rename a task, move its due offset, change who it lands on, switch it off, or put it back to the default. Each row shows the manual section its wording came from.

A TASK IS NOT A DEADLINE, AND THE APP NEVER CONVERTS ONE INTO THE OTHER

A task's date is a soft target with no priority, and it never reaches the matter's deadline list. Deadlines stay the engines' job — computed from a rule, marked CRITICAL where they are, and closed only when somebody ticks them. Nothing on the Tasks tab ticks itself because a related record appeared, either: a "records requests opened" box that ticks on the first of nine providers is worse than an empty one.

A TEMPLATE CHANGE IS NOT RETROACTIVE

A task a firm switches on next month reaches matters that arrive at the stage *after* the edit, and no others; a matter that passed discovery in 2024 stays as it is. That is deliberate, and opening the stage by hand on that one matter is the escape hatch. Nothing is ever back-filled automatically, and the firm's sample matter is excluded from the sweep entirely — it is a tour, not a file.

22 · Search across the firm

Search in the sidebar reaches inside the firm's files and its mail, not only its matter records: type a phrase and you get the passage out of the PDF, the logged call note or the filed e-mail thread that contains it, with your words highlighted and a link that opens the exact document or communication. Five chips narrow it — **Everything**, **Matter records**, **Documents**, **Email**, **Communications** — a tick box brings closed matters in, and the URL is the state, so a result page is a link. Once Trial Commander has connected its search-by-meaning service, a hit found by meaning rather than by the words you typed is labelled **related**; until then Search matches your words only.

WHAT IS SEARCHED	HOW
Matter records	Witnesses, exhibits, key facts, depositions, briefs and notes — matched as plain text, exactly as before. Capped at 200 active matters and 250 hits.
Documents	The passages already extracted from the file when it was uploaded or synced, projected into the index at no extra cost. Matched by words and, where semantic matching is available, by meaning. Indexed passages are capped at 40 per search.
Communications	Logged calls and notes.
Email	Filed mail — **by meaning only, never by its words**, so it is in Search only once Trial Commander has connected the search-by-meaning service; until then find it from the matter's own Email page. The passage is stored encrypted under the same key and envelope as the mail itself, and a word index over privileged text is that text by another name. Indexed only while the matter's *Allow AI to read filed email* switch is on; turning it off purges what was indexed.

WHAT IS NEVER INDEXED

Identity documents. Trust and Ledger rows. Filed mail on a matter whose AI switch is off. And **every matter set to on-device AI only — not even by its words**, because that setting is a promise about where a privileged matter's content may live and not merely about which API is called. Those matters stay fully findable through the matter-record search, which never leaves the database.

Nothing about who may read what changes. You see passages from the matters you could already open and nobody else's, and the reader's own matter list is re-derived on every single search rather than stamped on the row when it was written — a "who may read this" column would be a snapshot of permissions that were true once. Where that narrows the corpus the page says so: *these results cover the matters you have access to, not the whole firm*. Portal users and external collaborator seats are refused ahead of the query entirely.

23 · Sending a document out for signature

Send for signature appears on any PDF in a matter's Documents tab. It is offered only on a PDF, because the signed copy is the original with a signature page appended and that can only be done to a PDF; on anything else the action refuses with an instruction rather than sending somebody to a page that will not work.

1 · SEND
The signer's name, e-mail and role; a second signer if two people must sign. Each gets their own private link, e-mailed by the app.

2 · CONSENT FIRST
The § 7001(c) statement, each item carrying the clause it answers. No signature box exists on the page until they agree, and the server refuses a signature without a recorded consent.

3 · SIGN
Typed, or drawn with a finger. The PDF is on the page with a Download button, because a record the sender stops you printing is not enforceable against you.

4 · FILED
Once everyone has signed, a new PDF lands under SIGNED DOCUMENTS on the matter, with an audit row and a timeline entry.

The appended signature page records, for every signer: name, e-mail, role, the name as signed, the time in UTC and again in Eastern, the IP address, the browser, the version of the consent text, and the SHA-256 of the original. A signer who has not signed is reminded on day 3 and day 7 and then not again — each reminder retires the old link and issues a new one, and a request whose e-mail never went out is never nagged about. Cancelling cancels for everybody. The Rule 4-1.5 engagement flow is untouched: this generalises the mechanism, not the engagement, and it is the route for everything that is *not* a fee agreement.

> **NOTARIZATION, WITNESSES AND WILLS ARE OUT OF SCOPE**
>
> Nothing sent this way is **notarized** — § 7001(g) and F.S. § 668.50(11)(a) are about a notary's own signature under ch. 117, Part II, which this does not do. There are **no attesting witnesses**: a second signer is a second *party*. And F.S. § 668.50(3)(b)1 excludes **wills, codicils and testamentary trusts** from Florida's UETA entirely. Identity is not verified: a single-use link to one address plus a document hash, with no identity check and no access code.

> **THE CONSENT STATEMENT IS IN ENGLISH ONLY**
>
> It is awaiting a Spanish-speaking Florida attorney's read. Hand a Spanish-speaking client the paper version rather than a consent they cannot read.

24 · Your firm's own drafting skills

The Drafting Studio has a **Your firm's skills** page. Somebody holding the permission *Create firm drafting skills from the firm's own documents* presses **+ New skill from a document** and supplies the document this firm considers its model — a motion, a letter, an agreement — by upload, by pasting its text, or by picking an entry out of the Brief Bank. One AI pass reads it and derives a draft skill: the section outline, notes on how this firm writes, the facts a drafter must have in hand, and an explicit list of what it deliberately did *not* carry over.

STATE	WHAT IT MEANS
Awaiting review	Derived, and offered to nobody. The page says so in amber and counts how many are waiting.
In use	An attorney has approved it. It now appears in the Studio's document-type picker under "Your firm's skills", with its version and the approving attorney's name beside it.
Withdrawn	Revoked with a reason, at any time, taking effect immediately. Drafts already written with it stand.

Authoring is delegable; approving is not. The permission is held by firm administrators and attorneys by role and can be granted to anyone — at most firms the person who keeps the precedent file is a senior paralegal, and what the permission buys is an extraction and one AI call producing something nobody can use yet. Approval stays with attorneys, because deciding that a document is the firm's model is a

judgment about the firm's work product, and the approver's name is shown to everyone who drafts from it afterwards.

> **THE DOCUMENT IS NOT STORED, AND TRAINS NOTHING**
> The text is read into memory, sent once, and dropped. What the record keeps is a *reference*: what kind of document it was, its label, the Brief Bank id where there is one, a checksum and a character count. Re-deriving means supplying the document again. There is no corpus, nothing is trained, and there is no mechanism for sharing a skill with another firm.

Re-deriving makes version 2, and approving version 2 withdraws version 1, so exactly one version of a skill is ever on offer. A firm skill then drafts through exactly the same path as a built-in: the same entitlement, the same spend cap, the same matter-access check and the same Ethics 24-1 export acknowledgment. Its "required facts" are a checklist shown to the drafter, not a refusal — a built-in skill can refuse to draft when a statutory element is unrecorded; a derived skill has no statute to refuse against. And what it produces is what everything else here produces: a draft for an attorney to read.

25 · The front desk: New Client Intake & the Lead Pipeline

Before there is a matter there is a telephone call, and before a consultation there is a conflict check (section 03). Two pages hold that stretch: **New Client Intake** for the call itself, and the **Lead Pipeline** for every prospective client the firm has not yet turned into a matter. Both come with the trial and every paid plan; on the free Starter plan they read *Upgrade to unlock*.

