

# Successful Small Firm Practice Series Session Eight

PRESENTED BY

ROCHELLE D. WASHINGTON

PRACTICE MANAGEMENT  
ADVISOR

D.C. BAR 2020



# Productivity

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Managing time

The simple secret to  
productivity

Block out Time - important  
times for all ongoing task

Being disciplined

# How to Manage Time with 10 Steps that Work



[Time Management-Productivity Tips](#)

# 10 Productivity Tips



Working  
smarter . . .



How do you work the most  
efficiently and effectively



What are the tools you need?

# Automate

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You are profitable to the extent you are efficient and keep overhead down



And you must spend money to make money



Use the right tool for the job



Establish a systematic workflow

# Go Paperless

1. Comply with court requirements
2. Improved Responsiveness to clients
3. Better allocation of resources
4. Reduces overhead costs



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Computer/Laptop

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Scanner/copier

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Case management

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Document Management

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E-Fax

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[ABA Going Paperless-A Practical Guide](#)

The paperless system. . .

# Streamline Processes



Client Intake- [Lexicata](#)



Client portals- Communication- Returning Calls, Copies to client, etc.- Client Portals



Fee Agreements- [The Form Tool](#) (doc automation)

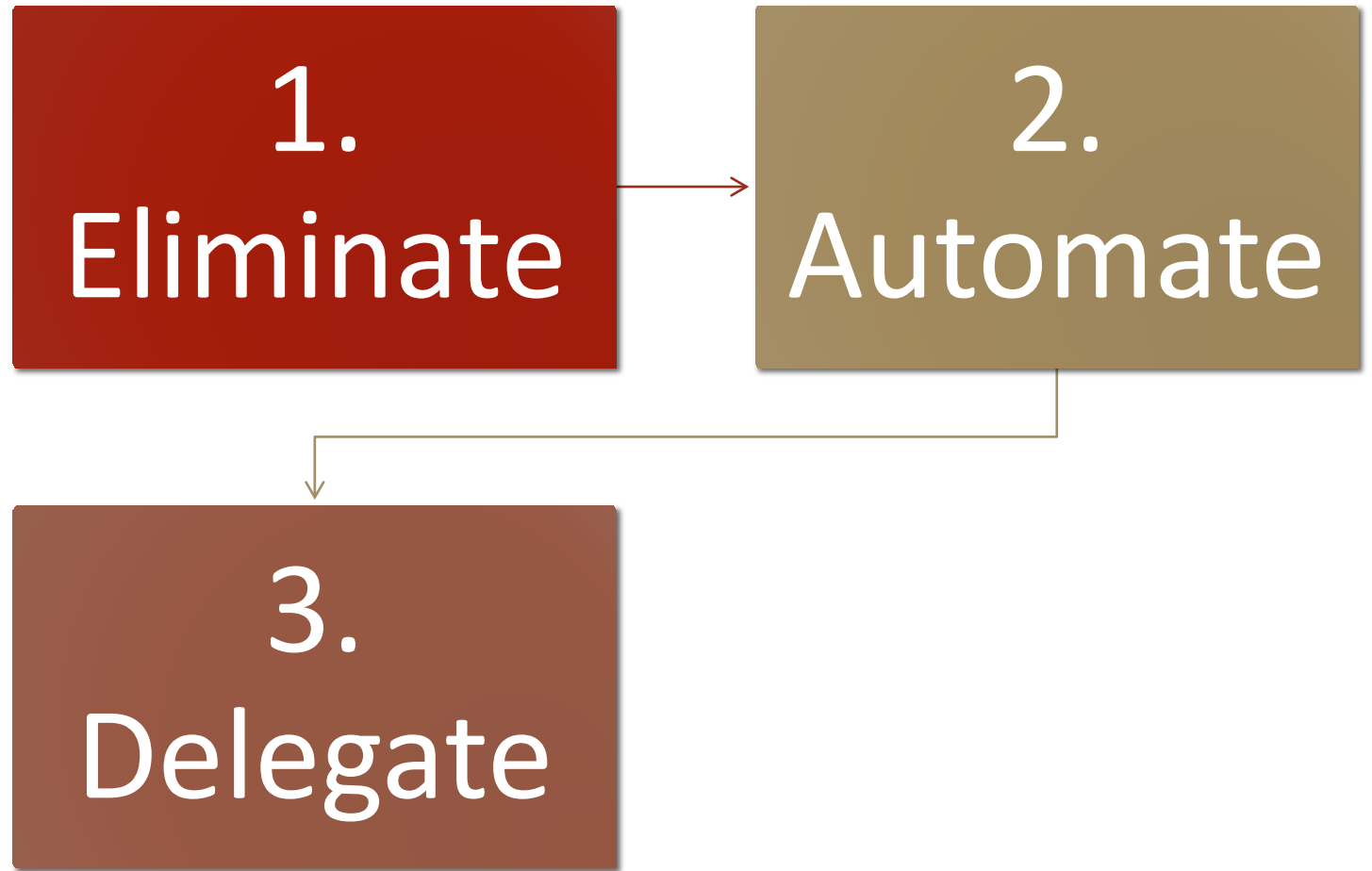


Work Flow- Case Management



Filing System- Netdocuments, Worldox

Automation for  
Your Law Firm  
When do you  
need tech?



