

What's inside RB Web

RB Web online offices are for attorneys, paralegals and other clients (such as insurance agencies), reporters, videographers and others who work for you (including office managers), even yourself. In short, anyone who needs access to information from your office who is not in your office.

Instead of calling or emailing their questions, then waiting while someone looks up the answer and responds, registered users can get the answers themselves online anytime anywhere. They can even download files and pay invoices online at their convenience.

You can customize your RB Web by turning options on or off and by adding plug-ins that let clients search file contents, view videos, redeem reward points, even access their information on smartphones.

Case-based repositories, downloadable invoices, e-commerce & more

RB Web is a plug-in to RB8 office management software and consists of a set of modules and optional plug-ins. You choose which modules you wish to give users access to, then customize them to your business by selecting office contact persons, editing automatic email messages and other content, and coordinating the look of your online offices with your company website. Add optional plug-ins to further customize your online offices.

The base RB Web consists of a contact module for attorneys, paralegals and others; a resource module for reporters, videographers, interpreters and other employees and contractors; and an office module for company managers.

Contact module:

- **Calendar** – Clients and Attorneys of Record can see at a glance their scheduled depositions, including details and current status, plus how many depositions they have scheduled in a day.
- **Online orders** – Within the Calendar, clients can schedule, change or cancel jobs. They save time and reduce errors when making requests on a continuing case, by copying a previous request and revising it, instead of starting from scratch. They can quickly create multiple requests for recurring jobs, plus send files, such as notices, with orders.
- **Order Transcript** – Clients and Attorneys of Record can request transcripts for depositions they did not order at the time.
- **Case-based repository** – Clients and Attorneys of Record can download all case-related files and share them with others helping them on cases. They can also record when they reviewed a file.

- **Transcripts repository** – Clients can locate and download transcripts and their related files only. COD clients can pay for and download transcripts at the same time.
- **Transcript Packages** – Clients can view, highlight and comment on transcripts. They can view related exhibits, video, and other files by clicking their links. They can print or export transcripts in several formats. With the optional RB Web Mobile Apps, they can view, highlight and comment on transcripts on their smartphones and tablets.
- **Activity** – Clients can see their outstanding balances, paid invoices and invoice details. They can also download/print PDFs of their invoice lists.
- **Pay Invoices** – Clients can pay the current balance (including any finance charges and late fees) of a single invoice or multiple invoices (even COD invoices) in a single transaction.
- **Support** – Clients can use the Support Ticket System to communicate with your office and monitor the progress of their requests, reducing phone calls and emails.

Resource module:

- **Calendar** – Resources can look up assignments and job status; access worksheets, including contact information for all previous resources on a case, and any relevant case files. They can acknowledge job assignments online.
- **Turn-in** – Resources can use a wizard or advanced mode to turn in jobs with complete information, including appearing attorneys, and all related files.
- **Activity** – Resources can see their pay amounts for outstanding and paid invoices, plus invoice details. They can also download/print PDFs of their invoice lists.
- **Pay Statement** – Resources can see what invoices and their pay amounts are included in their paychecks.
- **Repository** – Resources can upload and download files from cases they have been assigned, plus office files, such as employment contracts.
- **Master Word List** – Reporters can build their own word lists for cases in PDF or text format, including word counts.
- **Availability** – Resources can check their schedule with your RB8 system directly and request time off.
- **Firms** – Resources can look up client information, including driving directions to their offices. They can also email firm contacts directly.
- **Support** – Reporters use the Support Ticket System to communicate with your office and monitor their requests.

RB Web: Flexible, customizable, secure, efficient

Office module:

- **Daily Assignments** – Managers can look up a day's jobs to see what the work load is, if any jobs are not assigned yet, and check the details of any job.
- **Daily Audit** – Managers can check each day's new settings and cancellations, including job details.
- **Clients** – Managers can look up complete information about clients from attorneys' email addresses and phone numbers to firm warnings. They can call or email clients with a click.
- **Resources** – Managers can look up complete information about reporters and other resources, then call or email them with a click.

Add special services

RB Web can be customized with plug-ins to provide your clients and resources with additional services.