New Client Intake

New Client Intake under **Home** in the sidebar (or **+ New** → **New inquiry**) is *The seven questions, for whoever answers the phone*. It needs **Edit matter details** — firm admins, attorneys and associates by role, anyone else by grant — and is hidden from anyone without it.

- **Someone is on the line** starts the call and saves the inquiry at once. The first question searches the contact book as you type, by name, e-mail or phone (*Last name first — Smith, John*), and keeps what the caller said (*They said*) apart from what the firm's records show (*Our records*), marked *Matched* or *New to us*.
- Questions two to six — the reason for contact, the type of legal matter, a description in the caller's own words, the urgency and any date they gave, and who is following up — save themselves as you go.
- Question seven is the next step, and each card does the thing rather than noting it: **Run the conflict check** (needs **Create new matters**); **Book a consultation** (needs **Schedule consultations and work the booking queue**, and makes a potential-client contact — *Pick the time while they are on the line*, then **Book it**); **Hand it to an attorney or staff member** → **Send for review** (a bell alert, marked urgent when

a court date was mentioned); **Refer them elsewhere → Log the referral**; and **Nothing further → Log the call and close it**. A **Send them an intake form** card is there too; it works only where Trial Commander has switched that capability on for the firm, and otherwise says so.

- **Unfinished — pick up where the call stopped** keeps calls that were cut off (up to 25); **Finished today and lately** shows the last ten, and **Reopen** brings one back.
- The screen never opens a matter. The matter opens from the cleared conflict check (**Start the matter**), and every inquiry is also a lead in the pipeline.

The Lead Pipeline

Lead Pipeline under **Tools → More** in the sidebar (a section that starts folded) is headed *n total · n new · n consults scheduled*, with **Marketing ROI →** beside it. Leads arrive on their own from the Office assistant's chat and the consultation-request page, each tagged with where it came from, and every New Client Intake call is a lead too.

- **Log a lead** — a call, a walk-in, a referral — takes a **Name**, the **Source**, e-mail and phone, **Source detail**, a **Grade** from A to D and **What they described**, then **Add to pipeline**. It needs **Edit matter details**.
- A lead moves through *New*, *Reviewed*, *Consult scheduled*, *Contacted*, *Converted to matter*, *Rejected* and *Spam*. The page lists up to 100 leads; its counts cover all of them.
- While Office is live the page shows the **Public intake URL** and the consultation booking address to share, with a reminder that lawyer-advertising rules govern how the firm uses them — the Florida Bar's Rule 4-7 for a Florida firm, your jurisdiction's for any other. While it is off, a **Let leads arrive on their own** card says *Office is off* and points to where a firm admin switches it on (section 05).

A lead's own page

Click a lead in the pipeline to open it, headed with the name and the day it arrived.

- **Conversation** shows the Office assistant's chat with the visitor, where the lead came that way, and **Contact** shows what the visitor gave.
- **Pipeline**: **Source**, **Source detail**, **Grade**, **Consult scheduled**, **First contacted**, **Retainer signed** and **Grade rationale**, kept with **Save pipeline**, which needs **Edit matter details**. **Pipeline stages** shows when the lead reached Lead, Consult, Signed and Matter. Each date is stamped once and never rewritten, which is what lets Marketing ROI (below) report a month honestly.
- **Risk-engine grade**: once the lead has become a personal-injury matter, the A–D grade that matter's risk checks give, beside the grade intake gave. The intake grade stays the one that counts.
- **Conflict check**: before a check exists, a quick look for name, e-mail and phone matches, and **Run the conflict check →**, filled in from the lead and linked back to it. Once a check exists the card shows its result, its hit count and whether it is signed, with **Open the check →** for those who may open conflict checks; anyone else reads *An attorney must review the hits*. A consultation booked before the check was signed carries a warning at the top of the page until it is signed.

- **Disposition**: the lead's status and a note on why, kept with **Save**; it needs Edit matter details.
- **Convert to matter** → opens the form: **Client name**, **Client type**, e-mail, phone, **Matter name** and **Practice area**. Once you tick that the conflict signals were reviewed, **Create matter** makes the client and the matter. It needs **Create new matters**. It is refused where the firm requires a cleared, signed check before a matter opens and the lead has none, and where the check was resolved as a conflict that cannot be waived. The person is not created twice: the contact the lead already is, the one its check was saved as, or a contact with the same name is used, with only an empty e-mail or phone filled in, and a signed check attaches to the new matter.

Marketing ROI

Marketing ROI →, beside the Lead Pipeline's heading, sets what each marketing source brings in against what it costs. It has no sidebar entry. It opens for firm admins and attorneys only (**View firm-wide financial reports**, which cannot be granted); anyone else who follows the link is refused.

- Period chips: **All time**, this year, and each of the last six months. A chosen period is exact; *All time* reads the newest 5,000 leads and says so when there are more.
- **By source**: *Source*, *Leads*, *Consults*, *Signed*, *Sign rate*, *Spend*, *Cost / lead* and *Cost / signed*, with a total. A lead counts as consulted once a consult is scheduled or contact is made, and as signed once a retainer date is recorded or a matter is opened; spam is left out. A period is a period, not a cohort: a lead that arrived in one month and signed in another counts in each, under the month each happened.
- **Record monthly spend**: a **Source**, a **Month (YYYY-MM)**, the **Spend** (left blank, it removes that month's entry) and notes, then **Save spend**. Only a firm admin can save it. **Spend history** lists what has been entered.
- **Your marketing sources**, for those who hold **Manage the Marketing Hub**: **Rename** any source, **Retire** one (and **Restore** it), or **Add a source** of your own, up to 120 characters. Nothing is deleted, and renaming keeps every past lead and spend row attached. The three sources the product writes itself, *Office — website chatbot*, *Website booking form* and *Walk-in / phone call*, can be renamed but not retired.

26 · Discovery, trial prep & trial

The pages a litigator works from the first production to the post-trial motions. Where each lives on the matter's menus is in the table in section 02, and Discovery Review is in section 07; what follows is what the less obvious ones do.

Trial Prep — the firm-wide lists

Trial Prep in the sidebar (a section that starts folded) gathers one kind of record from every open matter you can open. Each page is read-only: to add or change something, open the matter. Most pages offer *Add or edit …* with your most recently updated matters.

PAGE	WHAT IT LISTS
Witnesses	Every witness, split **Undisclosed** and **Disclosed**, headed with how many are disclosed and deposed. A row opens that matter's witness list; **Cross ✦** starts a cross-examination outline for the witness (below).
Exhibits	Every exhibit — number, description, matter and source — badged *Pre-marked* and *Admitted*, headed with how many are each. A row opens that matter's exhibit list.
Depositions	Split **Upcoming** and **Completed**. A row opens that matter's depositions; **Prep ✦** beside an upcoming one opens Deposition Prep AI (below).
Discovery	One row per matter with discovery on file, counting its interrogatories, requests for production and admission, subpoenas and disputes, with a badge for the disputes logged and one for what is *pending*: interrogatories, requests for production and subpoenas not yet marked served, and requests for admission still awaiting a response. Matters with none are listed apart. Each row opens that matter's Discovery page.
Timeline	Every timeline event, newest first, badged *Disputed* where it is and headed with how many are. A row opens that matter's Timeline.
Jury Selection	Every prospective juror tracked, with the start of their notes and a *Strike* badge on anyone struck, headed with the number of strikes. A row opens that matter's Jury page.
Motions in Limine	Split **Pending**, **Filed** and **Heard**, with the rule relied on; a heard motion shows its outcome as a badge. A row opens that matter's Motions page.
Pre-Trial Checklist	Every pre-trial task, **Open** and **Completed**, in due-date order. A row opens that matter's Pre-Trial checklist.