# How to Choose Technology for your Law Office

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1. **Attractive**- you must like it

-Steve Jobs



2. **Intuitive**- small learning curve

-Word vs. Word Perfect



3. **Features** you need- Can it do what you need

-Functionality for your firm



4. **Cost** effective- It is in your budget

-Bottom Line



5. **Secure**- Read Terms of Service

-Safe for client data?

Ethical Obligation to Understand the Tech you implement in your law office...

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# A FEW GREAT TOOLS

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# Scanner

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# Fujitsu Scansnap

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S1100



IX500





And if you REALLY want to go Virtual....





## How It Works

- 1 Choose the document you need, and begin the online questionnaire.
- 2 Save your answers. You can return any time to edit/finish.
- 3 When you're ready to go forward, pay by credit card and submit your questionnaire.
- 4 We'll prepare your documents; amend as necessary; and notify you when ready.
- 5 Legal advice and instructions will also be provided.

Get Started >

## Maryland Divorce

- [Marital Settlement Agreement - \\$199](#)
- [Maryland Divorce with Children - with Maryland Separation Agreement - \\$349](#)
- [Maryland Divorce without Children - with](#)

MDFamilyLawyer.com, is Maryland's first divorce law firm helping clients represent themselves in uncontested divorce and other family law matters.

In 1998, I wrote the [first book on how to do your own Maryland divorce](#), and I have helped thousands of Maryland residents save on legal fees by enabling them to represent themselves in a "no-fault" or "uncontested" divorce.

One of my passions as a Maryland divorce lawyer is figuring out how to help people divorce peacefully and get on with their lives, without spending thousands of dollars on legal fees. If you have children, the money is better spent on your children rather than on legal fees.



[Home](#)

[Explore](#)

[Pricing](#)

[FAQ](#)

[Blog](#)

[Contact](#)

[Admin Login](#)

# Seamless

For the demanding client in all of us.

[Learn More](#)

<https://yourfirmapp.com>





**TIME TO UPDATE**



SAAS vs. Software

# Case Management

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A Centralized  
system to manage  
and organize  
cases

[ABA Buying Guide](#)

# Case Management

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SERVER BASED



SAAS



# Case Management

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[www.goclio.com](http://www.goclio.com)

[www.mycase.com](http://www.mycase.com)

[www.practicepanther.com](http://www.practicepanther.com)

# Word Processing



Google docs

WordPerfect





# Document Management



**netdocuments®**

**docmoto**

# Document Automation

**HOTdocs**<sup>™</sup>  
automated document generation



Adobe Document Cloud

 **SMOKEBALL**

 **TheFormTool PRO**  
Award-winning  
*\$89 lifetime license*

# Calendar System

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# Time and Billing



TIME SOLV



# Office Accounting

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# Collaboration



# COLLABORATION

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[www.slack.com](http://www.slack.com)

[www.trello.com](http://www.trello.com)

# ENCRYPTION

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[www.Sookasa.com](http://www.Sookasa.com)

[www.boxcryptor.com](http://www.boxcryptor.com)

[www.spideroak.com](http://www.spideroak.com)



# Note on Extra Security Measures

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# Password Management

LastPass \*\*\*\*



1Password

 StickyPassword

# Data Back- up



## Compare our plans

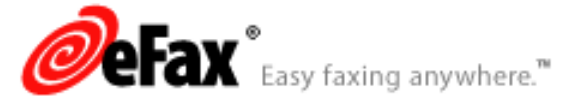
	BASIC COMPUTER BACKUP	ADVANCED ENDPOINT PROTECTION	BASIC SERVER BACKUP
	FROM <b>\$24</b> / MONTH billed annually <a href="#">Buy now</a>	FROM <b>\$34</b> / MONTH billed annually <a href="#">Get a quote</a>	FROM <b>\$50</b> / MONTH billed annually <a href="#">Buy now</a>
Automatic cloud backup	✓	✓	✓
Ransomware recovery	✓	✓	✓
Protects endpoints	PCs and Mac	PCs and Mac	
Protects servers			✓
Award-winning support, 7 days/week	✓	✓	✓

# Electronic Fax

[Genius Fax and Scan](#)

<http://Faxzero.com>

[www.efax.com](http://www.efax.com)



**Genius Fax - Fax PDF documents** 4+

Fax from anywhere

The Grizzly Labs

★★★★★ 4.8, 2.3K Ratings

Free · Offers In-App Purchases



The logo for HelloSign, featuring a white stylized 'H' icon on a blue rectangular background, followed by the word 'HELLOSIGN' in white uppercase letters.The logo for DocuSign, featuring the word 'DocuSign' in a white, elegant script font on a dark grey rectangular background.The logo for RightSignature, featuring the word 'RightSignature' in a blue serif font with a trademark symbol, set against a light grey background.The logo for Adobe Document Cloud / eSign services, featuring the Adobe logo (a red square with a white 'A' shape) on the left, and the text 'Adobe Document Cloud / eSign services' in white on a teal background.