- **Full-text repository search plug-in** – Popular file formats, such as PDF, MS Word, and ASCII, can be indexed in an automated process so your clients can search through 100s of transcripts, exhibits and more online in seconds. Clients search for specific text in their RB Web repositories; when they locate the right file, they can download it.
- **Media streaming plug-in** – Clients can view video transcripts online instead of downloading files.
- **My Reward Points plug-in** – Works with the RB8 points plug-in to give your clients access to their rewards points online.
- **Client Of/Sales Rep plug-in** – Resources can see job requests made by their clients before they are assigned and request specific jobs. Also includes a Sales Rep calendar, so your sales reps can log in and see a calendar of their clients' scheduled jobs.
- **RB Web Mobile Apps/RB Web Mobile On™** – Clients, resources and staff can access your RB Web on their smartphones and tablets. Clients can view, highlight and comment on transcripts, then email their work to colleagues from their mobile devices.
- **Repository Annotation** – Give clients the ability to make notes on files and flag them as important in their RB Web repositories. Clients can search for and share annotations.

For more details about these RB Web plug-ins, please refer to the last page of this PDF.

Works with more browsers & more operating systems

If you have clients or resources who prefer to work on Macs instead of PCs, or who prefer a different browser to Microsoft's *Internet Explorer*, they don't have to switch to access your RB Web.

If clients don't have to change their work environment to access their online offices, they are more likely to try your service. And once they see how convenient it is, they are more likely to remain loyal customers.

Whether your clients and resources use *IE*, *Edge*, *Chrome* or *Firefox* on Windows or *Chrome*, *Firefox* or *Safari* on Mac, it all works the same on your end—no separate systems to maintain or special procedures to follow. Your clients' requests import directly into your RB8 system so you can schedule jobs, process transcripts and bill jobs efficiently. RB Web posts the latest information from your RB8 database automatically—you don't even have to click a button.

Fast & accurate information

RB Web online offices for clients, resources, and management are totally integrated with RB8 office management software, so information entered anywhere in the system flows automatically to where it's needed throughout the system.

This eliminates re-keying, which saves time and reduces errors. Plus it provides the most up-to-date information to everyone accessing it, so clients and resources don't have to waste time calling to find out about upcoming jobs or outstanding balances. And they don't have to wait for you to send them transcripts or other important documents—they can download them anytime.

RB Web is secure

Clients and resources use their own passwords and user IDs to securely access their current schedules, files and financial info anytime from wherever they have Internet access.

Don't worry, even though it looks like your office is online, your information and documents are protected. You maintain your documents and info on your own server. (If you subscribe to RB8 Cloud for your business software, your database and files reside on Microsoft Azure's Cloud Services, which are top rated for safety and security.)

RB Web uses SSL protocols to encrypt information as it moves between your server and your user's browser. No one actually gets into your system. And you can turn off anyone's access with one mouse-click.

RB Web: Marketing & support included

Save time and money in-house

RB Web is totally integrated with your RB8 system so you can more efficiently:

- Answer questions from clients, resources, managers away from the office — even yourself when you leave for the day — without resorting to phone calls or email.
- Provide notices, transcripts, exhibits, receipts, etc. No need to reproduce and ship transcripts to clients — they can download them anytime anywhere over the Internet.
- Notify clients of the availability of a transcript, notify in-house staff of a client request or a job turned in by a resource, or notify reporters of overdue transcripts because it's all automatic in RB Web.
- Turn around transcripts and bill jobs because resources use a turn-in wizard when uploading files so they send you complete job, deponent and billing info along with the files — no more chasing down the details or a missing transcript.
- Market copy transcripts to appearance attorneys because reporters can add their names to a job in turn-in when they return from taking a deposition.
- Provide clients with invoices instantly online as soon as they are posted or anytime they want afterwards, so any problems can be brought to your attention and resolved quicker, and you get paid quicker.
- Give clients the option to pay invoices online, including COD invoices. Online invoices reflect all current charges so clients pay any late fees and finance charges.
- Allow copy attorneys to buy and download transcripts instantly and maximize copy sales.
- Provide reporters with current and past pay statements online that they can download and print themselves, eliminating mailed or emailed statements.