One more list of the same kind sits under **Library → Matter Experts** (*Expert Witnesses*): every expert on the open matters you can open, with the specialty, the fee and *Disclosed* and *Deposed* badges, headed with how many are disclosed and the fees committed in total. A row opens that matter's Experts list. It is not the Expert Directory (CRM), the firm's roster of experts to use again (below).

Discovery Mode — the whole picture on one screen

Discover → Discovery Mode gathers the matter's discovery onto one read-only page, and each card's **Manage →** opens the page where that part is edited: **Deadlines** (the open ones soonest first, and how many are done), **Depositions** (pending first, then completed), **Written Discovery** (interrogatories, requests for production and requests for admission, each counted as served and answered), **Subpoenas** (badged *Not served*, *Pending response* or *Responded*), **Disputes** with their status, and, once there is one, **Preservation** — the custodians on hold.

Discovery — the requests and the disputes

Discover → Discovery is the matter's log of written discovery, in five tabs, each with its count: **Interrogatories**, **Requests for Production**, **Requests for Admission**, **Subpoenas** and **Disputes**. Each tab has its own form and **Add**: the interrogatory or request with the anticipated or actual response and a *Served* tick; for an admission, the **Response** (*Pending*, *Admit* or *Deny*); for a subpoena, **To (Custodian / Witness)**, **Date Served** and the scope; for a dispute, the **Discovery Issue** and its **Status** (*Meet and Confer*, *Motion Filed*, *Hearing Set*, *Resolved*). Rows are badged *Served*, *Responded*, *Admit* or *Deny*, with

Delete. Adding and deleting need **Edit matter details**. The log computes no response date — docket that on the Deadlines page (section 04).

Preservation Log

Discover → **Preservation** (*Preservation Log*) records the litigation hold custodian by custodian. **Add Preservation Entry** takes the **Custodian** (required) — a person, a department or a set of records — the **Scope** of what is held and the **Method** (the hold letter and when it went, the copy IT kept), then **Add Entry**; each entry has **Delete**. It is a log, separate from placing a litigation hold on the matter itself (section 07). Changes need **Edit matter details**.

Depositions and witnesses

- **Discover** → **Depositions** lists the matter's depositions, headed *n scheduled · n completed*. **Add Deposition** takes the **Deponent** (required), **Date**, **Location**, **Key Points / Outline** and a *Completed* tick; each row has **Edit** ▾ (**Save Changes**) and **Delete**. Depositions show on the calendar. On the firm-wide list, **Trial Prep** → **Depositions** in the sidebar, **Prep** ✦ beside a deposition opens Deposition Prep AI (below).
- **Build** → **Witnesses** is the witness list, headed with how many are disclosed and how many deposed. **Add Witness** takes the **Name**, **Role**, **Contact Information**, **Anticipated Testimony** and two ticks — *Disclosed to opposing counsel* and *Has been deposed*; rows have **Edit** ▾ and **Delete**. Trial Mode works from this list, and only a witness ticked as disclosed can be marked called there. Each row also has **Build cross outline** ✦, which opens **New Cross-Exam Outline** for that witness (below); once that outline is generated the row shows **Cross outline** ✓ instead, which opens it. Only an outline started this way, or from **Cross** ✦ on the firm-wide list, is linked to the witness, and the readiness check *Completed cross outline linked to each listed witness* counts only linked outlines.
- Changes to either need **Edit matter details**.

Experts on the matter

Build → **Experts** (*Expert Witnesses*) is this case's list of experts. **Add Expert** takes the **Expert Name** (required), **Specialty**, **Credentials / CV Summary**, **Expert Opinion Summary** and **Fees ($)**, with a tick for disclosure and one for *Deposed*; then **Add Expert**. Each row shows the specialty and the *Disclosed* and *Deposed* badges, with **Edit** ▾ (**Save Changes**) and **Delete**. Changes need **Edit matter details**. The firm's reusable roster is the Expert Directory (CRM), and **Library** → **Matter Experts** rolls every case's list up (both in this section).

Pre-Trial checklist

Plan → **Pre-Trial** is the matter's **Pre-Trial Checklist**, headed with how many items are complete and, once a trial date is set, how many days are left. On an empty list, **+ Add Standard Checklist (15 items)** loads the standard list. **Add Custom Task** — a **Task** and a **Due Date**, then **Add Task** — adds your own. Tick an item to complete it, tick it again to reopen it, or **Delete** it. Changes need **Edit matter details**.

Florida trial setting (Rule 1.440)

On a Florida state-court matter the Pre-Trial page also offers **+ Add Rule 1.440 items**: six trial-setting items, each naming its rule — the order setting the trial period entered and served; the order due no later than 45 days before a projected trial period; a trial period that begins at least 30 days after the court's service of the order unless all parties agreed; service of the order on a defaulted party where Rule 1.440(d) requires it; the contents of a motion for trial under Rule 1.440(b); and that moving an actual trial period takes a Rule 1.460 motion. Only items not already on the list are added. On the Deadlines page, the docket event *Order Setting Trial Period Served* records the court's service of the order and writes one undated row, *Enter the first day of the trial period the order sets*; record the whole period, as actual, on the matter's Trial setting card. Two checks then appear at the top of the Deadlines page and on the Readiness Score panel, marked *not scored*: **No order setting the trial period recorded** once the day 45 days before a recorded projected trial period has passed with no such order docketed (Rule 1.440(c)(2), counted back under Rule 2.514), and **Trial period begins fewer than 30 days after service of the order** when the recorded period starts before the earliest day Rule 1.440(c)(4) allows — a prompt to check whether all parties agreed, not a finding. Nothing here computes a trial date.

Motions in limine and jury instructions

- **Build** → **Motions** (*Motions in Limine*), headed with how many are filed and heard. **Add Motion** takes the **Motion Title** and the **Grounds** (both required), the **Rule / Authority**, **Supporting Cases**, the **Outcome (if heard)** and *Filed* and *Heard* ticks. A motion shows its *Filed* and *Heard* badges and its outcome. It cannot be edited in place: **Delete** it and add it again.
- **Build** → **Instructions** (*Jury Instructions*), on the areas that try cases, lists the standard or custom instructions the side will ask for at the charge conference: the **Instruction Number**, the **Source** (the standard set, case law or custom) and the **Title / Topic** (required), then **Add Instruction**; each has **Delete**. It records what you will request and has no place to record what the court did with it. The Library's Jury Instructions index (section 27) helps find a number.
- Changes to either need **Edit matter details**.

Voir Dire — jury selection as it happens

Build → **Jury**, on the areas that try cases, opens **Voir Dire — Live**, headed with four counts: **Seated**, **Alternates**, **Pending** and **Dismissed**.

- **Add Venireperson**: the **Seat / Juror #** (required), **Name (optional)**, **Occupation**, **Age Range**, an **Initial Bias (1=favorable, 5=hostile)** and **Voir Dire Notes**; then **Add to Panel**.
- Each venireperson has **Seat** and **Alternate**, and four strike buttons: **P-Per** and **D-Per** for a peremptory strike by the plaintiff or the defense, **P-Cause** and **D-Cause** for a strike for cause. A strike dismisses the venireperson, and **Reinstate to Pending** brings them back. **Edit notes / bias** changes the notes and the rating without moving anyone, and **Delete** removes the entry.