# Electronic Signatures

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[www.echosign.adobe.com](http://www.echosign.adobe.com)

[www.docuSign.com](http://www.docuSign.com)

[www.rightsignature.com](http://www.rightsignature.com)

[www.hellosign.com](http://www.hellosign.com)

# Free and low cost research . . .

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- <http://scholar.google.com>
- Local sources
- Fastcase is here and free as a DC Bar Member Benefit





# Outsource it!

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[www.ruby.com](http://www.ruby.com)

[www.backofficebetties.com](http://www.backofficebetties.com)

[www.legaltypist.com](http://www.legaltypist.com)

[www.upwork.com](http://www.upwork.com)

[Lawclerk.legal](http://Lawclerk.legal)



# Engage your clients in a few simple clicks

Hundreds of 5-Star Reviews



The #1 Legal CRM and Client Intake Platform



## Speak with a Clio expert

First name

Last name

Email

Phone number

Firm Size:

[Sign Up Now](#)

## Introducing Clio Grow

The legal client relationship management (CRM) and client intake software that transforms the way you engage with potential and existing clients.

# Microsoft Office- Different Versions?

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## OFFICE 2016

1. Disk we use to get (1 download)
2. One computer at home
3. Security Updates
4. No new tools

## OFFICE 365

1. Use on multiple devices
2. Low monthly cost
3. Get updates- new features and apps
  - New excel functions
  - PowerPoint
  - Drawing tools
4. Extra OneDrive Storage- 1 T

# Why I love OFFICE 365!

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- Collaboration
- Secure
- Mobility
- Great Apps
- Cost efficient
- Latest Updates
- Intuitive
- Everything in one place!

## Select a plan

Run your business more easily with Office 365. Get everything you need to get work done anytime, anywhere.

Looking for Enterprise plans?

[See more plans & pricing](#)

[See options for home](#)

### Full, installed Office applications

Word, Excel, PowerPoint, Outlook, Publisher, and OneNote on up to 5 PCs or Macs

Office for tablets on up to 5 Windows

	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
		Includes full Office desktop!	Includes full Office desktop!
	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
	<a href="#">Learn more</a>	<a href="#">Learn more</a>	<a href="#">Learn more</a>
	\$5.00 user/month annual commitment	\$8.25 user/month annual commitment	\$12.50 user/month annual commitment
	1 year \$5.00 user/month	1 year \$8.25 user/month	1 year \$12.50 user/month
	<a href="#">Buy now</a>	<a href="#">Buy now</a>	<a href="#">Buy now</a>
Full, installed Office applications		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Office for tablets on up to 5 Windows		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Good afternoon

↓ Install Office 2016

Other installs

Search online documents 🔍

Mail	OneDrive	Word	Excel	PowerPoint	OneNote	SharePoint	Teams	Yammer	Dynamics 365
Flow	Calendar	People	Newsfeed	Planner	Tasks	Delve	Video	Sway	PowerApps
Forms	Stream	Store							

Show less ^

# Not just Microsoft

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**Doodle**<sup>®</sup>

  
**asana**

**17hats**

**zoom**

**zapier**

 **slack**

 **EVERNOTE**

  
**SurveyMonkey**<sup>®</sup>



Team Collaboration



Activity



Chat



Teams





Meetings



Files



Feedback

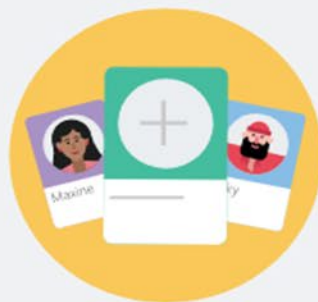
Search  

Favorites

 PMAS Response Team  PMAS Response Team > **General** ...Conversations Files Wiki +

## Welcome to the team!


Here are some things to get going...

[Add more people](#)[Create more channels](#)[Open the FAQ](#) Rochelle Washington changed team description. Rochelle Washington changed team name from Practice 360 to PMAS.

September 25, 2017



Rochelle Washington Monday 9:52 AM

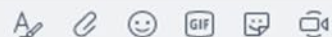
 Reply

Yesterday



Rochelle Washington has added Lajuan Evans and Duane Tolson to the team.

Start a new conversation, use @ to mention someone

 Add team



# Slack For Teams

Slack for Teams is a single workspace for your small-to medium-sized company or team.

**Free**  
\$0

CREATE A WORKSPACE

For small teams wanting to try out Slack for an unlimited period of time.

[Learn more](#)

**Standard**  
\$6.67

Per active user, per month  
billed annually  
\$8 billed monthly

BUY STANDARD

For teams and businesses ready to make Slack the hub for their projects and communications.

[Learn more](#)

**Plus**  
\$12.50

Per active user, per month  
billed annually  
\$15 billed monthly

BUY PLUS

For businesses that need SSO, Compliance Exports, and guaranteed uptime on a single Slack team.

[Learn more](#)



## Messages & Apps

Searchable messages ⓘ	10K of your team's most recent messages	Unlimited	Unlimited
Apps/services ⓘ	10 third-party or custom integrations	Unlimited	Unlimited

# Pricing

Asana is the easiest way for teams to track work and get results. Our Premium and Enterprise plans give you more power, control, and customization.

