

# RealLegal Frequently Asked Questions

## **E-Transcript Manager**

**Q:** I was just added as a licensed user, how do I get set up?

**A:** A downloading and activation email will be sent to you with instructions.

**Q:** How do I set up the formatting for transcripts?

**A:** Please utilize the training video and self-help guides below:

- [How to set up a transcript theme](#)
- [Working with Themes](#)
- [Restoring Themes and Database in E-Transcript Manager](#)

**Q:** How do I import a transcript?

**A:** Please utilize the following training video.

- [Importing Transcripts](#)

**Q:** How do I convert my transcripts into a PDF?

**A:** Please see the short instructional video below.

- [How to make a PDF Transcript](#)

**Q:** How do I digitally sign a transcript?

**A:** Please see the training video below.

- [Digitally Signing Transcripts](#)

**Q:** How do I make corrections to text in a transcript?

**A:** Please see the training video below.

- [Using the E-Transcript Editor for Changes or Redactions](#)

**Q:** What type of formatting should reporters transcribing with Word or WordPerfect use?

**A:** Please utilize the self-help guide listed here.

- [RealLegal ASCII Formatting Tips](#)

**Q:** How do I set up a generic text printer?

**A:** Please see the quick self-help guide below.

- [RealLegal Set Up Generic Text Printer](#)

## **Reporter Edition and Digital Signatures:**

**Q:** What are the benefits of Reporter Edition?

**A:** Allows reporters to submit their transcripts directly to the inbox in E-Transcript Manager. Reporters can also digitally sign their transcripts before submission.

**Q:** How do I add new reporters?

**A:** Please see the self-help guide and training video below.

- [Working with Reporters using Reporter Edition](#)
- [Setting-up Mailbox and Sending Reporter Edition Invitations to Reporters](#)

**Q:** How do I update my signature for an existing user?

**A:** Please utilize the form below.

- [Signature Form1 - Existing Account](#)

**Q:** How do I change my name on a digital signature account for an existing user?

**A:** Please use the form below.

- [Signature Form1 - Existing Account](#)

**Q:** How do reporters set up a signature account?

**A:** Please see the self-help guide and training video below.

- [Enrolling in E-Signature](#)
- [Setting up Signature Accounts](#)

**Q:** How do reporters use Reporter Edition to sign and submit transcripts?

**A:** Please utilize the self-help guide and training video.

- [Reporter Edition Quick Reference Guide](#)
- [Signing and Sending Transcripts to Agency](#)

**Q:** How are Reporter Edition transcripts received and used by the agency?

**A:** Please see the informational video below.

- [How Reporter Edition Transcripts are Received and Used at the Agency](#)

## **West Publisher**

Any questions related to West Publisher, please view the video training library found here: [West Publisher](#)

## Customer Service Questions

**Q:** How do I add an additional license to my existing subscription?

**A:** Please email [RealLegal@Thomsonreuters.com](mailto:RealLegal@Thomsonreuters.com) for assistance

**Q:** I have a billing issue. Who can I reach out to?

**A:** For billing issues, you can either reach out to customer service at 1-800-290-9378

**Q:** How do I cancel my subscription?

**A:** Please email [RealLegal@Thomsonreuters.com](mailto:RealLegal@Thomsonreuters.com) for assistance

**Q:** I need help setting up the software?

**A:** Please visit [RealLegal.com](http://RealLegal.com) or feel free to call technical support at 1-800-290-9378, when prompted for product say RealLegal and supply additional information required.

**Q:** Can I install the software on more than one computer registered to me?

**A:** You can install the software on another computer as long as it is for the same user. Should you need assistance please contact technical support at 1-800-290-9378, when prompted for product say RealLegal and supply additional information required.

**Q:** I need to install the software on another computer for a different user. How can I do that?

**A:** You will need to obtain a license for that user. You can do so by emailing [RealLegal@Thomsonreuters.com](mailto:RealLegal@Thomsonreuters.com) for assistance.

**Q:** I've installed my software on a new computer, where do I get my registration code?

**A:** If you are installing an existing subscription onto your new computer, all you will need is your User ID and Password to activate. This is second option in the activation window.

**Q:** I forgot my User ID and Password. How can I obtain it.

**A:** Please reach out to [RealLegal@Thomsonreuters.com](mailto:RealLegal@Thomsonreuters.com) for assistance.

**Q:** I've reinstalled West Publisher. Where can I obtain my registration code?

**A:** The correct version of West Publisher will not prompt you for a registration code. You can obtain the correct version for court reports here:

[West Publisher for Court Reporting Agencies software download](#)

**Q:** Which website do I go to manage my subscription/account?

**A:** Please utilize MyAccount locate here: [MyAccount Sign On Page](#)