- **Strikes Used** counts each side's peremptory and for-cause strikes, the peremptories against the allowance the card prints. Confirm the number the court allows in your case; the card does not know about extra challenges the court grants.
- Changes need **Edit matter details**. **Trial Prep** → **Jury Selection** lists the panels across matters (above).

Crucible — the deposition as it is taken

Discover → **Crucible**. **New deposition**, the deponent's name, and **Create & open** start a session. Every page is marked *UNOFFICIAL WORKING DRAFT — NOT THE CERTIFIED TRANSCRIPT*, because that is what it is.

- **Capture.** Speak it, type it, or **Paste a transcript block**. Spoken testimony is transcribed live by the browser's own speech recognition, and **Stop recording** ends it; in a browser without speech recognition the testimony is typed. **Voice dictation uses your browser's speech-recognition service; your browser vendor may process the audio to transcribe it.** Where the browser can transcribe on this computer, Crucible uses that mode and says *Speech: on this device*; otherwise the label names who receives the audio (*Speech: sent to Google*, for example), and on a matter set to keep all AI on this computer only on-device speech is offered. Browser speech is fine for trying Crucible out, not for a real deposition. Once Trial Commander has connected a server speech-recognition service, live capture will instead record in parts of about five minutes and transcribe each as it goes, ended by **Stop & transcribe**.
- **Run impeachment cross-reference** checks the testimony against the case record — and against the produced documents, once **Index *n* produced documents** has read them — and raises flags, each with its severity, confidence and source, and where it helps a *Commit · credit · confront* sequence. They are leads for the attorney's judgment, never conclusions about anyone's credibility. ⧉ **Alert feed** puts them on a second screen for whoever is second-chairing.
- **Draft depo summary** and **Draft cross-exam outline** hand the session to the Drafting Studio. **Reconcile to certified transcript** replaces the working lines with the reporter's certified text when it arrives, and clears the flags.
- Capture is on every plan and needs **Edit matter details**. The cross-reference and the drafting are part of the Drafting Studio, Silver and up.

Deposition Prep AI — the outline before the deposition

Opened from **Prep** ✦ beside an upcoming deposition on **Trial Prep** → **Depositions**, which fills in the matter and the deponent. It has no sidebar or ⌘K entry of its own; past sessions also appear in the matter's Evidence Locker.

- The form asks about the **Witness**, the **Case context**, the **Goals for this deposition** — *Areas to ESTABLISH* and *Areas to UNDERMINE* — any **Prior statements**, and **Anything else?**. Only the deponent's name is required. Then **Generate outline**.

- The outline opens with *Claude's read of the case* and *General warnings — read before walking in*, then **Impeachment hooks** — the setup, the prior statement word for word, the impeachment — then numbered topics of questions, each marked for its purpose (establish, undermine, foundation, authenticate, impeachment, exploratory, closing trap), with *Anticipated objections* and *Watch for (evade tactics)*.
- In the room each question takes **Used ✓**, **Save note** or **Skip**, and the header counts how many were used.
- Each box states its limit and counts it: the prior statements 60,000 characters, the other long boxes 5,000 each — 80,000 in all. A paste longer than the room left is refused with a message, and a box over its limit is refused by name; nothing is cut to fit.
- Creating and annotating need **Edit matter details**. It has its own monthly cap inside the firm's AI allowance — $50 by default, which a firm admin can lower at Settings → AI Limits — and a firm admin may override the cap for one session, never past a non-paying firm's monthly amount. The page shows the firm's own cap (a lowered one included) and what has been spent; as soon as a full run could be refused it says *Close to the monthly cap*, and a firm admin gets **Override the monthly cap for this session** (section 08).

Cross-Exam Outline — the cross at trial

This is for the cross-examination at trial, after the witness's direct, and is not deposition prep. **Cross ✦** beside a witness on **Trial Prep** → **Witnesses**, or **Build cross outline ✦** beside a witness on the matter's own **Build** → **Witnesses** list, opens **New Cross-Exam Outline** with the witness and the matter filled in, and links the outline to that witness. The witness is filled in only for someone who can open that matter, and the outline is linked only while it stays on that witness's matter: pick a different matter (or none) and **Generate outline** is refused with a message, and nothing is sent to Claude. It is not otherwise on the matter's menus; the Drafting Studio's cross-examination outline and Crucible's **Draft cross-exam outline** are separate documents.

- The form asks for the **Witness name** (the only required field), the **Role / capacity** and the matter; **Our position / posture** and **Case theory**; the **Direct testimony**; **Control goals (admissions we want)** and the **Impeachment targets**; **Prior testimony** (a deposition, interrogatory answers) pasted in; **Exhibits to mark + how each lands**; and anything else. Then **Generate outline**.
- The outline leads with *Don't ask one too many — read this before you stand up*, then *Claude's read of the case* and *General warnings*. The **Impeachment moments** give the setup, the prior statement word for word, and the question that springs it. Numbered lines of attack follow, each with its goal, its leading questions and a *Stop cue — when to sit down*.
- In court each question takes **Used ✓**, **Save note** or **Skip**, and the header counts how many were used. **Delete outline** removes it. An outline tied to a matter also appears in its Evidence Locker.
- Each box states its limit and counts it: the prior testimony 60,000 characters, the direct testimony 20,000, the other long boxes 5,000 each. Together they hold 105,000, but an outline takes 80,000 in

all, so a running total above **Generate outline** counts that too. A paste longer than the room left is refused with a message, and a box — or the whole form — over its limit is refused by name; nothing is cut to fit.

- Creating, annotating and deleting need **Edit matter details**. There is no plan gate; it draws on the firm's AI allowance with its own monthly cap — $50 by default, which a firm admin can lower at Settings → AI Limits — and a firm admin may override the cap for one outline, never past a non-paying firm's monthly amount. The page shows the firm's own cap (a lowered one included) and what has been spent; as soon as a full run could be refused it says *Close to the monthly cap*, and a firm admin gets **Override the monthly cap for this outline** (section 08).

Exhibits and demonstratives

- **Build** → **Exhibits** is the matter's exhibit list, its heading counting how many are pre-marked and admitted. Each exhibit takes an **Exhibit Number** (*P-1, D-15, J-3*), its **Source / Custodian**, a description, the **Foundation Required**, the **Authentication Method** and the **Anticipated Objections**, and two ticks — **Pre-marked** and **Admitted into evidence** — with **Edit** ▾ and **Delete** on the row. It is the list Trial Mode works from.
- **Build** → **Demonstratives**, on the areas that try cases (and under Manage Matter → Pages & tools), catalogues photos, charts, timelines, diagrams, video, animations, document blow-ups, maps and audio. **+ Add Demonstrative** takes a caption, the kind, a *link* to the file — a Google Drive or Dropbox address; files are linked, not uploaded — a thumbnail, the linked exhibit number, the display order, the witnesses whose binder it belongs in, tags, and its foundation. ▶ **Present** opens a bare presenter in a new tab (*F11 for fullscreen*) that steps through them with ‹ ›, or through one witness's binder only. **Archive Demonstrative** retires one; **View archived** shows them.

Bates productions

A firm admin sets the firm's numbering once, at **Settings** → **Brand & Print** → **Bates numbering** — **Prefix**, **Padding digits** and **Next number**, with a live preview — saved with **Save brand settings**. Until a prefix is set, starting a production sends you there.