## Free

Our basic version of Asana for teams that are just getting started.

[Sign up](#)

Free Features

## Premium

**\$9.99**

per member per month  
billed annually

Powerful enough to run your entire business. Small team discount may apply.

[Calculate your price](#)

Everything in Free, plus:

## Enterprise

All the power of Premium, plus more control and support.

[Contact us](#)

Everything in Premium, plus:

# Video Conferencing

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zoom

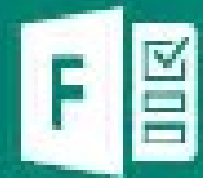
skype™



# Zoom

Basic Personal Meeting	Pro Great for Small Teams	Business Small & Med Businesses	Enterprise Large Enterprise-Ready
<b>Free</b>	<b>\$14.99</b> /mo/host	<b>\$19.99</b> /mo/host	<b>\$19.99</b> /mo/host
<a href="#">SIGN UP, IT'S FREE</a>	<a href="#">Buy Now</a>	<a href="#">Buy Now</a>	<a href="#">Contact Sales</a>
Host up to 100 participants	<b>All Basic features +</b>	<b>All Pro features +</b>	<b>All Business features +</b>
Unlimited 1 to 1 meetings	Includes 100 participants <a href="#">Need more participants?</a>	Includes 100 participants <a href="#">Need more participants?</a>	Includes 200 participants <a href="#">Need more participants?</a>
40 mins limit on group meetings	Unlimited meeting duration for all meeting sizes	Dedicated phone support	Unlimited Cloud Storage
Unlimited number of meetings	User management	Admin dashboard	Dedicated Customer Manager
Online support	Admin feature controls	Vanity URL	Executive Business Manager
+ Video Conferencing Features	Reporting	Option for on-premise deployment	Bundle discounts on add-ons and Zoom Rooms
+ Web Conferencing Features	Custom Personal Meeting ID	Managed domains	
+ Group Collaboration Features	Assign scheduler	Single sign-on	
+ Security	1GB of MP4 or M4A cloud recording	Company branding	
	<a href="#">REST API</a>	Custom emails	
	Skype for Business (Lync) interoperability	LTI integration	
	+ Optional Add-on Plans		

# Forms and Surveys



Forms

SEE ENTERPRISE PLANS

## Plans & Pricing

Choose your plan today. Get started now with the survey platform that adapts to your needs—even if they change over time.

### With SurveyMonkey, you can:

- ✓ Send professional surveys in minutes
- ✓ Get powerful tools to analyze your data
- ✓ Share insights with your team
- ✓ Enjoy a scalable survey platform

	BASIC	STANDARD	BEST VALUE ADVANTAGE	PREMIER
	<p><b>\$0</b></p> <p>Always free</p> <p><a href="#">SIGN UP</a></p>	<p><b>\$35 / month</b></p> <p>Billed monthly</p> <p><a href="#">SAVE with Annual</a></p> <p><a href="#">SIGN UP</a></p>	<p><b>\$34 / month</b></p> <p>Billed \$408 annually</p> <p><a href="#">SIGN UP</a></p>	<p><b>\$99 / month</b></p> <p>Billed \$1,188 annually</p> <p><a href="#">SIGN UP</a></p>
Number of surveys ?	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Questions per survey ?	10	UNLIMITED	UNLIMITED	UNLIMITED
Number of responses ?	100 / survey	1000 / month*	UNLIMITED	UNLIMITED
24/7 customer support via email ?	✓	✓	Expedited	Expedited & Phone
<b>NEW!</b> Team accounts & tools ? Collaboration tools for survey projects	1 user total with commenting only	1 user total with commenting only	2 users total with all team tools	2 users total with all team tools
<b>NEW!</b> Quizzes ? Create assessments with automatic scoring	✓	✓	✓	✓
Customized surveys ? Logo, colors, survey URL		✓	✓	✓
Data exports ? CSV, PDF, PPT, XLS		✓	✓	✓
Advanced data exports ? SPSS			✓	✓

# SurveyMonkey

## Most popular

### Beginner

For anyone just getting started with email marketing.

Starting at


**\$9.99/mo**

\$9.99/mo when you renew<sup>4</sup>

Add to Cart

Up to 500 subscribers  
Add more anytime

Send up to 5,000 emails/month

Single signup form 

Basic image storage 

Professional templates

Mobile-friendly designs

Unsubscribe handling 

Works with Facebook, Etsy & More

### Up & Running

Already have clients? This is the plan for you.

Starting at


**\$14.99/mo**


\$14.99/mo when you renew<sup>4</sup>

Add to Cart

Up to 2,500 subscribers  
Add more anytime

Send up to 25,000 emails/month

Unlimited signup forms 

Unlimited image storage 

Professional templates

Mobile-friendly designs

Unsubscribe handling 

Works with Facebook, Etsy & More

Automated email campaigns 

Converts blog posts to email

### Pro

For savvy marketers with growing mailing lists.