Connect RB Web to your website

Present a consistent company image between your website and your RB Web with its customization features:

- Add RB Web's log-in to your website's home page, so clients and resources visit your site each time to log in.
- Select colors for your RB Web to match your company website's appearance and make the transition between the two appear seamless to clients and resources.
- Customize the subject, body and footer fields on automated emails to differentiate your firm from others while providing recipients with relevant information.

Promote your business with our free materials

Use our downloadable RB Web marketing kit as part of your sales and marketing arsenal to help you sell your services to new and existing clients and resources.

Easy to set up, easy to use

We host your RB Web on Microsoft Azure's Cloud Services for a monthly subscription fee. Standard support and upgrades are included.

If you are not on RB8 Cloud, all you need to do is connect your RB Server to the Internet via a DSL or faster connection with your own static IP address, and tell us the company name or other text you want for your RB Web URL.

If you are on RB8 Cloud, your RB Server resides in the cloud next to your RB Web site so you don't need a static IP address.

To access their online offices, users need a browser and your URL. (RB Web works in the latest versions of *Internet Explorer, Edge, Firefox, Safari* and *Chrome*.)

Get help when you need it

Support for RB Web subscriptions is included in your RB8 business software support.*

SERVICES	COST
Phone, live chat, email, fax, & remote support**	included
Online support	included
Update release	included
RB Web Server re-installation service	\$250/incident

* *RB Support does not include support for your clients, reporters, network, Internet access, hardware, or third-party software. It also doesn't include training, disaster recovery, or off-business-hour support (9 am–7 pm CST, M–F, excluding holidays).*

** *Remote access requires a browser that allows ActiveX Controls to be installed by RB Support.*

RB community support

In addition to support plans, we also offer support through Team RB user conferences and RB XChange, a free job exchange for RB users to share jobs that allows them to turn in jobs to each other through their RB Web with all relevant job info attached.

RB Web: Improve your cash flow

RB Web is available by subscription only. For one low monthly rate, you can offer all of your clients and resources these services with minimal set-up and maintenance because we host your RB Web with a reliable third-party provider.

RB Web subscriptions include:

- Set-up service
- Support (based on your RB8 Support)
- Product updates & upgrades
- Branding with your company logo
- Link to your RB8 server*
- Direct log-in from your company web site
- Downloadable marketing materials

* If you want to link RB Web to multiple RB servers, you must rent as many RB Web systems as you have RB servers.

MONTHLY EXPENSE	
per RB8 server	\$220/month (1st month free) plus \$250 set-up fee
SERVICE OPTIONS	
Repository Search plug-in	\$50/month
Media Streaming plug-in	\$50/month
Repository Annotation plug-in	\$50/month
My Reward Points plug-in (requires RB8 Reward Points plug-in)	\$50/month
Client Of/Sales Rep plug-in	\$50/month
RB Web Mobile Apps	\$50/month/app plus \$250 set-up fee
RB Web Mobile On™	\$50/month
PAYMENT OPTIONS	
Automatic monthly credit card payment	

To subscribe to RB Web and begin your no-obligation, 30-day free trial, contact RB Sales.

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 **ReporterBase**

Clients buy transcripts, pay invoices – even COD – online

RB Web's e-commerce feature is an easy, practical way to add online payments to your RB Web:

- Clients can pay invoices online.
- Clients can buy transcripts online.
- You can publish COD invoices online & control access to transcripts, so clients can pay for and download transcripts immediately.

Online payments are easy for your clients

Clients can look up, download and pay invoices individually — or pay a group of invoices at once in the Pay Invoices tab.

They pay the current amount of the invoice, including all finance charges and late fees, and payments are processed in the background via PayPal. They stay in your RB Web instead of being redirected to a third-party site.

RB invoices can be created in LEDES 1998B format, the standard used by your attorney clients for their corporate clients.

Online payments increase your ability to collect payments from copy clients & COD clients

Attorneys of Record and other attending attorneys who are not your regular clients can buy transcripts online in your RB Web. After payment, they can download the transcript immediately.