- **Bates Productions** is on the matter overview under **Manage Matter** → **Pages & tools**. **+ Stamp PDF** opens **Stamp a PDF Production**: choose or drag in the PDFs — up to 100, and up to 150 MB together — with an optional **Description (optional)** and **Starting number override (optional)**, then **Stamp & Save**. A selection over those limits is refused before anything is sent.
- Numbering runs from the firm's next number straight through the PDFs in name order (Vol 2 before Vol 10), and each PDF becomes its own production with its own range. Stamping happens in the background — you can leave the page — and **In progress and recent problems** shows each one uploading, waiting to stamp, stamping, or not stamped with the reason; **Cancel upload** stops one before any number is used. Nothing is recorded, and no number used, until every page of every PDF is

stamped; one bad PDF stops the run and is named, and a PDF too complex to stamp in one piece is refused with a request to split it.

- A production records its description, first and last number, page count and date — not who it went to or which request it answered, so put that in the description. ↓ **Download stamped PDF** works for 24 hours after stamping; after that the file is removed and the download reads *"This stamped production has expired and its file was removed. The production record (numbers, page count, date) is retained — re-stamp the source PDF to download it again."* **Delete production** burns its numbers — the counter never goes back. Stamping and deleting need **Edit matter details**, and only the person who started a production can add to it or cancel it.

Trial Mode — one screen in court

Trial → **Trial Mode**, on the areas that try cases, puts the trial on one screen, headed with the trial's status and date.

- **Witnesses (*n*)** — the witness list from Build → Witnesses, grouped *Queue* (disclosed and not yet called, deposed witnesses first), *Called today*, *Called earlier* and *Undisclosed*. **Mark called** (and **Uncall**) is offered only on a witness who is disclosed or already called.
- **Exhibits (*n*)** — the list from Build → Exhibits, with **Mark admitted** (and **Unadmit**) on each.
- **Today's Transcript** — the most recent trial day in Trial Transcripts (below), with a link to read it.
- **Trial Log (*n*)** — the day as it happens: a **Time**, the **Event** and notes, then **+ Log Entry**. The log feeds the Daily Trial Report.
- The toggles and the log need **Edit matter details**. An offline console for a courtroom with no signal is available by arrangement (section 20).

Trial Command — is the case ready?

Trial → **Trial Command** scores the matter's readiness for trial out of 100, overall and in five categories — *Case theory*, *Adversarial prep*, *Evidence & witnesses*, *Brief portfolio* and *Client posture* — from what is already on the matter: its structured record and the AI tools run on it. **What to fix first** lists the gaps by severity, most with a link to the page that closes the gap, and each category card says what it measures and how it scored. The Brief portfolio category reads the matter's Brief Bank entries only for someone who can open the Brief / Motion Bank; for anyone else it sees none.

Trial Transcripts

Trial → **Trial Transcripts** keeps each day's transcript. **+ Upload Transcript** takes the **Trial Date**, an optional **Day Label**, the **Source Format** (rough draft, final transcript, ASCII export or .PTX), an optional original file name and the text pasted into **Transcript Text (paste here)**; **Parse & Save** breaks it into segments by speaker. A day's page searches the transcript (*Search transcript...*) and narrows it to one speaker or one witness; beside it sit the day's details, its **Day Label** and **Internal Notes** (**Save**), and

Delete Transcript Day. Changes need **Edit matter details**. Witness Reliability AI (below) reads these transcripts.

Daily Trial Reports

Trial → Daily Trial Reports is the end-of-day report, one per trial day. **+ New Report** opens it pre-filled from the day's trial log, transcript and exhibits: the **Trial Date**, a **Headline (1-line capsule)**, the **Day Summary**, **Witnesses Called**, **Exhibits Admitted**, **Key Rulings / Objections**, **Pending for Tomorrow**, **Observations (jury, opposing counsel, judge)**, work-product notes that are never sent to the client, and a **Client-facing summary (plain language)**; then **Save Report**.

Nothing reaches the client until you open the report and press **Mark as shared with client**, which needs the client-facing summary written first. The client then reads that summary, under the report's headline, in the portal's **Trial Updates** (section 05) — never the work-product notes. Creating, editing and sharing need **Edit matter details**.

Closing Argument — an outline to refine

Trial → Closing Argument, on the areas that try cases, opens **Build a Closing Argument** with the matter already linked and the **Case label** filled in from its number and name. Give Claude as much of the case as you have — the **Theme** (the one line the jury will remember), a **Tone preference** and **Target duration**, **Our theory of the case**, **Key facts**, **Top exhibits + how each one lands**, **Witness moments to remind the jury about**, the **Jury instructions (verbatim)**, what the other side argued in closing, and any **Additional context** — and press **Generate outline**. Only the case label is required, but the theme and the other side's argument are where the outline gains most. Each of the long boxes has its own limit, shown on its label and counted under the box: the jury instructions take 30,000 characters; the key facts, the exhibits, the witness moments and the other side's argument 8,000 each; the theory of the case and the additional context 5,000 each — 72,000 in all. Typing stops at a box's limit, and a paste longer than the room left in the box is refused with a message saying so rather than cut to fit; if an over-long box reaches Trial Commander anyway, it is refused by name and no draft is made. Nothing you enter is dropped without a word. Paste the instructions the closing will actually quote, not the whole charge.

The draft opens on its own page in five parts: *1. Hook*, *2. Theme*, *3. Narrative chapters* — each with callouts marked Exhibit, Witness, Jury instruction, Fact or Quote, and a delivery note — *4. Counter what they argued* (their argument, our response and the evidence for it) and *5. Big finish*, followed by *Delivery cues*. On each chapter you can write a note and press **Refined ✓**, **Dismiss** or **Save note**, which keeps the note and clears either mark. **Build another** starts a fresh draft and **Delete draft** removes this one. The outline is for you to refine and deliver in your own voice, not a script, and nothing in it is checked against the record: confirm every exhibit, quotation and instruction before you rely on it.

The **Closing Builder** link above the form lists the drafts on matters you can open, newest first, with the month's AI spend on the builder, and a draft linked to a matter also appears in its Evidence Locker. It is not limited by plan; it draws on the firm's AI allowance, with a monthly cap of its own — $50 by default,

which a Firm Admin can lower on **Settings** → **AI Limits**; a firm on its own Anthropic key has none. The builder's pages show the firm's own cap and what has been spent against it; it resets at midnight UTC on the first of the month (a cap lowered to $0 keeps the builder off until it is raised). Each run is checked before it starts against the most it could cost, so a run can be refused a little before the cap is reached. From that point the form says *Close to the monthly cap* (or *Monthly cap reached*), and a Firm Admin can still run a draft by ticking **Override the monthly cap for this draft**; once the cap is reached, only a Firm Admin can. Building, marking and deleting drafts need **Edit matter details**. The builder has no export: for an outline you can edit as a document and take into Word, use the Drafting Studio's *Closing Argument Outline*.

Post-Trial

Trial → **Post-Trial**, on the areas that try cases, tracks what follows a verdict. On an empty matter, **+ Add Standard Post-Trial Checklist (12 items)** loads the standard list — each item a task with its deadline and the rule it comes from — and **Add Task** (a task and a deadline) adds your own. Changes need **Edit matter details**. The first item states the period: motion for new trial — **15 days after the return of the verdict** in a jury action, or after the **filing of the judgment** in a non-jury action, served within that time (Fla. R. Civ. P. 1.530(b)). The checklist computes no date from it; put the date on the matter's deadlines.