Starting at

**\$29.99/mo**


\$29.99/mo when you renew<sup>4</sup>

Add to Cart

Up to 5,000 subscribers  
Add more anytime

Send up to 50,000 emails/month

Unlimited signup forms 


Unlimited image storage 

Professional templates

Mobile-friendly designs

Unsubscribe handling 

Works with Facebook, Etsy & More

Automated email campaigns 

Converts blog posts to email

# Email Marketing- GoDaddy

# Workflow Automation





# Flow

Save Office 365  
email attachments  
to OneDrive for  
Business

By Microsoft  
Used 104264 times



Send myself a  
reminder in 10  
minutes



By Microsoft  
Used 73405 times



Get a push  
notification when  
you receive an  
email from your  
boss



By Microsoft  
Used 69696 times

Save Outlook.com  
email attachments  
to your OneDrive

By Waleed Ahmed  
Used 35391 times



Get a push  
notification with  
updates from the  
Flow blog



By Microsoft  
Used 30444 times



PowerApps button



By Microsoft  
Used 18028 times

# Plans for Any Kind of Workflow

Sign up now, upgrade anytime. New accounts get a 14-day trial of our paid plans.

## Free Forever

Always  
\$0 / month

Automate personal tasks. Be less busy, and get more done.

- ✓ Make two-step Zaps
- ✓ Get help from our support team
- ✓ Connect the tools you use most

SIGN UP FOR FREE

## For Work

Starting at  
\$20 / month

Automate your business. Turn on workflows that make any job easier.

- ✓ Make Zaps with 3+ steps
- ✓ Get priority support
- ✓ Access all of our 750+ apps
- ✓ Filter data for precise automation
- ✓ One month free for paying annually

START YOUR 14-DAY TRIAL

## For Teams

Starting at  
\$250 / month

Automate together. Give your entire team Zapier's most powerful features.

- ✓ Unlimited Zaps
- ✓ All our premium features
- ✓ Everyone's Zaps on one bill

LEARN MORE

# Zapier



Planner

Project Management

# 17hats Plans and Pricing

Each plan includes: ✓ Online invoicing and payment processing ✓ Powerful workflow autom  
✓ Online contracts, quotes, and questionnaires ✓ And tons more!

# 17hats

## UNLIMITED

\$39 /mo

For Seasoned Pros

- ✓ Unlimited Active Projects
- ✓ No 17hats Transaction Fee
- ✓ Processing Fee: 2.9% + 30C
- ✓ ACH (eChecks) payments
- ✓ Customer Support
- ✓ Sync Bank Account
- ✓ Template Marketplace
- ✓ Create Multiple Accounts

CHOOSE MY PLAN

BEST DEAL! SAVE \$169

## UNLIMITED ANNUAL

\$25 /mo

Billed annually at  
~~\$468~~ \$299\*

- ✓ Unlimited Active Projects
- ✓ No 17hats Transaction Fee
- ✓ Processing Fee: 2.9% + 30C
- ✓ ACH (eChecks) payments
- ✓ Customer Support
- ✓ Sync Bank Account
- ✓ Template Marketplace
- ✓ Create Multiple Accounts

CHOOSE MY PLAN

## LITE

\$25 /mo

For Growing  
Businesses

- ✓ 15 Active Projects
- ✓ No 17hats Transaction Fee
- ✓ Processing Fee: 2.9% + 30C
- ✓ ACH (eChecks) payments
- ✓ Customer Support
- ✓ Sync Bank Account
- ✓ Template Marketplace
- ✓ Create Multiple Accounts

CHOOSE MY PLAN



OVERVIEW



CONTACTS



LEADS



PROJECTS



CALENDAR



TO DO



DOCUMENTS



WORKFLOW



BOOKKEEPING

# Workflows +

OVERVIEW

ACTIVE

TEMPLATES

## ITEMS PAST DUE

APR  
28

~~May 1st brochure deadline~~  
Rochelle Washington > Practice 360 > Practice 360

## DUE IN THE NEXT 15 DAYS

SEP  
27

Send email: Seminar Team Assignments  
Rochelle Washington > Practice 360 > Practice 360

REVIEW

## RECENTLY ACTIVE WORKFLOWS

[See all](#)



Rochelle Washington > Practice 360 > Practic...