You choose COD invoices to publish on the web. COD clients get an automatic email from RB8 which they can click to go to your site and pay their invoices online. RB8 notifies you when it automatically posts COD invoices and when it receives payment from PayPal.

Online payments automatically pay you

You receive automatic notification of payment, plus the PayPal processing fee, via RB8's Message Center. RB8 automatically generates the credit card transaction in the Payments module — no manual entry. PayPal deposits the payment (minus their processing fee) into your PayPal merchant account.

E-commerce is included free in RB Web.

NOTE: RB Web requires RB8 office management software to operate, which is available as a stand-alone product.

RB Web plug-ins add special features

With RB Web plug-ins, clients can quickly search their files, view video transcripts online, redeem reward points, and access their info on their smart phones. Reporters can also access their info via smart phone, and view pending/scheduled jobs for their clients. Each RB Web plug-in costs \$50/month per RB Web server, and you can cancel them anytime.

Clients can search file content

With the Repository Search plug-in, you build indexes of clients' files in the RB8 Repository so clients search an index, not the actual files, online. This way, clients can search through hundreds of transcripts, exhibits, etc. in seconds in three ways:

- All of the words
- Any of the words
- The exact phrase

When they locate the right file, they can download it.

The full-text search plug-in reads these file formats:

- PDF (text portion)
- MS Word
- Excel
- PowerPoint
- RTF
- HTML
- all text types including ASCII

(eTranscript PTX is not text based, so it is not supported.)

Clients can make searchable file notes

The Repository Annotation plug-in give clients the ability to make notes on files and flag them as important in their RB Web repositories. Clients can make any annotations visible to others who view the same files or keep a note private. Annotations are searchable in online case repositories.

Clients can view videos online

With the Media Streaming plug-in, you can give clients the ability to view video transcripts online in RB Web.

Benefits of Media Streaming plug-in:

- **Immediate start:** Users don't have to wait for downloads.
- **Interactivity:** Users can stop, go backwards, speed up, skip around, and slow down playback.
- **Bandwidth efficiency:** If you have a lot of attorneys accessing media files at once, you won't need a big pipeline to support it.
- **Long media files are usable:** If a transcript is 3 hrs./2GB, who can download it? Instead they view files online. The only limit is how much space you have on your hard drive.

- **Content protection:** Perhaps the most important benefit is that people can't steal your file. It doesn't store locally, there is no copy on their hard drive. They can't give it to someone else.

RB Web's Media Streaming plug-in supports:

- Flash
- MP3: If reporters have audio MP3 files for transcribers, you can upload those for online playback.
- H.264/HE-ACC media content, which is the format of most video, so you can repurpose your media content without converting.

Give clients access to reward points

RB8's Reward Points plug-in lets attorneys, paralegals and secretaries earn points with you for using your services. If you want to let your clients monitor their points, add the RB Web My Reward Points plug-in. Clients can see their current points balance, pending amounts and history, plus make requests to redeem or transfer points online.

This RB Web plug-in requires the RB8 Reward Points plug-in.

Give reporters right of first refusal

If your resources brought their own clients to your agency, add RB Web's Client Of/Sales Rep plug-in to give them the ability to view their clients' pending jobs so they can request the assignments. It also gives your sales reps the ability to view their clients' scheduled jobs.

Give everybody mobile access

Use RB Web Mobile Apps or the RB Web Mobile On™ plug-in to connect your clients, resources and staff with their important information in your office instantly on their smartphones and tablets. Give them optimized access to their transcripts and case files, schedule, job details (including driving directions), invoices, pay statements, and more.

RB Web Mobile Apps give them access without using a browser, and are available for iPhone and Android. RB Web Mobile On provides access through the browser on any mobile device.

RB Web Mobile Apps are available for \$50/month per app, plus a \$250 set-up fee. RB Web Mobile On costs \$50/month. They both require an RB Web subscription.

NOTE: All RB Web plug-ins and options require RB Web. RB Web requires RB8 office management software to operate, which is available as a stand-alone product.