> **AN OLDER CHECKLIST KEEPS ITS OLD WORDING**
>
> A checklist keeps the text it had on the day it was added to the matter. The standard list's motion-for-new-trial item was corrected on 25 September 2026, and its rehearing item and its two Rule 1.525 items (costs, and attorney's fees, each now *Serve … 30 days after filing of the judgment*) on 27 September, so a checklist added before either date may still show the earlier wording. Compare an older matter's list with a newly added one, and confirm every date against the rule before relying on it.

Review Mode — after the case

Trial → **Review Mode**, on the areas that try cases, is for closing the file out with what was learned. **Case Outcome & Reflection** takes the **Outcome type** (*Verdict — Plaintiff*, *Verdict — Defendant*, *Settled*, *Dismissed*, *On Appeal*, *Other*), a **One-line summary (amount, terms, etc.)**, **What worked well** and **What to do differently next time**, saved with **Save reflection**, which needs **Edit matter details**. Beside it, read-only: an accepted proposal for settlement, if there is one; the date and reason once the matter is closed; the **Time Summary** (logged, billable, billed and unbilled hours); the **Billing Summary** (invoiced, collected, outstanding); and the **Post-Trial Tasks**, with how many are done. The outcome type also sets the matter's closing stage in Procedural Cinema (section 12).

Witness Reliability AI

On the areas that try cases, under **Manage Matter** → **Pages & tools** → **Witness Reliability AI**. It reads the matter's trial transcripts, so it needs at least one transcript day in which the witness's examination is marked (*DIRECT EXAMINATION OF* / *CROSS-EXAMINATION OF*). Pick the witness, add a **Role (optional)**

and **Matter Context (optional)**, and **Analyze Witness**: the report weighs credibility, consistency, demeanour and exposure on cross with citations to the transcript, lists contradictions, knowledge gaps and warnings, and ends in a recommendation — *Call live*, *Use depo*, *Don't call* or *Mixed*. Running and deleting need **Edit matter details**; it has its own monthly cap, $30 by default, which a firm admin can lower at Settings → AI Limits.

Mediation and Settlement Mode

- **Negotiate → Mediation** keeps the matter's **Mediation Details**: the **Scheduled Date**, the **Mediator**, the **Outcome** (*Settled, Impasse, Continued...*) and the **Mediation Notes**, saved with **Save Mediation Details**. Saving needs **Edit matter details**.
- **Negotiate → Settlement Mode** is the settlement picture on one read-only page, each card with a link to where it is edited: the mediation details; the **Damages Estimate (Genome)** from the Case Genome (section 12), once one has been generated; the proposals for settlement, total and open (below); and, where they exist, the comparative-fault scenarios with each one's net recovery — on a Florida matter under the same rule as the Comparative Fault page, so a scenario over 50% plaintiff fault nets $0 where HB 837's bar applies (a suit filed after 24 March 2023, or not yet filed, with the no-filing-date notice printed) — and the **Closing Statement Summary** from the matter's billing.

Settlement Value Estimator

Negotiate → Settlement Estimator on any matter, whatever its practice area (also *Settlement estimate* in ⌘K, and **Settlement Estimate** under Manage Matter → AI tools). A **Case Label** and a **Liability Narrative** are required; liability strength, defence strengths, economic, non-economic and punitive damages, comparable verdicts and settlements, venue notes and further context are optional. **Generate Estimate** returns an **Estimated Settlement Range** — low, expected and high — with the damages breakdown, the key drivers, a sensitivity analysis, the adjustments applied, **Negotiation guidance** (opening, target, walk-away) and its warnings and limitations; a bell tells you when it is ready. ▶ **Run simulation** then plays *Monte Carlo — 10,000 simulated outcomes* in your browser and shows the spread from the 5th to the 95th percentile, with the settlement zone and the trial-risk zone. On a Florida personal-injury matter the result page also prints **HB 837 — rules this estimate applied**: comparative fault and medical damages with the filing date that decided them, and the no-filing-date notices when none was recorded, as they stood when the estimate ran. The page's own framing is the one to use with a client: an educated range, never a promise of any result. It needs **Edit matter details** and has its own monthly cap, $30 by default, which a firm admin can lower at Settings → AI Limits. Each box states its limit and counts it (the liability narrative 20,000 characters, the comparable verdicts 15,000, the defence strengths and the economic and non-economic damages 10,000 each, the punitive damages, the venue notes and the additional context 5,000 each, the liability strength 2,000); together they hold 82,000, but an estimate takes 80,000 in all, so a running total above **Generate Estimate** counts that too. A box, or the form, over its limit is refused by name and nothing is cut to fit. The form shows the firm's own cap and what has been

spent, and as soon as a full run could be refused it says *Close to the monthly cap* and offers a firm admin **Override the monthly cap for this estimate** (section 08).

Proposals for Settlement

Negotiate → Proposals for Settlement tracks each proposal for settlement under § 768.79 and Fla. R. Civ. P. 1.442, made by either side on a Florida matter. On a matter governed by another state's law the page shows only the amber verify-local-law banner (section 12).

- **Add a Proposal** takes the **Side proposing** and **Amount ($)** (both required), the **Date served**, the trial date at service, the service-of-process or commencement date the form asks for, who served it on whom, the first day of the trial docket where one is set, any non-monetary term, a per-defendant apportionment when the matter has more than one defendant, and a checklist of the contents the rule requires. Then **Add Proposal**.
- Each proposal is checked against the rule's content and timing requirements as it is saved. Problems are listed on it as *FATAL* or *WARNING*, each with the rule it comes from, and an unticked checklist item stays a warning. A proposal with a fatal problem is refused and not saved; the page has no way to override that, so correct the entry and save again.
- A proposal with a date served is *Open*, and its acceptance deadline goes onto the matter's deadlines automatically, at HIGH priority with the rule named on it. Recording the **Response** (*Accepted*, *Rejected* or *Auto-rejected (30d)*) with its date, or pressing **Withdraw**, closes that deadline, and deleting the proposal removes it. An accepted proposal cannot be withdrawn. One with no date served is kept as a *Draft*.
- Once the case resolves, enter the **Final outcome ($)** and **Save outcome**. The page runs the § 768.79 25-percent comparison its banner describes and says whether fee shifting is triggered. When it is, the page totals the billable time logged on the matter from the date served, as the prima facie fees. The comparison uses § 768.79(7)'s "judgment obtained": the net judgment entered, plus any postoffer settlement amounts by which the verdict was reduced, and, for a defendant's offer, plus any postoffer collateral source payments received or due as of the date of the judgment. Enter the final outcome with those amounts already added; the page does not add them.
- On a proposal that was not accepted or withdrawn, **§ 768.79(7) — figures recorded for "judgment obtained"** keeps the pieces the statute defines that figure by, in its words: the date of the judgment, the amount of the net judgment entered, any postoffer settlement amounts by which the verdict was reduced and, on a defendant's offer only, any postoffer collateral source payments received or due as of the date of the judgment. **Save recorded figures** stores them on the proposal as facts, with the date they were recorded. A blank field is not recorded; clear every field to remove the record. The page does not add them up, compare them with the offer or draw any conclusion from them, and the fee-shifting analysis still uses the Final outcome as entered.
- Every change needs **Edit matter details**. Check each computed date against the rule before relying on it.

Judge Profiles and the Expert Directory

Two firm-wide directories sit under **Library** in the sidebar. Everyone at the firm reads them; adding, editing and archiving need **Edit matter details**.