## RECENT WORKFLOW ACTIVITY



May 1st- brochure deadline  
Rochelle Washington > Practice 360

a few seconds ago



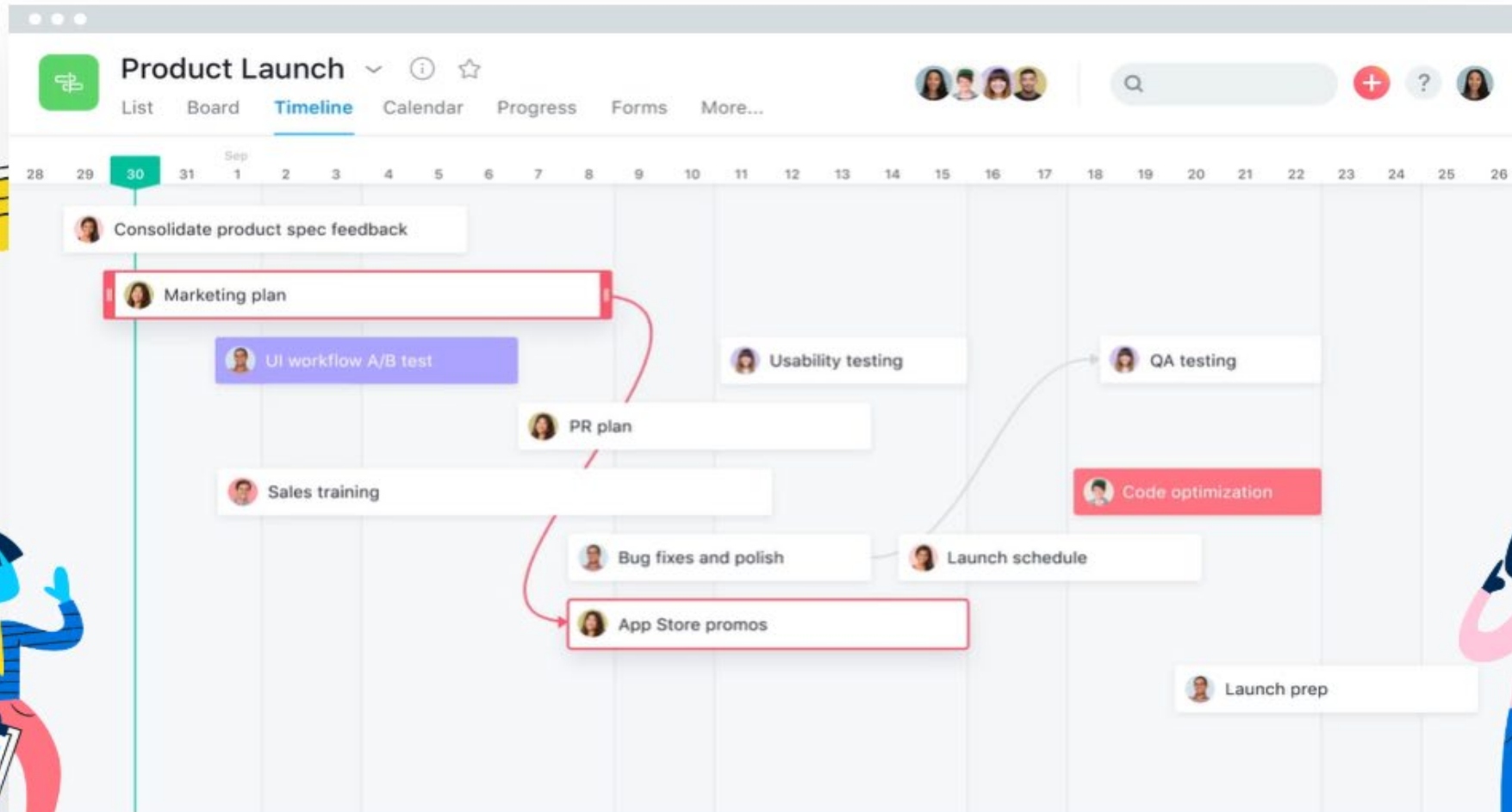
Send email request to Semina...  
Rochelle Washington > Practice 360

5 months ago



Status meeting  
Rochelle Washington > Practice 360

7 months ago



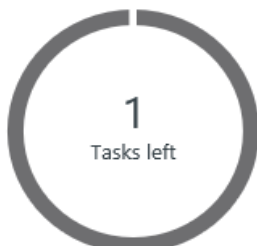
Office 365 | Planner

PMAS Response Team | Board | Charts

Members: RW, DT, LE

Group by: Bucket

### Status



1 Tasks left

Status	Count
Not started	1
In progress	0
Late	0
Completed	0

### Members

Member	0	1	2
Unassigned			
Rochelle Washington			
Duane Tolson			
Lajuan Evans		█	

### Tasks

To do

- Send kick-off meeting invitation

Completed

LE Lajuan Evans

We couldn't get documents from OneDrive. Please try again later.

# File Sharing and Storage





e-Notetaking





Sync to OneDrive



Share with anyone  
on PC, phone, or tablet



[Watch the  
2 minute video](#)

## 1. Take notes anywhere on the page

Write your name here

## 2. Get organized

You start with "My Notebook" - everything lives in here



Add sections for activities like:





# To Do List



PLANS & FEATURES	TODOIST FREE Basic	TODOIST PREMIUM For Individuals	TODOIST BUSINESS For Teams
Select currency: <input type="text" value="USD"/>	\$0	\$28.99 / year	\$28.99 / user / year
Access on 10+ platforms	✓	✓	✓
Recurring due dates	✓	✓	✓
SSL secured connection	✓	✓	✓
Sub-tasks & sub-projects	✓	✓	✓
Task priorities (4 levels)	✓	✓	✓
Active projects	80	200	200
People per project	5	25	50
Task Labels & Reminders	—	✓	✓
Location-based notifications	—	✓	✓
Add tasks via email	—	✓	✓
Task comments & file uploads	—	✓	✓
Automatic backups	—	✓	✓
Productivity tracking and charts	—	✓	✓
iCal synchronization	—	✓	✓

todoist

# Wunderlist

Features	Free	🌟 Pro
 <b>Add files</b> Add anything from photos to spreadsheets	<b>5MB</b> per file	<b>Unlimited</b>
 <b>Assign To-dos</b> Delegate responsibilities like a boss	<b>25 assigns</b> per shared list	<b>Unlimited</b>
 <b>Subtasks</b> Break down large goals into actionable to-dos	<b>25</b> per to-do	<b>Unlimited</b>
 <b>Backgrounds</b> Personalize your Wunderlist just the way you like	<b>20</b> Backgrounds	<b>30</b> Backgrounds

Upgrade to Pro today for \$4.99 per month

Run your next project with Wunderlist and see how well it works for you

[Upgrade to Wunderlist Pro](#)



# Appointment Scheduling

how do I start a poll for a time to meet?