- **Library → Judges** (*Judge Profiles*) lists the firm's judges grouped by court, with **New Judge** and **View archived**. A profile holds the full name as it appears on the bench, the court, division and division-assignment date, a bio, the courthouse and room, and the judicial assistant's and bailiff's names and e-mails. Below them come **Standing Orders** (name, effective date, a link and a short summary, added with **Add standing order**); **Preferences & Intel**, dated observations by kind (*Procedural*, *Formatting*, *Hearing*, *Citation / format rule*, *DCA reversal*, *Recent ruling*, *Other*) added with **Add observation**; and **Linked Matters**, the matters you can open whose judge field contains the judge's name, with the twenty most recently updated shown. ⚖ **Judicial Twin**, **Edit** and **Archive** (or **Restore**) sit at the top. Trial Commander can load its Florida bench roster into a firm's profiles on request.
- **The Judge card** on a matter's overview appears when the matter names a judge. When a firm profile's full name contains that name, the card — *Judge — <name>* — shows the bio, the court, division and room, the judicial assistant, and **Recent intel**: the three newest observations, with the totals of observations and standing orders. ⚖ **Judicial Twin** and **Full profile** → sit at its head. With no matching profile it offers **Create profile for *<name>***. Write the judge on the matter as the profile spells it, so the two meet.
- **Library → Expert Directory (CRM)** (*Expert Directory*) keeps every expert the firm has retained or vetted, for reuse on the next matter: name and credentials, a **Specialty** (required), affiliation, contact details, a website and a **CV link**, the hourly rate and retainer, a rating from 1 to 5, **Conflict notes (who they've testified for / against)** and general notes. Search by name, specialty, credentials or affiliation, or narrow by **Specialty filter**; **Show archived** lists the archived ones. The specialty filter matches words inside the Specialty field, so write specialties the way you will search for them: *Construction — structural engineer* rather than *Structural engineer* alone. The list shows the first 200 by name and says how many more there are. **Build → Experts** on a matter is the separate list of the experts on that case.

Judicial Twin

Opened from ⚖ **Judicial Twin** on a judge's profile, or on the judge card on a matter's overview. It runs on demand; it is not a standing profile. Paste the judge's public opinions, orders and rulings under **Source materials — public opinions, orders, rulings (min. 200 chars)**, ask a question of at least twenty characters, and **Run Judicial Twin (~30s)**. The answer comes from that public record only. The page's banner says what it is for: public record only, never to assist ex parte communication, and the output is attorney work product for preparation. Every analysis is kept on **Judicial Twin — Firm History**, filterable by judge and searchable. It has its own monthly cap ($30 by default, which a firm admin can lower at Settings → AI Limits), and an analysis can be deleted by its author or a firm admin. Running one needs **Use AI Assistant**, which attorneys, associates and paralegals have by default and read-only users do not;

anyone can read the past analyses, and someone without the permission sees a note naming it in place of the form.

27 · Research in the Library

Library in the sidebar (a section that starts folded) is the firm's shared reference shelf. The Brief / Motion Bank is in section 07, and Judges, the Expert Directory (CRM) and Matter Experts are in section 26. The rest are here.

Case-Law Annotations

The firm's own bank of cases worth remembering. **New annotation** takes the **Caption**, the **Citation**, the **Holding (1-3 sentences)** and the **Annotation (what we use this for)** — all four required — with the jurisdiction, the decision date, a **Westlaw / Lexis URL**, a **Public URL**, **Tags (comma-separated)**, the **Treatment for our side** (*Good — helps our side*, *Bad — hurts our side*, *Distinguishable on facts / law*, *Neutral — background / context*) and its **Validity** (*Good law*, *Questioned*, *Overruled*, *Superseded by statute*); then **Create**.

- The list searches the caption, citation, holding and annotation, narrowed by **Tag** and **Jurisdiction**; tick *Archived* to see the archived ones instead. It shows the newest 200.
- An annotation's page carries its treatment and validity badges, the four *open in* buttons of Citation Lookup (below) for its citation, the fields to change with **Save changes**, and **Archive**. There is no delete: an archived annotation stays on file.
- Everyone at the firm reads the bank; adding, changing and archiving need **Edit matter details**.

Citation Lookup

Library → **Citation Lookup** (also *Citation lookup* in ⌘K). Type a citation, a case name or a plain question into **Cite, case name, or natural-language query** and press Enter: **Open in** then offers **Westlaw**, **Lexis Advance**, **CourtListener** and **Google Scholar**, each opening that service's search for it in a new tab. Trial Commander calls none of them — it only builds the search links — so Westlaw and Lexis need the firm's own subscription, while CourtListener and Google Scholar are free. The same buttons sit on every case-law annotation.

FL Evidence Code and Jury Instructions

- **Library** → **FL Evidence Code** (*Florida Evidence Code*) is a quick reference to eighteen commonly used sections in four groups — *Relevance*, *Hearsay*, *Witnesses & Expert Testimony* and *Authentication & Privileges* — each with a one-line note and each opening the section's own page on flsenate.gov. As the page says, it is a starting point and no substitute for research: read the current statute before relying on a note.

- **Library → Jury Instructions** (*Florida Standard Jury Instructions*) indexes nineteen commonly used instruction numbers in four groups: civil preliminary, negligence and damages instructions, and the criminal final charge. The Florida Bar publishes the instructions as whole sets, so each row opens the Bar's page for the civil or the criminal set rather than the single instruction. Confirm every number against the current set before a charge conference, as the page says. The numbers that carry each Florida cause of action are on a matter's Matter Workbench (section 07).
- Both are marked FL, and both are in ⌘K.

Living Style Guide

Library → Living Style Guide checks a draft against the firm's own writing voice.

- **The firm style profile** is built by a firm admin — **Build profile from brief bank**, later **Rebuild profile** — from the Brief / Motion Bank, which needs at least three entries with substantive body text. It records the firm's voice, bullet habits, sentence and paragraph length, citation style, how its documents open and close, and its tonal attributes, distinctive phrases and avoided patterns. Until there is a profile, nobody can check a draft.
- **Check a draft**: paste the text (up to 30,000 characters), tie it to a matter if you like, and press **Check style**. In about thirty seconds the check gives an *on-brand* score out of 100 (green from 90, amber from 70), the points where the draft drifts, marked high, medium or low — or *On-brand* when there are none — and a note on what to change.
- Anyone at the firm can check a draft and sees their own checks; a firm admin sees everyone's. The author or a firm admin can **Delete this check**.
- Both draw on the firm's AI allowance, each with its own monthly cap: by default $20 for building the profile and $30 for checks, either of which a firm admin can lower at Settings → AI Limits.

28 · Insights: calibration, client feedback & the year in review

Insights in the sidebar holds five pages. Practice Mirror and Procedural Cinema are in section 12; the other three are here.

Calibration — how good are your forecasts?

Insights → Calibration tracks how well stated confidence matches what happens. Everyone has it, for their own forecasts on the matters they can open.

- **Log a forecast**: the **Question** and a **Probability (0–1)** — *0.65* for 65% — are required; a **Category** (a motion, trial, settlement, ruling or discovery outcome, or other), a **Matter (optional)**, a **Decision date (optional)** and a **Rationale (optional)** are not. Then **Log forecast**.
- When the answer is known, choose *It happened*, *It did not happen* or *Moot / canceled*, add a note if you like, and **Resolve**. A canceled forecast is left out of the score.

- **Score**: the **Brier score** (lower is better — always saying 50% scores 0.25, and the page calls anything under 0.10 excellent), the **Base rate** (how often the resolved events happened) and the **Skill score** (above 0 beats simply guessing the base rate), with a badge: *Overconfident*, *Underconfident*, *Well-calibrated* or *Insufficient data*. The **Reliability diagram** sets stated confidence against what happened: a curve below the diagonal is overconfidence, above it underconfidence.
- A firm admin also has **Firm aggregate** beside **My forecasts**: the same score over everyone's forecasts.

Client Feedback (NPS)

Insights → Client Feedback (NPS) surveys clients after their matter closes and keeps the firm's Net Promoter Score. The page is for firm admins and attorneys (**View firm-wide financial reports**).

- **Recently closed — send a survey** offers up to thirty matters closed in the last 90 days that have never been surveyed. Choose one and press **Generate survey link**, which needs **Edit matter details** and access to that matter. The link is shown **once**, under *Survey link (shown once) — Copy now* — and works for 60 days. Trial Commander does not send it: e-mail it to the client yourself.
- The client's page, under the firm's name, asks one question on a scale of 0 to 10 — how likely they are to recommend the firm — with an optional comment and a tick for being willing to refer others, then **Submit feedback →**. A link can be answered once, and an expired link says so.
- The score is the percentage of promoters (9–10) less the percentage of detractors (0–6), over every answered survey in the firm, with the breakdown of promoters, passives (7–8) and detractors. The page quotes +35 as the professional-services benchmark and over +50 as excellent.
- **Surveys** lists the latest 200 sent, each with its date, matter and address and *Score n*, *Pending* or *Expired*. The score covers every response, not only the rows shown.

Year in Review

Insights → Year in Review (*<year> — Year in Review*) is a year in numbers, for firm admins and attorneys (**View firm-wide financial reports**). The chips at the top pick the year. The sample matter is left out of every figure.

- **Your own time. Hours billed** is the billable hours you logged, with the change in your total hours from the year before; **Total hours**, and across how many matters; and **Billable value**, your billable hours at the rates charged, with how much of it is on billed entries (*realized*).
- **The firm's. Total invoiced**, and collected, on the invoices issued in the year; and the **Activity** tiles — matters opened and closed, depositions prepared and briefs red-teamed with AI.
- **From your time entries.** The judges and the opposing counsel who came up most on the matters you worked, your most-used UTBMS task codes, and the statutes you cited most in your narratives (anything written as *§ …*).
- Hours are exact. Billable value and the lists read your newest 5,000 entries of the year; past that, the page says how many it covered.

29 · The CLE Tracker

Compliance → **CLE Tracker** (marked FL) is each lawyer's own record of continuing legal education against a three-year reporting cycle. Each person sees only their own.

Which tracker you see follows your bar. Trial Commander records no bar state for each attorney, so it reads your firm's home state: in a firm whose home state is Florida the page is the Florida Bar tracker described in the list below. In every other firm it is a simpler tracker that names no state's rules: **Your Deadline** — enter the **CLE deadline** your licensing authority gives you and press **Save deadline**, and the page counts the days to it; **Hours Logged** — total hours, ethics hours and the number of courses, all self-reported; and **Add CLE Entry** — the course title, provider, completion date, an optional course-approval number, the **Hours** and how many of them were ethics, and a certificate link. Each entry has **Remove**. It reports nothing to your licensing authority.

- **Reporting Period**: enter the **Cycle start date** — the card links to the Florida Bar's member page, where each member's cycle is shown — and press **Save period**. The end is set three years on, and the card counts the days remaining.
- **Add CLE Entry**: the **Course title** and **Completion date** (both required), the provider, the course-approval number, the hours by category — **General**, **Ethics**, **Professionalism (FL course)**, **Technology** and **Mental health / SUD** — and an optional certificate link; then **Add entry**. Each entry has **Remove**, and one completed outside the current cycle is marked *Out of cycle* and left out of the totals.
- **Hours Summary**, once a cycle is set, has four cards, each marked met or short: **Total** (30); **Ethics, professionalism, SUD, mental health** (5 — the Ethics, Professionalism and Mental health / SUD hours together); **Technology** (3); and **FL Legal Professionalism course** (2 — the hours logged under Professionalism). Those are the minimums of Rule 6-10.3(b), which the page quotes beneath the cards: 30 credit hours every 3 years; at least 3 in approved technology courses; and at least 5 in approved legal ethics, professionalism, substance use disorder, or mental health and wellness courses, which must include The Florida Bar's 2-credit-hour Florida Legal Professionalism course each cycle. Substance use disorder and mental health hours count toward the 5, not as a separate requirement, and credits over 30 do not carry over to the next cycle. Log the Bar's own Florida Legal Professionalism course under Professionalism: the tracker counts those hours toward the course requirement but cannot confirm which course they came from.
- While anything is short, the badge at the top of the page reads *90 days — short*, then *60 days — short*, then *30 days — urgent* as the cycle's end approaches, and in the last thirty days a red warning names Rule 6-10.4(b) (the hours are reported by the last day of the reporting period) and Rule 6-10.5(a) (a member who has not completed and reported them by then is deemed delinquent). Once the cycle's end date has passed the badge reads *Reporting overdue*; set the next cycle's start date.
- Every hour on the page is **self-reported**, and the page says so: the summary carries a *Self-reported* label, the form reads *Hours by category — self-reported*, and a card that is met reads *met on the*

hours entered. The tracker adds up what you enter; it cannot verify a course, its hours or its approval number against the Bar's records. It does not track pro bono service.

- The tracker is a personal record and reports nothing to the Bar. Check the requirements, and your own record, with the Bar.

The Library

Five companion volumes, each with one job. All five are on **Q&A & Self Help** in the app, each with **Download as Word**: the Field Guide under the name *How-To Guides (PDF)*, and the Administrator's Manual for firm admins only (admins: also Settings → Help & Resources).

VOLUME	FOR	WHAT IT EXPLAINS
Field Guide	Every user	How to use the system, in the order you'll actually do it — including matter teams and the feedback button.
Administrator's Manual	Firm admins	People, roles and individual permission grants, matter access, the per-seat plans and editions, AI allowances and retention, MCP switches, compliance gates, matter numbering and fee set-up, OneDrive and QuickBooks, the Marketing Hub and intranet, who keeps the legal data current, feedback triage, and the staff lifecycle.
Technical Manual	Users, admins & IT reviewers	Architecture, where data lives, encryption, firm isolation, AI data handling, integrations, backups, and a due-diligence FAQ.
Features Manual	New users & evaluators	This volume: every major capability shown on real screens — what each feature does, where it lives, and a concrete example of using it.
Process & Procedures Manual	The whole firm	The firm's SOPs performed in Trial Commander — intake to close-out and staff lifecycle, each with steps, a worked example, and a flowchart.

Two further shelves sit beside the five. The **Florida practice manuals** — eighteen of them, one for each main practice area — carry the law each area is built around and the clocks that go with it. **Q&A & Self Help** lists them on its **Practice-area manuals** card, the areas of the matters you can open first; Ask Trial Commander also answers from them and links each passage it cites to its PDF, and each is published as a PDF with a Word copy under `/guides`, as `TC-Practice-Manual-` and the area's name. And a **feature manual** is written for any one capability whose behaviour will not fit in a paragraph here; there is one today, **Email on the Matter — Feature Manual** (section 20), kept on the **TC Practice Manuals** shelf as **TC-Feature-Manual-Email-on-the-Matter.pdf**. Each feature manual ends with a dated changelog, so a reader who has seen the last edition can find what changed without re-reading it.