Sign in

- 1 Navigate to <http://www.office.com>.
- 2 Sign in
- 3 Open your calendar
- 4 Click new
- 5 Click Poll for a time to meet

Office 365 | Outlook

Search Calendar

September 2017

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

New Add calendar Interesting calendars Schedules

Calendar event 7-23, 2017

Poll for a time to meet

Email message

Birthday event

3a

4a

Find Time\*

(this will be rereleased and renamed October 2017)

# Doodle

Plans	Free for individuals	Private for professionals	Business for teams
	1 free user	1 Premium user included	1 Premium users included
		\$39 per year	\$69 per year
Easy scheduling	✓	✓	✓
Connect your calendar	✓	✓	✓
Send automatic reminders		✓	✓
See who is missing		✓	✓
Request additional information		✓	✓
Ads-free		✓	✓
Custom design			✓
Custom subdomain			✓

Billed Monthly  Billed Annually

	Basic \$0 totally free	Premium \$8 per user / month	Pro \$12 per user / month
<b>Features</b>			
Calendar integrations with Google Calendar, Office 365, Outlook and iCloud	✓	✓	✓
Schedule unlimited events	✓	✓	✓
Event types <a href="#">?</a>	1 event type	Unlimited event types	Unlimited event types
Personalized Calendly link (e.g. calendly.com/janedoe)	✓	✓	✓
Removable Calendly branding	✗	✓	✓
Pooled availability options for teams (round robin, collective scheduling, multiple team members on one page)	✗	✓	✓
Group events (for tours, webinars, classes, etc.)	✗	✓	✓
Automated event notifications <a href="#">?</a>	✓	✓	✓
Customizable email notifications and reminders <a href="#">?</a>	✗	✓	✓
Add links to event confirmation pages <a href="#">?</a>	✗	✓	✓
Metrics and reporting <a href="#">?</a>	✗	✓	✓

# Calendly

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Helpful  
Tips

A few more

To...  
Cc...  
Bcc...  
Subject

Sincerely,  
Rochelle D. Washington  
Senior Staff Attorney  
Practice Management Advisory Service  
District of Columbia Bar  
1101 K Street, NW, Suite 200  
Washington, DC 20005  
202-737-4700 x3217  
[washington@dcbar.org](mailto:washington@dcbar.org)  
twitter: @attywashington



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**Properties** [X]

**Settings** ——— **Security** ———

Importance Normal ▼

Sensitivity Normal ▼

Do not AutoArchive this item

**Voting and Tracking options** ———

Use voting buttons \_\_\_\_\_ ▼

Request a delivery receipt for this message

Request a read receipt for this message

**Delivery options** ———

Have replies sent to \_\_\_\_\_ Select Names...

Do not deliver before 9/27/2017 ▼ 5:00 PM ▼

Expires after None ▼ 12:00 AM ▼

Save copy of sent message

▼ None

Properties



Settings



Importance

Sensitivity

Do not AutoArchive this item

Security



Change security settings for this message.

Voting and Tracking options



Use voting buttons

Request a delivery receipt for this message

Request a read receipt for this message

Delivery options



Have replies sent to

Do not deliver before

Expires after

Save copy of sent message

Clipboard

- Cut
- Copy
- Paste
- Format Painter

Basic Text

Arial 10

B I U

Text alignment and bullet point icons

Names

- Address Book
- Check Names
- Attach File
- Attach Item
- Signature

Tags

- Follow Up
- High Importance
- Low Importance

Office Add-ins

Template Phrases

- Show templates

FindTime

- New Meeting Poll

Send

To...

Cc...

Bcc...

Subject

Please accept our apologies for any inconvenience that has been caused by this.

Sincerely,

Rochelle D. Washington  
 Senior Staff Attorney  
 Practice Management Advisory Service  
 District of Columbia Bar  
 1101 K Street, NW, Suite 200  
 Washington, DC 20005  
 202-737-4700 x3217  
[rwashington@dcbbar.org](mailto:rwashington@dcbbar.org)  
 twitter: @attywashington



# Newsletter

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## Template Phrases

Search templates

- Please contact us again
- Contact me for further assistance
- Sorry
- Sorry for continued difficulties
- Apologies for the delay
- Please accept our apologies**
- Apologies for inconvenience
- I will follow up with a solution
- I will follow up with results
- Wishing all the best

Please accept our apologies for any inconvenience that has been caused by this.

Insert



+ New | v

**AbleBits** ...



Monitors – the More the Merrier!

# Use More Monitors

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ALWAYS  
READ TERMS  
Of SERVICE

---

A Few More great tools . . .

---

KEEP  
CALM  
AND  
SAY  
YES

When clients propose payment plans, respond with **preauthorization agreements**. Simply use your credit card processing account to draft from the client's bank account on the date of payments.





# Credit Cards

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**LAWPAY**  

---

**CREDIT CARD PROCESSING**

# Marketing





# SOCIAL MEDIA

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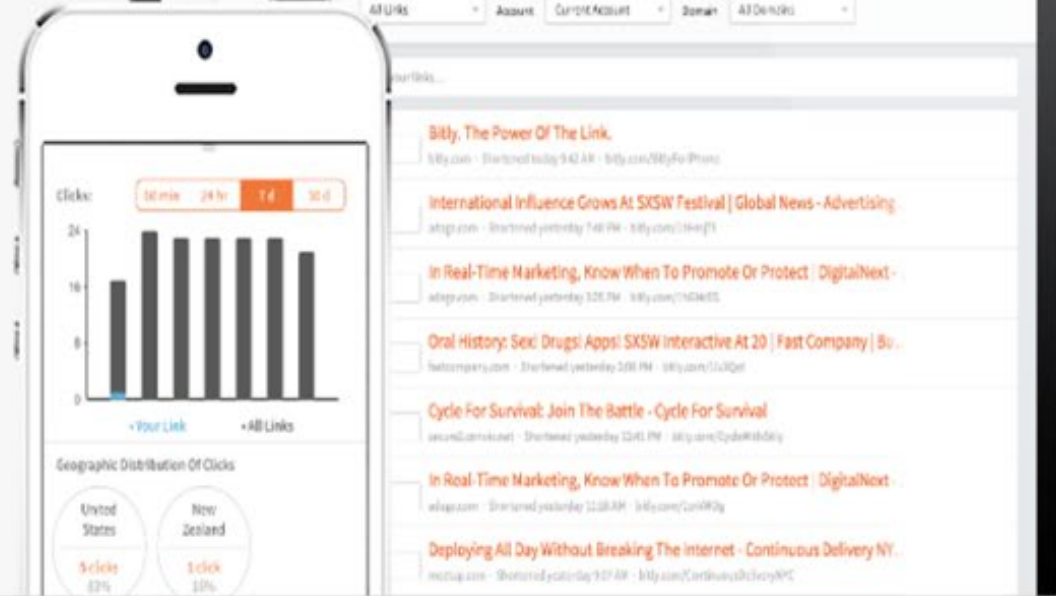
# Guide to Marketing on YouTUBE

---

Bitly Brand Tools are the must-have for marketers to fuel branding, engagement, and understanding in the connected world.

[Learn More](#)

Trying to shorten a link? [Click here.](#)



## The Bitly Real-Time Media Map

See who is consuming what media where in the United States, in real-time!

[www.Bit.ly.com](http://www.Bit.ly.com)

All goo.gl URLs and click analytics are public and can be accessed by anyone.



### Shorten, share and track your shortened URLs.

goo.gl allows you to track, in real-time, the clicks and referrers on any shortened URL - a perfect tool to help you understand what appeals to your audience and to help you optimize your social, email, and other click-through campaigns. [Create your account](#) to get started today.

<https://goo.gl/>

...OR UNSHORTEN IT!

---



Not got a short URL to try? Here's one: <http://bit.ly/GVBQJS>

## Email & Web Security

 [barracuda.com](http://barracuda.com)

Real-Time Protection with Lowest False Positives. Free Evaluation!



Copyright © 2014 [Unshorten.It!](http://Unshorten.It!). All Rights Reserved

Unshorten.It! is developed and maintained by [Cameron Gray](#) (Software Development & Server Administration) and Connor Stuart (Interface Design)

[Terms of Service](#) or [Privacy Policy?](#)



# Unshorten.it

# It's all about intention

---

## How our thoughts become our destiny?

- Thoughts become our words;
- Words become our actions;
- Actions become our habits;
- Habits become our character;
- Character becomes our destiny.

We wish you the  
best

Take care of  
yourself and  
remember....

In the business of  
law, capital is  
human.

With that said.....

# Lunch and Learn



**November 19, 2020-** *Windows 10 and Digital Forensics*

Presented by Michael Maschke and Brandon Barnes of Sensei Enterprise, Inc.

With Windows 10 becoming the most popular operating system for desktop and laptop computers, it's important to understand the potential wealth of information a forensic analysis will provide. Windows 10 and Digital Forensics will offer insight on popular artifacts that may help with your case.

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**Network Friday, December 11, Virtual Networking at 12:30 pm. RSVP to [steven@stevenkriegerlaw.com](mailto:steven@stevenkriegerlaw.com)**

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**Network Friday., November 20, Virtual Networking, RSVP to [rsjillions@gmail.com](mailto:rsjillions@gmail.com)**

Networking Events

The End....

## Homework:

Consider (and plan for) the technology you will need to start your firm.

- Block out time to try two to three competing products
- Choose what is most intuitive to you
- Make sure it is secure
- Craft your technology budget. What do you need now and what can wait! Your wallet will tell you.
- Do a cost benefit analysis. What will benefit you the most if you invest now?